

Planning, Design and Access Statement

36 High Street
Haverhill
Suffolk
CB9 8AR

25 March 2021

Change of Use from Financial Services (Use Class E(c)) to a
Hot Food Takeaway (Sui Generis) with internal and external
alterations



Sanderson
Weatherall



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1. Introduction

- 1.1. This planning, design and access statement has been prepared to support an application for full planning permission for the change of use of 36 High Street, Haverhill (hereafter 'the application site'), from financial services (Use Class E(c)) to a hot food takeaway (Sui Generis) with internal and external alterations.
- 1.2. By way of context, the applicant was founded in 1984 in Indiana, USA. The company has grown substantially since then and is now one of the largest pizza groups in the world with over 4,000 outlets in 36 countries. Most of the outlets are owned and operated under a franchise agreement and can provide up to 20 jobs. In the UK Papa John's (GB) Ltd operate approximately 400 stores nationwide.
- 1.3. The purpose of this statement is to describe the site and its location; describe the application proposal; explain the relevant planning history; identify the policy context; explain design and access considerations; and assess the extent to which it complies with the Development Plan and other material considerations.
- 1.4. The application is accompanied by a Location Plan, Elevations and Floor Plans.
- 1.5. The remainder of this report follows the structure set out below:
 - Section 2 – Site Location and Description;
 - Section 3 – Proposed Development;
 - Section 4 – Relevant Planning History;
 - Section 5 – Planning Policy Context;
 - Section 6 – Design and Access Considerations;
 - Section 7 – Planning Justification; and,
 - Section 8 – Conclusions.



2. Site Location and Description

Application Site Location

- 2.1. The application site is located on the south-west side of the High Street within the designated Primary Shopping Area and Primary Shopping Frontage of Haverhill Town Centre. Next door to the south-east is a bookmaker (Sui Generis) and next door to the north-west is a shop (Use Class E) (currently occupied by Savers). To the rear is a service yard and parking area the northern end of which is used as a bin storage area. There is a vertical flue adjacent to the service yard fixed to the rear of No.40 High Street that discharges above eaves level. There are offices to the rear and on the first and second floors above the application site. There are several public car parks in the vicinity including the Town Hall Car Park to the south-west of the service yard and parking area and Ehringshausen Way Car Park to the rear of the buildings on the north-east side of High Street.
- 2.2. The vicinity of the application site is characterised by a range of shops with occupiers including Greggs, Glasswells, Select Fashion and Clarks. Three takeaways exist on the High Street all of which are within approximately 100m to the south-east, they are, Benny's BAR B at No.61b, Papillion Pizza at No.54 and Good Friends Chinese at No.73
- 2.3. The bus and coach station are located approximately 108m to the north-east (straight line distance) of the application site which serves several bus routes to and from the town centre and surrounding suburbs.
- 2.4. The application site is not located in an area at risk of flooding.

Application Site Description

- 2.5. The application site comprises a ground floor mid terrace retail premises with an open plan sales area and ancillary accommodation at the rear. The shop front comprises a fully glazed aluminium framed frontage with a centrally located entrance and display windows on either side. There is a fascia signage board that extends the full width of the frontage. There is an undercroft at the rear of the building. The building is neither statutorily nor locally listed.
- 2.6. The application site also includes the service yard and parking area at the rear.
- 2.7. The floor area of the application site is approximately 110.3sq m (1,187sq ft).
- 2.8. The application site is currently vacant but was last used as a financial services shop offering short-term loans, foreign currency, cheque cashing and money transfer (formerly A2 Use, now E Use).



3. Proposed Development

- 3.1. The proposed development comprises the change of use of 36 High Street, Haverhill, from financial services (Use Class E(c)) to a hot food takeaway (Sui Generis) with internal and external alterations. The Proposed Floor Plan shows the internal layout comprising a customer order and waiting area at the front of the premises, beyond which would be a kitchen, control hub (dispatch area) and cold store, with a washing-up area and staff toilet at the rear.

Internal Alterations

- 3.2. Internal works include the installation of a customer reception area and sales counter, gas oven, extraction system comprising stainless steel extract hood, galvanised ductwork and fans, preparation tables, refrigerators, freezers, cold store, sinks and dispatch tables.

Extraction and Ventilation System

- 3.3. Full details of the proposed extraction and ventilation system are contained in a separate document, which has been submitted in support of the application ('Supporting Information on the Proposed Extraction System and Plant'). In summary, a canopy would be installed over the entire cooking area with an extraction system to remove heat produced from the pizza oven; this would comprise ducting lined with acoustic material and a two-stage carbon filtration system, which would exit the rear (south-west) of the property via a wall mounted louvre grille.
- 3.4. In addition to the extract louvre grille, a fresh air intake grille that is flush with the brickwork and a condenser unit will be installed on the rear (south-west) wall above and to the side of the doors, respectively.
- 3.5. The extraction system has been specifically designed to Papa Johns' specifications and reflects the fact that all products are oven cooked using conveyor ovens only. The extraction system removes heat produced from the oven and an air supply system would remove oven fumes and ventilates the premises.

Shop Front

- 3.6. The existing entrance door and shopfront will be redecorated in RAL9005 coloured paint.

Hours of Operation and Service Deliveries to the Premises

- 3.7. Planning permission is sought for the use to operate from 11:00am to 11:45pm Sunday to Thursday and Bank Holidays and from 11:00am to 01:00am on Fridays and Saturdays.



- 3.8. The applicant has a centrally controlled logistics operation to deliver fresh dough and other products necessary to meet the business needs of each store. The delivery model is company-wide and based on three deliveries per week; two deliveries from the main distribution centre, using fixed-based ten tonne delivery vehicles; and one by the drinks supply partners, Coca Cola, utilising a 7.5 tonnes non-articulated delivery vehicle.
- 3.9. Food deliveries to the store would be made twice a week and on regular days to maintain stock levels in the store. Drinks deliveries would be made once per week.
- 3.10. Home delivery vehicles associated with the proposed use would park in the rear car park. Nevertheless, as most orders are for home delivery and in view of the peak business hours, it is not expected that the proposed change of use would have an adverse impact on the operation of the local road network or highway safety.

Refuse Storage and Collection Arrangements

- 3.11. The applicant has a standard contract with a pest control agency to control and manage the presence of vermin around their premises. To prevent nuisance from pests, refuse from the proposed operation would be stored in two Biffa lockable bins which would be sealed to prevent pests gaining access. These would be kept at the rear of the application site; one refuse bin would be for general waste and one for cardboard recycling. Both bins would be emptied on a weekly basis; contractors would retrieve the bins, empty them and replace them thereafter.



4. Relevant Planning History

- 4.1. The most recent planning application record at the application site on the Council's online planning portal is **SE/11/1410**. This is a planning permission for the '*Change of use from Class A1 (shops) to Class A2 (financial & professional services)*' granted on 11 January 2012.
- 4.2. It is understood that the application site was last used as a financial services shop offering short-term loans, foreign currency, cheque cashing and money transfer. In the absence of any more recent planning history, it has therefore been assumed for the purposes of this report that the lawful use of the application site is a Commercial, Business and Service providing financial services (Use Class E(c)).



5. Planning Policy Context

- 5.1. Section 38(6) of the Planning and Compulsory Purchase Act 2004 requires planning applications to be determined in accordance with the Development Plan unless material considerations indicate otherwise. Section 39 of the Act requires decision makers to exercise their functions with the objective of contributing to achievement of sustainable development.
- 5.2. The Statutory Development Plan for an individual site comprises those Local Planning Documents which have been the subject of Examination in Public or testing through Public Inquiry and are adopted having been through due processes.

Development Plan Policy

- 5.3. The Statutory Development Plan for West Suffolk of most relevance to the proposed development is the:
 - St Edmundsbury Core Strategy (adopted December 2010); and,
 - Forest Heath and St Edmundsbury Local Plan: Joint Development Management Policies Document (2015).

St Edmundsbury Core Strategy

- 5.4. The St Edmundsbury Core Strategy (CS) was adopted by the Council in December 2010. It sets the visions for how the future growth of Bury St Edmunds, Haverhill and the Rural Areas will be managed for the period to 2031, a collection of objectives and strategic policies to help guide new development across the Borough and achieve the visions, and policies to guide the scale, type and location of new development. It also identifies broad locations for growth in Bury St Edmunds and Haverhill.
- 5.5. The accompanying Proposals Map shows the application site is located within the designated Primary Shopping Area and Primary Shopping Frontage of Haverhill Town Centre. The most relevant policies to the proposed development are identified below and overleaf.
- 5.6. **Policy CS4** identifies the settlement hierarchy for the Borough including Haverhill as a recognised Town, which is the top tier of settlement. The only other recognised Town is Bury St Edmunds.
- 5.7. **Policy CS10** (Retail, Leisure, Cultural and Office Provision) states:

“The town centres of Bury St Edmunds and Haverhill will continue to be the focus for new retail, leisure, cultural and office development, taking into account:



- the need to maintain their vitality and viability;
- the requirement to assess and accommodate the need for future growth;
- the sequential approach to development;
- the impact of any development on existing centres; and
- the need to ensure locations are accessible by a variety of modes of transport...”

Forest Heath and St Edmundsbury Local Plan: Joint Development Management Policies Document

5.8. The Forest Heath and St Edmundsbury Development Management Policies (DMP) document was adopted in February 2015. As the name suggests, it provides development management policies to ensure new development addresses the key issues facing the area. The most relevant policies to the proposed development are identified below and overleaf.

5.9. **Policy DM35** (Proposals for Main Town Centre Uses) states:

“Within the town centres, as defined on the policies maps, support will be given, subject to compliance with other policies, to proposals for main town centre uses such as the following:

- i. shopping (Use Class A1);
- ii. financial and professional services (A2);
- iii. food and drink (A3, A4, A5)...

...A balance between shops (A1) and non-A1 commercial uses (A2, A3, A4 and A5 uses) will be maintained to secure the vitality and viability of the Primary Shopping Areas, albeit with a predominance of shopping uses maintained.

The change of use of ground floor A1 units within a Primary Shopping Area, to other appropriate main town centre uses, will therefore only be permitted if the balance of retail vitality and viability is not likely to be harmed and all of the following criteria are met:

- a. the proposal will not result in three or more non-A1 units in adjoining premises within the Primary Shopping Area;
- b. the proposal will retain or provide a shop front with a display function and entrances which relate well to the design of the host building and the street scene and its setting in terms of its materials, form and proportions;
- c. the proposal will not remove existing or potential beneficial use of upper floors; and
- d. the proposal will not adversely affect the amenity of the surrounding area by virtue of noise, litter, congestion on pavements, or disturbance arising from late night opening.”

5.10. **Policy DM38** (Shop Fronts and Advertisement) states:

“Proposals to alter an existing shop front or create a new shop front, including the installation of external security measures, advertisements or canopies, or advertisements proposed in



any other location, must preserve or enhance the character and appearance of the building or location of which it forms a part, and the street scene in which the proposal is located, and must not adversely affect amenity and/or public safety.”

5.11. **Policy DM2** (Creating Places – Development Principles and Local Distinctiveness) states:

“Proposals for all development (including changes of use, shopfronts, and the display of advertisements) should, as appropriate:

- a. recognise and address the key features, characteristics, landscape/townscape character, local distinctiveness and special qualities of the area and/or building and, where necessary, prepare a landscape/townscape character appraisal to demonstrate this;*
- b. maintain or create a sense of place and/or local character, particularly restoring or enhancing localities where strong local characteristics are lacking or have been eroded;*
- c. preserve or enhance the setting of, or views into and out of, a Conservation Area;*
- d. not involve the loss of gardens and important open, green or landscaped areas which make a significant contribution to the character and appearance of a settlement;*
- e. provide in line with national and detailed local policies (including policies in this Plan), open space, recreation, play and leisure facilities as appropriate;*
- f. incorporate sustainable design and construction measures and energy efficiency measures as required by Policy DM7 of this Plan;*
- g. taking mitigation measures into account, not affect adversely:*
 - i. the distinctive historic character and architectural or archaeological value of the area and/or building;*
 - ii. the urban form, including significant street patterns, individual or groups of buildings and open spaces;*
 - iii. important landscape characteristics and prominent topographical features;*
 - iv. sites, habitats, species and features of ecological interest;*
 - v. the amenities of adjacent areas by reason of noise, smell, vibration, overlooking, overshadowing, loss of light, other pollution (including light pollution), or volume or type of vehicular activity generated; and/or*
 - vi. residential amenity;*
- h. not site sensitive development where its users would be significantly and adversely affected by noise, smell, vibration, or other forms of pollution from existing sources, unless adequate and appropriate mitigation can be implemented;*
- i. produce designs and layouts which are safe and take account of crime prevention, community safety and public health;*
- j. produce designs that respect the character, scale, density and massing of the locality;*



- k. *produce designs that provide access for all, and that encourage the use of sustainable forms of transport through the provision of pedestrian and cycle links, including access to shops and community facilities; and*
- l. *produce designs, in accordance with standards, that maintain or enhance the safety of the highway network; and*
- m. *where necessary, incorporate appropriate refuse and recycling facilities, compost bins, water butts and litter and dog waste bins.”*

Material Considerations

5.12. Material considerations include the National Planning Policy Framework.

National Planning Policy Framework (The Framework)

- 5.13. The Framework, revised in February 2019, states that the purpose of the planning system is to contribute to the achievement of sustainable development by performing an economic role, social role and environmental role. Critically, the Framework requires these roles to be delivered simultaneously through the planning system, delivering mutually dependent benefits. The Framework places a presumption in favour of sustainable development (**Paragraph 10**).
- 5.14. The Framework clarifies that the presumption in favour means proposals that accord with an up-to-date development plan should be approved without delay, or “*where there are no relevant development plan policies, or the policies which are most important for determining the application are out-of-date*”, planning permission should be granted unless, “*...policies in the Framework that protect areas or assets of particular importance provides a clear reason for refusing the development proposed*” (Footnote 6), or “*any adverse impacts of doing so would significantly and demonstrably outweigh the benefits, when assessed against the policies in this Framework taken as a whole*” (**Paragraph 11**).
- 5.15. **Paragraph 85** outlines the approach that local authorities and their policies should take towards supporting the role that town centres play at the heart of local communities, done through placing emphasis on the following points, amongst other things:
- a) *“Define a network and hierarchy of town centres and promote their long-term vitality and viability – by allowing them to grow and diversify in a way that can respond to rapid changes in the retail and leisure industries, allow a suitable mix of uses (including houses) and reflects their distinctive characters;*
 - b) *Define the extent of town centres and primary shopping areas, and make clear the range of uses permitted in such locations, as part of a positive strategy for the future of each centre...”*



- 5.16. **Paragraph 86** highlights the structure that planning authorities should follow in assigning where uses are best set within the hierarchy of centres, edge-of-centres and out of town locations. The policy states “... *main town centre uses should be located in town centres, then in edge of centre locations; and only if suitable sites are not available (or expected to become available within a reasonable period) should out of centre sites to be considered.*”
- 5.17. **Paragraph 109** outlines that developments should only be prevented or refused on highway grounds if there would be an “*unacceptable impact upon highway safety, or the residual cumulative impacts on the road network would be severe.*”
- 5.18. **Paragraph 180** states that in planning decisions the effects of new development must be considered in an appropriate location considering the likely effects of pollution on health and living conditions.
- 5.19. **Annex 2** defines ‘Main Town Centre Uses’ as “*Retail development (including warehouse clubs and factory outlet centres); leisure, entertainment and more intensive sport and recreation uses (including cinemas, restaurants, drive-through restaurants, bars and pubs, nightclubs, casinos, health and fitness centres, indoor bowling centres and bingo halls); offices; and arts, culture and tourism development (including theatres, museums, galleries and concert halls, hotels and conference facilities).*”



6. Design and Access Considerations

Use

- 6.1. The proposed use of the property as a hot food takeaway is a sui generis use meaning it is no longer a class of use governed by the Town and Country Planning (Use Classes) Order 1987 (as amended).

Amount

- 6.2. The extent of the application proposal is limited to utilising the existing footprint of the property. Kitchen equipment, customer service paraphernalia and a cold store will be installed inside the property. An extract louvre grille, fresh air intake grille and a condenser unit will be fixed to rear (south-west) wall of the building within the undercroft.
- 6.3. The only other external alterations are the front entrance door and shopfront will be redecorated in RAL9005 coloured paint.

Layout

- 6.4. A customer order and waiting area are proposed at the front of the premises. Beyond this would be a kitchen, control hub (dispatch area) and cold store. To the rear would be a washing-up area and staff WC.

Scale

- 6.5. No extensions to the building are proposed.

Landscaping

- 6.6. No landscaping is proposed because all development is either internal or relates to the fixing of plant to the rear wall of the property.

Appearance

- 6.7. The shopfront will be improved by repainting the entrance doors and window frames. Installing a wall-mounted extraction grille instead of a vertical flue stack will avoid overbearing visual impacts. Locating the air intake grille and condenser unit on the same elevation will ensure no ventilation and extraction plant and associated equipment will be visible from the public realm.



- 6.8. For the avoidance of doubt, Papa Johns' signage will be subject to a separate application for advertisement consent should the proposed change of use be granted planning permission.

Access

- 6.9. Customer access into the proposed takeaway will be via the existing entrance door facing the High Street, whereas the rear access door will be utilised by delivery drivers and staff putting refuse into the bins.
- 6.10. It is expected that most customers of the proposed takeaway will place orders and request deliveries to their homes or other venues, which would reflect how the applicant's other stores operate within the UK. Again, in reflection of the applicant's other stores, it is anticipated that a high proportion of collections will be made after 18:00 (**Table 1 refers** - overleaf).
- 6.11. It should be noted that the application premises are located within a highly sustainable urban location which is close to many potential customers. Additionally, the bus and coach station are within a short walk from the application site.



7. Planning Justification

- 7.1. This section of the Statement sets out the justification for the proposed change of use when considered against the relevant planning policies and other material considerations.
- 7.2. The key issues arising from this proposal are as follows:
- Principle of development;
 - Impact on the amenity of adjoining occupiers and nearby residents;
 - Design considerations;
 - Highway safety; and,
 - Other benefits and the planning balance.
- 7.3. Each of these issues is now discussed in turn below and overleaf.

Principle of Development

- 7.4. The application site comprises a former financial services shop (formerly A2 use class, now E(c) use class) that has been vacant for several months and is within the designated Haverhill Town Centre. Given the town is classified by Policy CS4 as one of only two designated towns, i.e. a top tier settlement, in the former Borough of St Edmundsbury, it is expected to accommodate a range of services and facilities. The proposed takeaway will generate linked trips to nearby shops and complement leisure uses, it will support up to 20 jobs, it is compatible with offices (including those at the rear) and other employers who tend to locate in town centres and will be accessible to the majority of its customers. By being located inside the town centre boundary of Haverhill where main town centre uses are directed, the principle of a takeaway in this location is in accordance with Policy CS10.
- 7.5. Policy DM35 is also supportive of shops (formerly A1 use), financial and professional services (formerly A2 use) and food and drink uses (formerly A3 restaurants and cafes, A4 pubs and A5 takeaways) within town centres and Primary Shopping Areas (PSA) although it is only supported in the latter area so long as a balance between shops (identified as A1 uses) and non-A1 commercial uses (identified as A2, A3, A4 and A5 uses) is maintained to secure the vitality and viability of PSAs. There will be no change to proportion of shops in the Haverhill PSA because the application site was formerly a financial services' shop i.e. it was a non-A1 use. Nonetheless, the proposed takeaway would be beneficial to the Haverhill PSA because it will retain an active frontage on the



High Street, introduce activity during both the day and evening and generate linked trips with other uses in the vicinity. It therefore follows that it will sustain and enhance the viability and vitality of the town centre whilst increasing diversity of uses. Accordingly, the principle of the proposed development is in accordance with Policy DM35.

- 7.6. Additional in-principle support is provided by national planning policy that seeks to direct main town centre uses to existing centres to protect the vitality and viability of existing centres. Paragraph 86 of The Framework focuses on the sequential approach to town centre uses. The proposed takeaway is in accordance with this aspect of the Framework because the application site is wholly located inside the boundary of a town centre.
- 7.7. Overall, it is considered that the principle of a new hot food takeaway in this location is entirely acceptable.

Impact on the Amenity of Adjoining Occupiers and Nearby Residents

- 7.8. Policy DM2(g) seeks to avoid developments that have adverse effects on both the amenities of adjacent areas and residential amenities, amongst other things. There are no residential properties adjoining the application site with offices to the rear and on the first and second floors of the building. There are additional commercial uses nearby, next door and opposite that contribute to the mixed-use nature and character in the immediate locality of the application site. Each of these established uses also generate traffic and associated service and delivery activities.
- 7.9. Nevertheless, noise associated with the proposed takeaway operation will be mainly contained to the inside of the application premises where podded silencers will be installed in conjunction with the extraction fans to reduce noise break-out. The acoustic properties of the building envelope also mean the fans will be further insulated from noise breakout to neighbouring areas. The only external feature that generates noise comprises the new condenser unit that will be fixed to the rear (south-west) wall of the building. Any noise would be attenuated as the condenser will be located within the undercroft.
- 7.10. Nonetheless, the applicant's Noise Management Plan (**Appendix 1** refers) demonstrates how noise from customers, delivery vehicles and employees will be managed.
- 7.11. The proposed use is restricted to the preparation and cooking of pizza and other sundry foods, such as potato wedges, yet of these products only the pizzas will be prepared on site. The remaining products come pre-packaged and will be stored on site before being cooked. Significantly all products will be oven-cooked and therefore no deep frying will take place inside the



premises. Guidance from the Department of Environment, Food and Rural Affairs¹ (Defra) identifies pizza establishments as producing a 'moderate' odour concentration and a 'moderate' grease concentration. By being designed to meet Defra's minimum standards, the proposed system is in accordance with the objectives of Policy DM2(g).

- 7.12. Yet a modern ventilation system is still required (and is therefore proposed) in conjunction with the proposed takeaway use to remove any cooking odours or fumes, treat them and exhaust them via an extraction flue that will exit the building at the rear (south-west) of the building via a wall mounted louvre grille such that it would not be visible from the public realm.
- 7.13. Given the limited extent of floor area within the proposed takeaway store, it will not be possible to store the bins inside the premises (2no. bins each with a 1,100-litre capacity; see specification details – **Appendix 2** refers). Instead they would be positioned in the undercroft against the rear wall of the premises. They will be kept next to the back door so would be convenient for employees. It would also be convenient for collections as it is close to the external bin store in the rear service yard and car park. **Appendix 2** explains how the bins will be robust. The fact the whole of the top of the bin is a lid means they can be easily cleaned, whilst their width and height is such that it can easily be lifted onto the back of a refuse truck for emptying, the wheels allow it to be easily manoeuvred and the fact they will be padlocked shut and the wheels can be locked means they will be secure and can be safely positioned away from other premises. They will therefore not be kept in a location that would be a nuisance to any of the neighbouring units.
- 7.14. In terms of opening times, the closing times of the closest takeaways are pertinent. The opening times of Good Friends Chinese are 17:00hrs to **23:45hrs** on Sundays, Mondays, Wednesdays and Thursdays and from 17:00hrs to **24:00hrs** on Fridays and Saturdays. Papillion Pizza closes at 23:00hrs Sunday to Thursday and at 24:00hrs on Friday and Saturdays. The proposed closing times suggested for the takeaway on weekdays would therefore match the closing times of Good Friends Chinese. The proposed weekend (Fridays and Saturdays) closing time of 01:00hrs is only an hour longer than the two abovementioned operational takeaways and given the surroundings of the application site, it is considered that the proposed trading hours would be compatible with the area and will not prejudice the amenities of neighbouring and nearby properties.
- 7.15. Based on the above points, the applicant contends there would be no unacceptable impacts on neighbouring properties and residential amenity and on this basis, the proposed development is in accordance with Policy DM2(g).

¹ Netcen on behalf of DEFRA, January 2005, *Guidance on the Control of Odour and Noise from Commercial Kitchen Exhaust Systems*



Design Considerations

- 7.16. In accordance with national guidance, new development should be compatible with and contribute to the distinctive character and amenity of the area in which it is located and create safe and secure environments.
- 7.17. Compliance with the design requirements of Policy DM2(j) will be achieved because installing a wall-mounted extraction grille instead of a vertical flue stack will avoid overbearing visual impacts. In addition, locating the air intake grille and condenser unit on the same elevation and within the undercroft will ensure there is no harm to the character and appearance of the host building. It will also avoid any extraction plant and associated equipment being visible from the public realm.
- 7.18. The shopfront will be improved because fresh paint will be applied to the entrance door and window surrounds using a colour that is sensitive to the established streetscape and existing shopfronts along the High Street.
- 7.19. Overall, it is considered that all the alterations to the exterior of the property will be appropriate to its context and therefore in accordance with Policy DM2(j).

Highway Considerations

- 7.20. In terms of service deliveries to the application site, the applicant has a centrally controlled logistics operation delivering fresh dough and other products necessary for the business needs of each store. The store delivery model across the company is based on three deliveries per week; two deliveries are from the main distribution centre, using fixed-bed ten tonne delivery vehicles and one is by the drinks supply partner, Coca Cola, utilising a 7.5 tonne non-articulated delivery vehicle.
- 7.21. Food deliveries would be made twice a week, on regular days, to maintain stock levels in the store and Coca Cola would deliver once a week. Deliveries are likely to be accepted at the rear of the store. These would be timed to occur early in the morning and on each occasion; delivery vehicles need only be present for around 20 minutes.
- 7.22. Indicative figures derived from the applicant's other outlets outside of London suggest that the proposed use will generate low traffic movements. On average, 60-70% of orders are for home delivery and the busiest time for collections is the evenings, as illustrated in **Table 1** (overleaf).



Table 1: Delivery dispatch times

	11am – 12	12 – 1pm	1pm – 6pm	6pm – 9pm	After 9pm
Day of week/ Time of Day	Morning Orders	Lunch Orders	Afternoon Orders	Peak Orders	Post 9PM Orders
Monday	0	0	5	10	0
Tuesday	0	0	4	8	1
Wednesday	0	0	3	11	2
Thursday	0	0	4	6	3
Friday	0	0	12	37	6
Saturday	0	1	14	40	4
Sunday	0	1	14	16	5

- 7.23. **Table 1** shows 149 delivered orders are between 18:00-23:00 in a week which results in 21.28 delivery orders in the evening and 4.26 delivery orders an hour. Due to an average of 1.5 orders per delivery, this creates 5.68 traffic movements (deliver vehicles going to and from the unit) an hour between 18:00-23:00 a day. This level of movement is not considered to be significant.
- 7.24. It is envisaged that the small proportion of customers that do collect their orders would park in one of the nearby car parks. As noted above, most orders would be for home delivery from the proposed unit. The application site is also accessible by public transport with bus stops nearby.
- 7.25. The proposed development therefore fully accords with the relevant national and development plan policies in relation to the operation of the highway network including Policy DM2(l).

Other Benefits and The Planning Balance

- 7.26. The Framework confirms the presumption in favour of sustainable development and confirms that social, economic and environmental issues must be balanced and integrated, at the same time, by the decision-taker when determining planning applications.
- 7.27. Decisions should be assessed against the Development Plan unless material considerations suggest otherwise. Therefore, development not in accordance with a Development Plan can still be acceptable.
- 7.28. The task for the decision maker, then, is to weigh the level of conformity with the Development Plan together with other material considerations.
- 7.29. The proposal is in full compliance with the Development Plan. The proposal will also deliver the following significant benefits which are material considerations:
- It will provide a popular form of hot food and 'treat' meal at a reasonable price so would be accessible to a wide range of the local population;



- It will offer local people additional choice of hot food takeaway in the area;
- Temporary employment in several trades will be generated by the internal fit out works;
- Once the proposed use is in operation it will sustain approximately 20 full-time jobs;
- It will add to the vibrancy and vitality of the Haverhill Primary Shopping Area by making use of an empty unit that has been vacant for several months and enhancing footfall;
- It will enable an international company, which is a robust business bringing with it a long-term presence, to operate from the application site;
- Reinstating the property to an active frontage after a period of being vacant;
- It will enhance West Suffolk's reputation as a destination that encourages commercial investment by refurbishing a vacant property in a prominent location;
- It will ensure the property does not become derelict and start to create uncertainty in the street; and,
- Providing investment (between £150-200k) into the property may also increase the moral of other traders in the Town Centre which can only be a good thing for the locality.

7.30. The Framework's presumption in favour of sustainable development, the significant benefits associated with the application proposal and the conformity with the Development Plan far outweigh any perceived harm associated with the loss of a financial services shop.

7.31. In this case, the planning balance falls firmly in favour of approving the proposed development.



8. Conclusion

- 8.1. The proposed development comprises the change of use of 36 High Street, Haverhill, from financial services (Use Class E(c)) to a hot food takeaway (Sui Generis) with internal and external alterations.
- 8.2. The information provided with this application demonstrates that the proposed change of use complies fully with the Development Plan. It also demonstrates that there are no material considerations that indicate planning permission should be refused.
- 8.3. It is therefore respectfully suggested that full planning permission should be granted for the proposed development.



9. Appendices

Appendix 1 – Noise Management Plan

Appendix 2 – Bin Specification Details



Appendix 1 – Noise Management Plan





Better Ingredients.
Better Pizza.

Noise Management Plan

Our systems for noise management provide for the following provisions:

- The doors to the premises are fitted on sprung hinges which incorporate a soft close mechanism. Consequently, the door doesn't slam when customers leave the premises.
- A3 sized posters with the company's logo are posted in plain view of customers with the words "This is a residential area. Please be considerate to our neighbours by leaving the premises quietly."
- Papa John's train their staff to courteously remind customers to leave the premises quietly and in an orderly manner.

In terms of noise generated from deliveries the following strategies are employed:

- All drivers are trained using a DVD that the Papa John's training team has developed, this advises of the need for compliance with road safety and noise management
- There are laminated screen surrounds positioned on driver despatch screens. These are a training tool and reiterate key points about customer service, road and vehicle safety and noise management
- Car horns are not be used inappropriately
- Drivers will not slam doors
- Drivers will not loiter or socialise outside the unit
- Delivery vehicles used will be road worthy, in good working order and their condition monitored on a daily basis as part of the manager's checklist
- Dates for vehicle servicing and MOT's are logged in the electronic point of sale systems installed in the units to ensure all delivery vehicles are maintained in good working order

Appendix 2 – Bin Specification Details



1100 ltr Wheelie Bin Specification Sheet

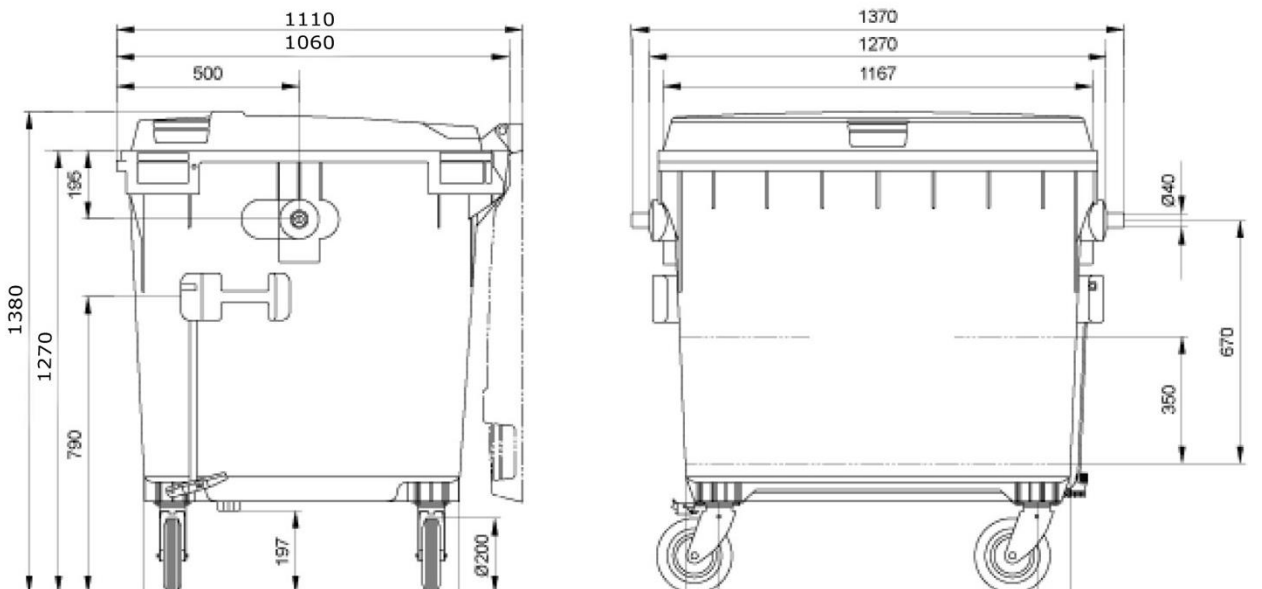
Features

- Manufactured and tested to EN840 - DIN30700. (EN840 is the Europe wide standard for emptying interoperability and handling safety).
- Extra strength comb lift bar.
- Made from HDPE (High –density Polyethylene) for extra strength and life.
- Full thickness “flat body” design (Some other bins, with “fluted bodies” that are much thinner, won’t last as long).
- Maximum strength additives for resistance to UV, cold, heat and chemicals. (No corners cut).
- High strength Trunnions (Din Lifting Side Lugs) supplied as standard.
- Certified compliant with EU the noise protection Directive.
- 100% recyclable at end of life.



Specifications

- Weights:- Rated maximum load 450kg. Dead weight 58kg
- Dimensions:-



- **Standard Colours:-**
Other colours are available for orders of 100+ units

Antracite Grey R7016
Reseda Green R6011
Traffic Red R3020
Sky Blue R5015
Zinc Yellow R1018



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