

Camden Planning Guidance

Design

London Borough of Camden

CPG **1**



July 2015

CPG1 Design

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1 Introduction

What is Camden Planning Guidance?

- 1.1 We have prepared this Camden Planning Guidance to support the policies in our Local Development Framework (LDF). This guidance is therefore consistent with the Core Strategy and the Development Policies, and forms a Supplementary Planning Document (SPD) which is an additional “material consideration” in planning decisions. The Council adopted CPG1 Design on 6 April 2011 following statutory consultation. This document was updated in 2013 to include Section 12 on artworks, statues and memorials, and updated in 2015 to revise the guidance for recycling and waste storage. Details on these updates and the consultation process are available at camden.gov.uk/cpg.
- 1.2 The Camden Planning Guidance covers a range of topics (such as housing, sustainability, amenity and planning obligations) and so all of the sections should be read in conjunction, and within the context of Camden’s LDF.

Design in Camden

- 1.3 Camden has many attractive and historic neighbourhoods as well as both traditional and modern buildings of the highest quality. These are a significant reason that the borough is such a popular place to live, work and visit. As well as conserving our rich heritage we should also contribute towards it by ensuring that we create equally high quality buildings and spaces which will be appreciated by future generations.
- 1.4 This objective of achieving high quality design does not just concern new development or large-scale schemes, but also includes the replacement, extension or conversion of existing buildings. The detailed guidance contained within this section therefore considers a range of design-related issues for both residential and commercial property and the spaces around them.



What does this guidance cover?

1.5 This guidance provides information on all types of detailed design issues within the borough and includes the following sections:

1. Introduction
2. Design excellence
3. Heritage
4. Extensions, alterations and conservatories
5. Roofs, terraces and balconies
6. Landscape design and trees
7. Shopfronts
8. Advertisements, signs and hoardings
9. Designing safer environments
10. Waste recyclables storage
11. Building services equipment
12. Artworks, statues and memorials

1.6 This guidance supports the following Local Development Framework policies:

Core Strategy

- CS14 Promoting high quality places and conserving our heritage
- CS15 Protecting and improving our parks and open spaces & encouraging biodiversity
- CS17 Making Camden a safer place
- CS18 Dealing with our waste and encouraging recycling

Development Policies

- DP24 Securing high quality design
- DP25 Conserving Camden's heritage
- DP27 Basements and lightwells
- DP29 Improving access
- DP30 Shopfronts

1.7 It should be noted that the guidance covered in this section only forms part of the range of considerations that you should address when proposing new development. In addition to these specific design matters you should also consider wider issues such as cycle storage, residential space standards, wheelchair housing, designing in sustainability measures and impacts on neighbours. Further guidance on these, and other issues, is contained within the Local Development Framework documents and the Camden Planning Guidance.

2 Design excellence

KEY MESSAGES

Camden is committed to excellence in design and schemes should consider:

- The context of a development and its surrounding area;
- The design of the building itself;
- The use of the building;
- The materials used; and
- Public spaces.

- 2.1 High quality design makes a significant contribution to the success of a development and the community in which it is located. Design of the built environment affects many things about the way we use spaces and interact with each other, comfort and enjoyment, safety and security and our sense of inclusion.
- 2.2 The purpose of this guidance is to promote design excellence and to outline the ways in which you can achieve high quality design within your development.
- 2.3 This guidance primarily relates to Core Strategy Policy CS14 Promoting high quality places and conserving our heritage and Development Policies DP24 Securing high quality design.



When does this apply?

- 2.4 This guidance applies equally to all development, whether new build, converted, refurbished, extended and altered development. However, the implications for a proposal will vary greatly depending on the nature of the site, the proposed use, the scale of development, its interaction with surrounding sites, and existing buildings and structures on the site.

- 2.5 Other sections in this Camden Planning Guidance (CPG) relate to specific types of developments and relevant design matters, for example advertisements, signs and hoardings, designing safer environments, extensions, alterations and conversions, heritage and shopfronts.

General guidance on design

- 2.6 Camden is committed to excellence in design. The borough contains many special and unique places, many of which are protected by conservation area status. In accordance with draft London Plan policies 7.1–7.7, Core Strategy policy CS14 requires development schemes to improve the quality of buildings, landscaping and public spaces and we will not approve design which is inappropriate to its context or fails to improve the character of an area.
- 2.7 We are working with our partners to promote design excellence and improve public buildings, landscaping and the street environment. We have established the Camden Design Initiative which seeks to encourage involvement, awareness and understanding of good design and this is promoted through the bi-annual Camden Design Awards which acknowledge high quality and innovative design. We are also a promoter of the national Civic Trust Awards which are awarded to buildings judged to have made a positive cultural, social or economic contribution to the local community.
- 2.8 In order to achieve high quality design in the borough we require applicants to consider buildings in terms of context, height, accessibility, orientation, siting, detailing and materials. These issues apply to all aspects of the development, including buildings and other structures (e.g. substations, refuse or cycle storage), outdoor spaces, landscaping and access points and should be considered at an early stage in the design of a development, as these elements are often difficult to change in later stages.



Context

2.9 Good design should:

- positively enhance the character, history, archaeology and nature of existing buildings on the site and other buildings immediately adjacent and in the surrounding area, and any strategic or local views. This is particularly important in conservation areas;
- respect, and be sensitive to, natural and physical features, both on and off the site. Features to be considered include, but are not limited to: slope and topography, vegetation, biodiversity, habitats, waterways and drainage, wind, sunlight and shade, and local pollutant sources. Movement of earth to, from and around the site should be minimised to prevent flood risk, land instability and unnecessary transport of aggregates, especially by road; and
- consider connectivity to, from, around and through the site for people using all modes of transport, including pedestrians, cyclists, wheelchair users, those with visual impairments, people with pushchairs, and motorised vehicles.

Building design

2.10 Good design should:

- ensure buildings do not significantly overshadow existing/proposed outdoor spaces (especially designated open spaces), amenity areas or existing or approved renewable energy facilities (such as solar panels). For further information, refer to CPG3 Sustainability Renewable energy (A shadowing exercise may be required for tall buildings or where they are near open spaces);
- consider the extent to which developments may overlook the windows or private garden area of another dwelling;
- consider views, both local and London wide, and particularly where the site is within a recognised strategic viewing corridor (as shown on the policy Proposals Map);
- consider the degree of openness of an area and of open spaces, including gardens including views in and out of these spaces
- contributions to the character of certain parts of the borough;
- provide visual interest for onlookers, from all aspects and distances. This will involve attention to be given to both form and detail;
- consider opportunities for overlooking of the street and, where appropriate, provide windows, doors and other 'active' features at ground floor; and
- incorporate external facilities such as renewable energy installations, access ramps, plant and machinery, waste storage facilities and shading devices into the design of the development. Careful consideration must be given to ensure that the facility does not harm the built environment.

Land use

- 2.11 The use of a building should:
- take into account the proposed use, and the needs of the expected occupants of the buildings and other users of the site and development; and
 - provide clear indication of the use of the building. It is noted, however, that reuse of existing buildings, as well as the accommodation of possible future changes of use, can make this difficult.

Materials

- 2.12 Materials should form an integral part of the design process and should relate to the character and appearance of the area, particularly in conservation areas or within the setting of listed buildings. The durability of materials and understanding of how they will weather should be taken into consideration. The quality of a well designed building can be easily reduced by the use of poor quality or an unsympathetic palette of materials. We will encourage re-used and recycled materials, however these should be laid to ensure a suitable level accessible surface is provided. Further guidance is contained within CPG3 Sustainability (Sustainable use of materials).

Tall buildings

- 2.13 Tall buildings in Camden (i.e. those which are substantially taller than their neighbours and/or which significantly change the skyline) will be assessed against a range of design issues, including:
- how the building relates to its surroundings, both in terms of how the base of the building fits in with the streetscape, and how the top of a tall building affects the skyline;
 - the contribution a building makes to pedestrian permeability and improved public accessibility;
 - the relationship between the building and hills and views;
 - the degree to which the building overshadows public spaces, especially open spaces and watercourses; and
 - the historic context of the building's surroundings.
- 2.14 In addition to these design considerations tall buildings will be assessed against a range of other relevant policies concerning amenity, mixed use and sustainability. Reference should be made to this CPG (Heritage chapter), CPG3 Sustainability (Climate change adaptation chapter) and CPG6 Protecting and improving quality of life (Overlooking and privacy and Wind/microclimate chapters).
- 2.15 Where a proposal includes a development that creates a landmark or visual statement, particular care must be taken to ensure that the location is appropriate (such as a particular destination within a townscape, or a particular functional node) and that the development is sensitive to its wider context. This will be especially important where the

development is likely to impact upon heritage assets and their settings (including protected views).

- 2.16 Design should consider safety and access. Guidance on these issues is contained within this CPG (Designing safer environments chapter) and CPG4 Protecting and improving quality of life (Access for all chapter). Schemes over 90m should be referred to the Civil Aviation Authority.

Design of public space

- 2.17 The design of public spaces, and the materials used, is very important. The size, layout and materials used in the spaces around buildings will influence how people use them, and help to create spaces that are welcoming, attractive, accessible, safe and useful. They can also contribute to other objectives such as reducing the impact of climate change (e.g. the use of trees and planters to reduce run-off and provide shading), biodiversity, local food production and Sustainable Urban Drainage Systems (SUDs), and provide useful amenity space. In Conservation Areas there may be particular traditional approaches to landscaping/boundary treatments that should be respected in new designs.
- 2.18 The spaces around new developments should be considered at the same time as the developments themselves and hard / soft landscaping and boundary treatments should be considered as part of wider cohesive design. The landscaping and trees chapter in this CPG, and individual Conservation Area Appraisals, provide further guidance on this issue.
- 2.19 Public art can be a catalyst for improved environmental quality by upgrading and animating public space and enhancing local character and identity through helping create a sense of place. The Council will therefore encourage the provision of art and decorative features as an integral part of public spaces, where they are appropriate to their location and enhance the character and environment.
- 2.20 It is important that public spaces and streets are maintained to a high standard and so, in line with the Local Implementation Plan, the Council will continue to undertake public space enhancement works through specifically targeted programmes. The Designing safer environments chapter in this CPG provides more detailed guidance on the incorporation of safety and security considerations in public spaces.

Design and access statements

- 2.21 Design and Access Statements are documents that explain the design ideas and rationale behind a scheme. They should show that you have thought carefully about how everyone, including disabled people, older people and children, will be able to use the places you want to build.
- 2.22 Design and Access Statements should include a written description and justification of the planning application and sometimes photos, maps and drawings may be useful to further illustrate the points made. The length

and detail of a Design and Access Statement should be related to the related to the size and complexity of the scheme. A statement for a major development is likely to be much longer than one for a small scheme.

- 2.23 Design and Access Statements are required to accompany all planning, conservation and listed building applications, except in certain circumstances as set out on our website www.camden.gov.uk/planning. Our website also provides a template for Design and Access Statements and lists the information that each statement should contain. Further guidance on Access Statements is provided in CPG4 Protecting and improving quality of life (Access for all chapter).

Further information

General	By Design: Urban Design in the Planning System – Towards Better Practice, DETR/CABE, 2000 Design and Access Statements; how to read, write and use them, CABE, 2007
Tall Buildings	Guidance on tall buildings, English Heritage/CABE, 2007
Historic Environment	Understanding Place: conservation areas designation, appraisal and management (2011) Building in Context, English Heritage/CABE, 2002. Seeing History in the View (2011) Good Practice Advice 3- Settings and Views (2015)
Other	Royal Institute of Chartered Surveyors (RICS); and Royal Institute of British Architects (RIBA).

3 Heritage

KEY MESSAGES

Camden has a rich architectural heritage and we have a responsibility to preserve, and where possible, enhance these areas and buildings.

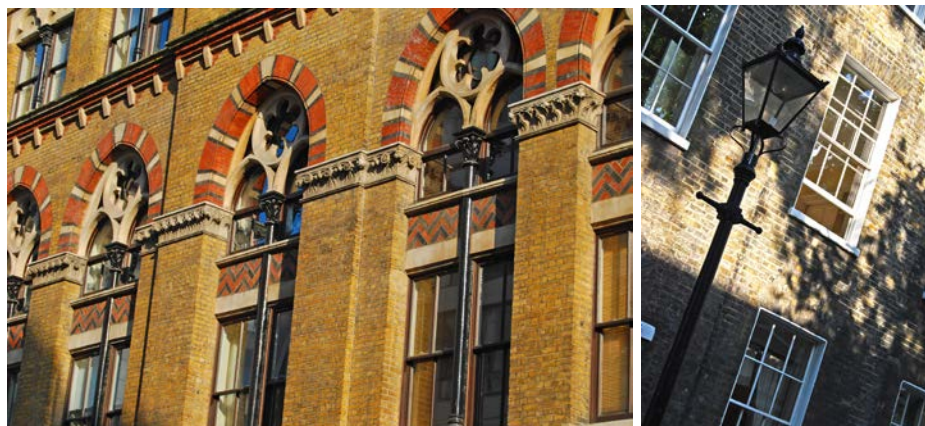
- We will only permit development within conservation areas that preserves and enhances the character and appearance of the area
- Our conservation area statements, appraisals and management plans contain more information on all the conservation areas
- Most works to alter a listed building are likely to require listed building consent
- Historic buildings can and should address sustainability and accessibility

3.1 This section provides guidance on our identified heritage assets (which include conservation areas, listed buildings and registered parks and gardens), including what they area and the implications of their status and designation. This section also sets out details on how historic buildings can address sustainability.

3.2 This section sets out further guidance on how we will apply Core Strategy Policy CS14 Promoting high quality places and conserving our heritage and Development Policy DP25 Conserving Camden's Heritage.

When does this apply?

3.3 This guidance applies to all applications which may affect any element of the historic environment and therefore may require planning permission, or conservation area or listed building consent.

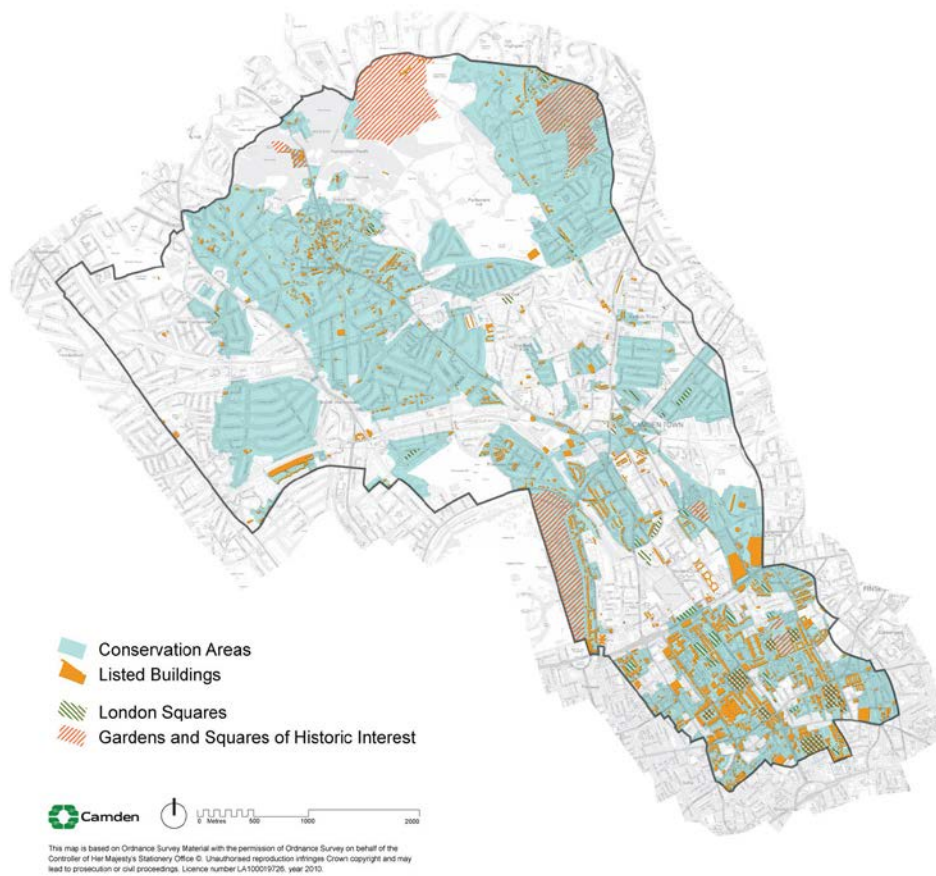


Conservation Areas

What is a conservation area?

- 3.4 A conservation area is defined in the Planning (Listed Buildings and Conservation Areas) Act 1990 as an area of special architectural or historic interest, the character or appearance of which it is desirable to preserve and, where possible, enhance. PPS5 identifies conservation areas as “heritage assets” and requires that proposals in conservation areas are assessed for their impacts on their historic significance. There are 39 conservation areas in Camden, which vary greatly in appearance, size, character and style and these are identified on the LDF Proposals Map.

Figure 1. Conservation Areas



- 3.5 Conservation area designation is a way to recognise the importance of the quality of an area as a whole, as well as giving some protection to individual buildings within it. Conservation areas are not designated to stop all future development or change but to ensure that change is managed to conserve the historic significance of the area as a whole.
- 3.6 Conservation area designation is shown on the proposals map and further information on heritage is available on the 'Conservation and Design' section of the Council's website www.camden.gov.uk and on English Heritage's website www.english-heritage.org.uk.

Effects of conservation area status

- 3.7 We will only permit development within conservation areas, and development affecting the setting of conservation areas, that preserves and enhances the character and appearance of the area (see Planning Policy Statement 5 (PPS5), policy HE8).
- 3.8 The Council has greater control over building work in conservation areas, including demolition, materials and detailed design. Planning permission may be required for alterations or extensions that would not normally need planning permission elsewhere, such as minor roof

alterations, dormer windows, renewable energy installations or installation of a satellite dish.

Renewable energy technology

Renewable energy technologies generate energy from natural resources such as sunlight, wind, rain and heat in the ground, which are naturally replenished.

Demolition in conservation areas

- 3.9 Conservation Area Consent is required to demolish or substantially demolish a building over 115 cubic metres or a structure such as a wall over 1 metre high that adjoins a highway, or more than 2 metres high elsewhere. When determining your application we will follow the guidance in PPS5, Core Strategy policy CS14 and Development Policy DP24 as well as that in our conservation area statements, appraisals and management plans (see below). It is an offence to totally or substantially demolish a building or structure in a conservation area without first getting consent from us and we would not normally allow their demolition without substantial justification, in accordance with criteria set out in government guidance PPS5 – Planning for the Historic Environment.

Trees

- 3.10 Planning legislation makes special provision for trees in conservation areas. Prior to pruning or felling a tree in a conservation area you must provide the Council six weeks notice in writing. All trees that contribute to the character and appearance of a conservation area should be retained and protected. For further information on trees, please see Landscape Design and Trees chapter in this CPG.



Article 4 directions

- 3.11 A range of minor changes can be made to buildings without the need to apply for planning permission as these have a general permission through planning legislation. These changes are known as permitted development. However, the character of a conservation area depends on the presence of specific original details and where these are lost the historic interest and attractive character of the area deteriorates.

- 3.12 In these situations we can issue an Article 4 direction through Article 4 of the Town and Country Planning (General Permitted Development) Order 1995 (as amended). This removes permitted development rights and means a planning application has to be made for minor works that usually do not need one.
- 3.13 Further information on Article 4 directions, including where they apply in Camden is available on the 'Advice and help with planning applications' section of the Council's website www.camden.gov.uk and English Heritage has published Guidance on making Article 4 Directions, available at www.english-heritage.org.uk/publications/guidance-on-making-article-4-directions/

Conservation area statements, appraisals and management plans

- 3.14 We have published a series of conservation area statements, appraisals and management plans that set out our approach to preserving and enhancing the historic significance of each individual conservation area. Many of these conservation area statements are available for download on our website.
- 3.15 Conservation area statements, appraisals and management plans help guide the design of development in conservation areas and we take these into account when assessing planning applications.
- 3.16 Each conservation area statement, appraisal or management plan contains the following:
- A summary of the location and the historical development of an area;
 - A description of its character;
 - An outline of the key issues and development pressures that are currently of concern;
 - The key policy framework for that particular conservation area, and specific guidance for it;
 - An identification of heritage assets and elements of the wider historic environment which give an area its historic significance; and
 - An identification of sites and features that have a negative impact on the conservation area, or where an opportunity exists for enhancement of the area by redevelopment of a building or site.



Listed Buildings

What is a listed building?

- 3.17 A listed building is defined in the Planning (Listed Buildings and Conservation Areas) Act 1990 as a structure or building of special architectural or historic interest. These are included on the Statutory List of Buildings of Architectural or Historic Interest managed by English Heritage. Listed buildings are identified as heritage assets within the LDF and the Council is required to assess the impact that proposals to a listed building, or within their setting, may have on the historic significance of the building.
- 3.18 Listed buildings are graded according to their relative importance as either Grade I, Grade II* or Grade II. Grades I and II* are considered of outstanding architectural or historic interest and are of particularly great importance to the nation's heritage. The majority of listed buildings (about 94% nationally) are Grade II. However, the statutory controls on alterations apply equally to all listed buildings irrespective of their grade and cover the interior as well as the exterior and any object or structure fixed to or within their curtilage.

Listing description

The listing description contains details of a listed building's address, history, appearance and significance. These help to identify what it is about the building that gives it its special historic interest.

- 3.19 Further information on listed buildings in Camden is available on our website www.camden.gov.uk

How can I alter a listed building?

- 3.20 Most works to alter a listed building are likely to require listed building consent and this is assessed on a case by case basis, taking into

account the individual features of a building, its historic significance and the cumulative impact of small alterations. The listing description is not intended to be exhaustive and the absence of any particular feature in the description does not imply that it is not of significance, or that it can be removed or altered without consent. Listed status also extends to any object or structure fixed to the listed building, and any object or structure within its curtilage which forms part of the land. You should contact the Council at the earliest opportunity to discuss proposals and to establish whether listed building consent is required.

- 3.21 Some 'like for like' repairs and maintenance do not require listed building consent. However, where these would involve the removal of historic materials or architectural features, or would have an impact on the special architectural or historic interest of the building, consent will be required. If in doubt applicants should contact the Council for advice.
- 3.22 In assessing applications for listed building consent we have a statutory requirement to have special regard to the desirability of preserving the building or its setting or any features of special architectural or historic interest which it possesses. We will consider the impact of proposals on the historic significance of the building, including its features, such as:
- original and historic materials and architectural features;
 - original layout of rooms;
 - structural integrity; and
 - character and appearance.
- 3.23 We will expect original or historic features to be retained and repairs to be in matching material. Proposals should seek to respond to the special historic and architectural constraints of the listed building, rather than significantly change them.
- 3.24 Applications for listed building consent should be fully justified and should demonstrate how proposals would affect the significance of a listed building and why the works or changes are desirable or necessary. In addition to listed building consent, some proposals may also require planning permission. These applications should be submitted together and will be assessed concurrently.
- 3.25 It is a criminal offence to undertake unauthorised works to a listed building, even if you are not aware the building is listed, and could result in prosecution and fine or imprisonment (or both).
- 3.26 Some works that are required in order to comply with the Building Regulations (e.g. inclusive access, energy efficiency) may have an impact on the historic significance of a listed building and will require listed building consent.

Inclusive access to listed buildings

- 3.27 It is important that everyone should have dignified and easy access to and within historic buildings, regardless of their level of mobility. With

sensitive design, listed buildings can be made more accessible, while still preserving and enhancing the character of the building.

- 3.28 Further guidance is available in CPG4 Protecting and improving quality of life (Access for all chapter) and in the English Heritage publication “Easy Access to Historic Buildings” www.english-heritage.org.uk



How can historic buildings address sustainability?

- 3.29 We recognise the role that the historic environment can play in reducing the impact of climate change. For example, reusing existing buildings could avoid the material and energy cost of new development. There are many ways to improve the efficiency and environmental impact of historic buildings, for example improving insulation, draught-proofing and integrating new energy-saving and renewable-energy technologies. We will seek to balance achieving higher environmental standards with protecting Camden's unique built environment (in accordance with LDF Core Strategy policies CS13 Tackling climate change through promoting higher environmental standards and CS14 Promoting high quality places and conserving our heritage) and PPS5 policy HE.1.
- 3.30 More detailed guidance on how to modify buildings without compromising their significance is contained within CPG3 Sustainability (Energy efficiency: new buildings, Energy efficiency: existing buildings, Renewable energy, Climate change adaptation, Water efficiency, Flooding and Sustainable use of materials). For further information see the links at the end of this chapter.

Planning obligations relating to heritage assets

- 3.31 Many of the potential impacts of development on historic buildings and in archaeological priority and conservation areas can be covered through design and by conditions on the planning permission, for example the

need to carry out surveys or the storage and restoration of artefacts. Some objectives for building and area conservation or archaeology are unlikely to be satisfactorily controlled by a condition or in such cases and where impacts are off-site, or involve a particularly sensitive or complex programme of works, involving phasing, the Council may require implementation of these measures through a Section 106 Agreement.

Further information

<p>Planning Policy Statement 5 (PPS5)</p>	<p>The Government's national policies on the historic environment are set out in:</p> <ul style="list-style-type: none"> • Planning Policy Statement (PPS) 5 Planning for the historic environment – CLG, 2010 <p>If you want guidance implement this national policy, it is provided in:</p> <ul style="list-style-type: none"> • PPS5, Planning for the Historic Environment, The Government's Statement on the Historic Environment for England, and The Historic Environment Planning Practice Guide
<p>English Heritage</p>	<p>www.englishheritage.org.uk</p> <p>Guidance on heritage assets:</p> <ul style="list-style-type: none"> • Guidance on Conservation Area Appraisals, 2006 – English Heritage; • Guidance on Management of Conservation Areas, 2006 – English Heritage; • Climate Change and the Historic Environment (2008); and • Heritage at Risk Register - English Heritage http://risk.english-heritage.org.uk/2010.aspx <p>Guidance on sustainability measures in heritage buildings:</p> <ul style="list-style-type: none"> • Energy Conservation in Traditional Buildings • Climate Change and the Historic Environment <p>There is also an online resource dedicated to climate change and the historic environment, available at:</p> <ul style="list-style-type: none"> • www.englishheritage.org.uk/climatechangeandyourhome <p>Guidance on accessibility:</p> <ul style="list-style-type: none"> • Easy access to Historic Buildings, 2012 • Easy access to Historic Landscapes, 2013
<p>Energy Saving Trust</p>	<p>www.est.org.uk</p>

4 Extensions, alterations and conservatories

KEY MESSAGES

- Alterations should always take into account the character and design of the property and its surroundings.
- Windows, doors and materials should complement the existing building.
- Rear extensions should be secondary to the building being extended.
- You can make certain types of minor alterations without planning permission (see below) external alterations.

4.1 This guidance provides advice to those seeking to alter or extend a residential property, including the erection of conservatories. The principles of this guidance also apply to extensions and alterations to other types of property. It expects high quality design that respects and enhances the character and appearance of a property and its surroundings, and also covers matters such as outlook, privacy and overlooking.

4.2 This guidance relates to Core Strategy Policy CS14 Promoting high quality places and conserving our heritage and Development Policies DP24 Securing high quality design.

When does this apply?

4.3 This guidance applies to all proposals for alterations and extensions to residential properties, although some aspects will be relevant to alterations and extensions to other types of buildings.

4.4 You can make certain types of minor changes to your property without needing to apply for planning permission. These are called "permitted development rights", and further details can be found on the planning portal website www.planningportal.gov.uk or by contacting the Council. In some conservation areas, Article 4 directions have been introduced which have removed certain permitted development rights. Details of Article 4 Directions, including where they apply in Camden can be found in the Conservation and Urban Design section of our website www.camden.gov.uk.

4.5 In addition to this guidance, you should also make reference to chapters on Heritage, Design excellence and Roofs, Terraces and balconies, in this CPG. If your property is situated within a conservation area then you should also refer to the relevant Conservation Area Statement, Appraisal or Management Plan, which sets out detailed guidelines for development in a particular area. Many of these are available on our website.

Guidance for all extensions and alterations

External alterations

- 4.6 The good practice principles set out below and the general design considerations for residential façades shown in Figure 1 – ‘Alterations to Residential Façades’ should be followed when undertaking external alterations. A façade is the front or face of a building.

Good practice principles for external alterations

- 4.7 Alterations should always take into account the character and design of the property and its surroundings. A harmonious contrast with the existing property and surroundings may be appropriate for some new work to distinguish it from the existing building; in other cases closely matching materials and design details are more appropriate so as to ensure the new work blends with the old.

Windows

- Where it is necessary to alter or replace windows that are original or in the style of the originals, they should be replaced like with like wherever possible in order to preserve the character of the property and the surrounding area. New windows should match the originals as closely as possible in terms of type, glazing patterns and proportions (including the shape, size and placement of glazing bars), opening method, materials and finishes, detailing and the overall size of the window opening.
- Where timber is the traditional window material, replacements should also be in timber frames. uPVC windows are not acceptable both aesthetically and for environmental reasons, including their relatively short lifespan and inability to biodegrade. Similarly, where steel is the traditional window material, steel replacements will be sought wherever possible, see also CPG3 Sustainability (Sustainable use of materials chapter), which gives guidance on the use of sustainable materials).
- Reference should be made to the Building Research Establishment’s (BRE) Green Guide to Specification when sourcing replacement window frames.
- Where the original glazing bars are highly detailed and intricate, or contain stained glass or leaded panes these should be retained and repaired. See also the Camden leaflet *A Guide to Windows (2006)*, which is available on our website, for advice on secondary glazing and other ways to improve energy efficiency while retaining attractive original features.
- Where windows are replaced they should have the lowest ‘U-value’ feasible.
- Listed building consent will be required for replacement windows, secondary glazing and double-glazing in listed buildings.
- In conservation areas original single-glazed windows often contribute to the character and appearance of the area, and should be retained

and upgraded. There may however be some instances where double-glazing can be installed in a design that matches the original, for instance sash windows or casements with large individual pane sizes, or in secondary glazing. In such cases, the window frame and glazing bars of the replacement windows should match the existing.

- Further guidance on window alterations and the effect that this can have on energy efficiency and protecting heritage assets can be found on English Heritage's 'Climate Change and your Home' website: www.climatechangeandyourhome.org.uk

Doors

- Where you are looking to replace doors their design should match the dimensions, proportions, joinery details, panelling and glazing of the original. Where timber replacement doors are proposed the timber should be sustainably sourced.
- Characteristic doorway features, such as porches, such be retained where they make a positive contribution to the character of groups of buildings.

Materials

- Wherever possible you should use materials that complement the colour and texture of the materials in the existing building, see also CPG3 Sustainability (Sustainable use of materials chapter). In historic areas traditional materials such as brick, stone, timber and render will usually be the most appropriate complement to the existing historic fabric; modern materials such as steel and glass may be appropriate but should be used sensitively and not dominate the existing property.
- Materials for alterations should weather well, so their ageing process contributes positively to the character of the building, and the site's wider context.
- Original surface finishes should be retained or replicated wherever possible, as they are usually central to the architectural design / character treatment of a building. These may cover the entire building or façade (such as stucco facing), the roof elements (such as roof tiles and roof ridges), highlight specific features (such as windows or doors) or act as decorative elements (such as ironwork or terracotta panels).
- When repairing existing wall finishes, the composition of the original material (such as plaster, stucco or render) should be determined, the defective area cut out and a replacement material of identical chemical composition applied and properly bonded. Concrete repairs are generally non-original and unsympathetic to historic buildings, and can damage bricks, and should be replaced with a more traditional lime-based finish.
- The insulating quality of materials should be considered, along with their embodied energy (the energy used in manufacture) and the potential for re-use and recycling.

- Alterations or repairs to brickwork or stonework should match the original in all respects while satisfying the needs of durability and maintenance. This should include matching the original bond, mortar colour and texture. Retention of any existing pointing is encouraged wherever possible.
- Samples of brick type and mortar colour will normally be required to be submitted to the Council as part of any application.
- Painting, rendering or cladding of brickwork will normally be resisted, as it is often unsightly and can damage the appearance of a building by obscuring the texture and original colour of the façade. Painting, rendering or cladding may also trap moisture, which can cause major damp problems in the masonry.

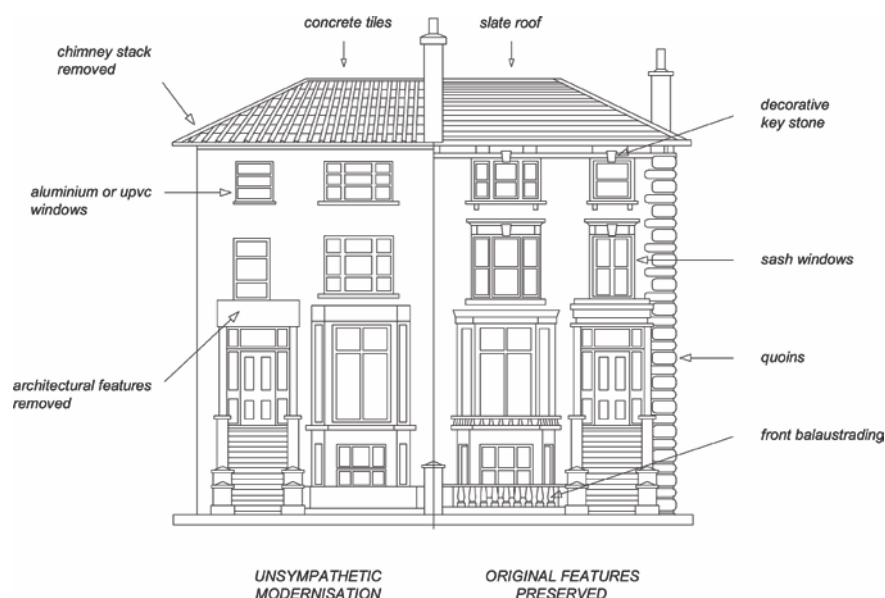
External pipework

- Original external pipework and guttering should be repaired or reinstated in a like-for-like manner, where possible. In the case of historic buildings, cast iron replicas of original pipework are preferable to uPVC pipes. New pipework should be restricted to the side and rear elevations of buildings to avoid spoiling the appearance of the principal façade and should be grouped together and located in a discrete position.

Scale

- 4.8 Extensions should be subordinate to the original building in terms of scale and situation unless the specific circumstances of the site, such as the context of the property or its particular design, would enable an exception to this approach. More detailed guidance on design considerations is contained within CPG1 Design (Design excellence chapter).

Figure 2. Alterations to residential facades



Rear extensions

- 4.9 A rear extension is often the most appropriate way to extend a house or property. However, rear extensions that are insensitively or inappropriately designed can spoil the appearance of a property or group of properties and harm the amenity of neighbouring properties, for example in terms of outlook and access to daylight and sunlight.

General principles

- 4.10 Rear extensions should be designed to:
- be secondary to the building being extended, in terms of location, form, scale, proportions, dimensions and detailing;
 - respect and preserve the original design and proportions of the building, including its architectural period and style;
 - respect and preserve existing architectural features, such as projecting bays, decorative balconies or chimney stacks;
 - respect and preserve the historic pattern and established townscape of the surrounding area, including the ratio of built to unbuilt space;
 - not cause a loss of amenity to adjacent properties with regard to sunlight, daylight, outlook, overshadowing, light pollution/spillage, privacy/overlooking, and sense of enclosure;
 - allow for the retention of a reasonable sized garden; and
 - retain the open character of existing natural landscaping and garden amenity, including that of neighbouring properties, proportionate to that of the surrounding area.
- 4.11 Materials should be chosen that are sympathetic to the existing building wherever possible (see also CPG3 Sustainability on Sustainable use of materials).

Height of rear extensions

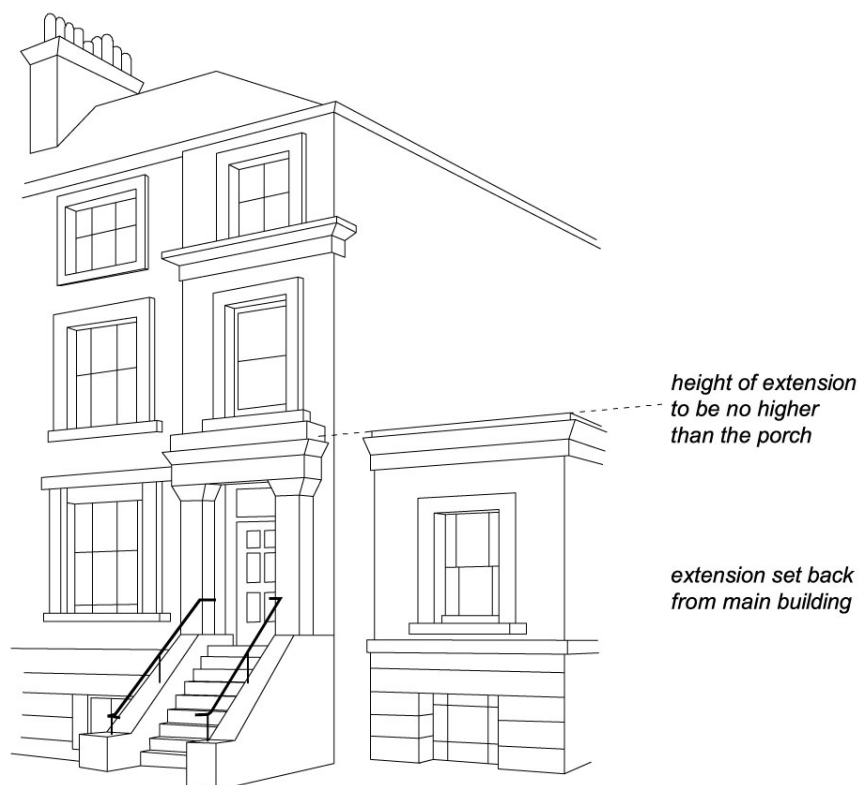
- 4.12 In order for new extensions to be subordinate to the original building, their heights should respect the existing pattern of rear extensions, where they exist. Ground floor extensions are generally considered preferable to those at higher levels. The maximum acceptable height of an extension should be determined in relation to the points outlined in paragraph 4.10 above. In cases where a higher extension is appropriate, a smaller footprint will generally be preferable to compensate for any increase in visual mass and bulk, overshadowing and overlooking that would be caused by the additional height.
- 4.13 In most cases, extensions that are higher than one full storey below roof eaves/parapet level, or that rise above the general height of neighbouring projections and nearby extensions, will be strongly discouraged.

Width of rear extensions

- 4.14 The width of rear extensions should be designed so that they are not visible from the street and should respect the rhythm of existing rear extensions.
- 4.15 In addition, the rear of some buildings may be architecturally distinguished, either forming a harmonious composition, or visually contributing to the townscape. The Council will seek to preserve these where appropriate. Some of the Borough's important rear elevations are identified in conservation area statements, appraisals and management plans.

Side extensions

- 4.16 Certain building forms may lend themselves to side extensions. Such extensions should be designed in accordance with the general considerations set out above in paragraph 4.10. Side extensions should also:
- be no taller than the porch; and
 - set back from the main building.
- 4.17 In many streets in the north of the Borough houses have mature rear gardens that can often be seen through gaps between buildings, softening the urban scene and providing visual interest. The infilling of gaps will not be considered acceptable where:
- significant views or gaps are compromised or blocked;
 - the established front building line is compromised;
 - the architectural symmetry or integrity of a composition is impaired;
 - the original architectural features on a side wall are obscured; or
 - access to the rear of a property is lost.
- 4.18 Where a property is located in a conservation area, reference should be made to the relevant conservation area statements, appraisals and management plans, which often identify important gaps and vistas where infilling would be inappropriate.

Figure 3. Side extensions

Conservatories

4.19 Conservatories should normally:

- be located adjacent to the side and rear elevations of the building;
- be subordinate to the building being extended in terms of height, mass, bulk, plan form and detailing;
- respect and preserve existing architectural features, e.g. brick arches, windows etc;
- be located at ground or basement level. Only in exceptional circumstances will conservatories be allowed on upper levels;
- not extend the full width of a building. If a conservatory fills a gap beside a solid extension, it must be set back from the building line of the solid extension; and
- be of a high quality in both materials and design.

4.20 Conservatories should not overlook or cause light pollution to neighbouring properties, including to those in flats above. In order to minimise overlooking, opaque lightweight materials such as obscured glass may be necessary on façades abutting neighbouring properties. Also, in order to minimise light pollution, solid lightweight materials, one-way glass or obscured glass may be required.

- 4.21 Further guidance is contained within CPG4 Protecting and improving quality of life (Light Pollution chapter).

Development in rear gardens and other open land

- 4.22 The construction of garden buildings, including sheds, stand-alone green houses and other structures in rear gardens and other undeveloped areas, can often have a significant impact upon the amenity, biodiversity and character of an area. They may detract from the generally soft and green nature of gardens and other open space, contributing to the loss of amenity for existing and future residents of the property.
- 4.23 Large garden buildings may also affect the amenity value of neighbours' gardens, and if used for purposes other than storage or gardening, may intensify the use of garden spaces.
- 4.24 Development in rear gardens should:
- ensure the siting, location, scale and design of the proposed development has a minimal visual impact on, and is visually subordinate to, the host garden
 - not detract from the open character and garden amenity of the neighbouring gardens and the wider surrounding area
 - use suitable soft landscaping to reduce the impact of the proposed development
 - ensure building heights will retain visibility over garden walls and fences
 - use materials which complement the host property and the overall character of the surrounding area. The construction method should minimise any impact on trees (also see Landscape design and trees chapter in this CPG), or adjacent structures
 - address any impacts of extensions and alterations upon water run-off and groundwater flows, both independently or cumulatively with other extensions, and demonstrate that the impact of the new development on water run-off and groundwater flows will be negated by the measures proposed. Reference should be made to CPG3 Sustainability (Flooding chapter).
- 4.25 Pockets of privately owned land make important contributions to the character of certain parts of the borough, both in established neighbourhoods and areas of new development, creating village greens, informal verges, set backs for established structures or settings for listed buildings. Building on such areas will generally be discouraged.
- 4.26 Where any type of development, either in a rear garden or on private land that forms part of a public space, may be appropriate in principle, a full assessment should be made prior to the commencement of the development to avoid any potential impact upon trees or other vegetation in the surrounding area. This assessment may be required as part of an application for planning permission.

Further information

- 4.27 The following professional bodies provide further guidance and advice on buildings and design matters:
- Royal Institute of Chartered Surveyors (RICS); and
 - Royal Institute of British Architects (RIBA).

7 Shopfronts

KEY MESSAGES

Shopfront alterations should respect the detailed design, materials, colour and architectural features of the shopfront and building itself.

This section provides information on how to deal with the five key shopfront features:

- Shopfront components,
- Signs and lighting,
- Blinds and canopies,
- Security shutters,
- Cash machines.

- 7.1 Well designed shopfronts increase the attractiveness of a building and the local area and can have an impact on commercial success by increasing the attraction of shops and shopping centres to customers. This is particularly important in town centres and the character and appearance of where conservation area and listed buildings. On the other hand, insensitive shopfront design can harm the appearance and character of buildings and shopping areas
- 7.2 This guidance relates to Core Strategy Policy – CS14 – Promoting High Quality places and Conserving Our Heritage and Development Plan Policies – DP30 – Shopfronts – and to planning applications for new shopfronts and alterations for existing.



When does this guidance apply?

General

- 7.3 This guidance applies to all applications which may materially alter the external appearance of a building or any element of the historic environment and therefore may require planning permission, or conservation area or listed building consent.

- 7.4 You will generally need planning permission for:
- a new shopfront;
 - alterations to an existing shopfront including awnings and canopies, external security shutters, blinds, grilles and security measures; and
 - change of use will generally require planning permission.
- 7.5 Planning permission is not normally required for routine maintenance works, such as redecoration or straightforward repairs. For further detailed guidance check with the Council.
- 7.6 Any alterations (or replacement) of shopfronts that form part of a listed building will require Listed Building Consent and will need to be consistent with the age and style of the building. For further information see the chapter 3 Heritage of this CPG. More stringent controls will apply for the following works:
- re-painting a shopfront in a different colour,
 - installing a security alarm or extractor fan,
 - altering the shop interior,
 - installing blinds or shutters, and
 - advertisements.
- 7.7 Conservation Area Consent is required for the proposed complete or substantial demolition of any building in a conservation area. This includes the removal of a shopfront or of any feature that gives character to a building. In assessing applications to alter shopfronts within conservation areas special attention will be given to the desirability of preserving and enhancing the character and appearance of the Conservation Areas (for further information see chapter 3 Heritage of this CPG).
- 7.8 For shops in conservation areas, reference should also be made to the relevant Conservation Area Statement/Conservation Area Appraisal & Management Strategy (there are 39 in total). These describe the area and its special character and include guidelines that provide the framework for development proposals in the area and the appraisals contain audits of shopfronts of merit.
- 7.9 Advertisement consent is a separate procedure that applies to the display of advertisements on shopfronts. You can find further guidance in the document Outdoor advertisements and signs: A guide for advertisers (CLG, 2007) and chapter 8 'Advertisements, signs and hoardings' of this CPG).

BUILDING REGULATIONS APPROVAL

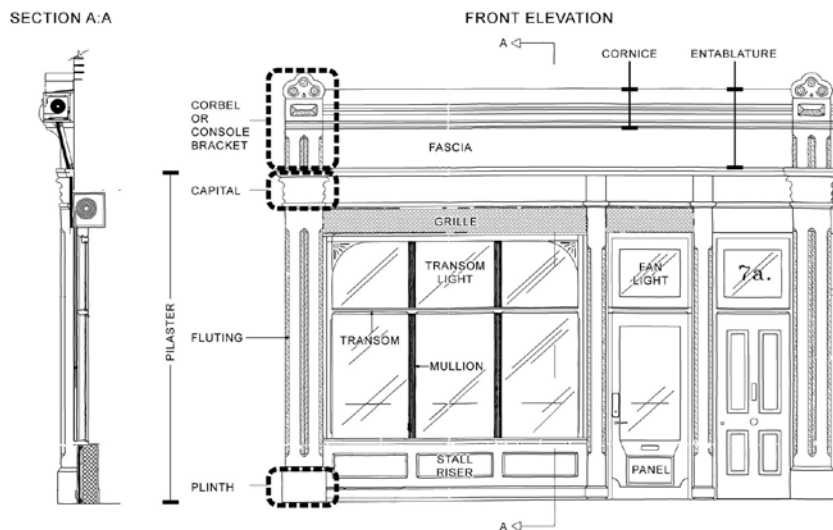
You need building regulations approval for all work which alters the shop's structure, entrance arrangement, changes its fire escape, or affects the level of access currently provided.

Guidance for Shopfronts

Design and appearance of shopfronts

7.10 The basic architectural features that make up shopfronts are illustrated in Figure 8.

Figure 8. Shopfront elements



General principles

7.11 Shopfront alterations should respect the detailed design, materials, colour and architectural features of the shopfront and building itself, the following will need to be considered:

- Historic, locally distinctive or characteristic shopfronts which contribute to the townscape should be retained. In some cases the reinstatement of missing features will be encouraged.
- New shopfronts should be designed as part of the whole building and should sensitively relate to the scale, proportions and architectural style of the building and surrounding facades.
- Shopfronts forming part of a larger new development should be considered as an integral part of the overall design.
- Standardised “house-style” frontages may have to be amended in order to harmonise with the surrounding context and respect the building, particularly in conservation areas and for listed buildings.
- All shopfronts should be designed to provide access into the premises for all.

Key shopfront components

- 7.12 The following are key shopfront design components you need to consider when making alterations to an existing shopfront:

Window Displays

- The window display is the main visual element of a shopfront. Shop frontages should be largely glazed to maintain a window display rather than creating a solid frontage (including obscured glass) which will be discouraged.
- On traditional shopfronts large expanse of undivided glass should be avoided. Vertical glazing bars (mullions) should be used to subdivide large windows to help visually relate the shopfront with the upper elevations of the building.

Entrances

- The design of the door should be in keeping with the other elements of the shopfront. The solid bottom panel should align with the stallriser. The top of the door should align with the transom.
- Decorative tiling should be retained.
- All new build shop units and shopfronts should be designed to be fully accessible to everyone.
- In the case of existing buildings, particularly where a new shop front is proposed, the following guidance should be followed:
 - Shops that have a change in level from pavement to shop floor surface can usually incorporate ramped access into or within the shop. Exceptions preventing a ramped area to be created may include the presence of structural beams or floor slabs..
 - Entrance doors should be accessible to all, particularly wheelchair users and people with limited manual dexterity. 1000mm minimum clear door width in new buildings and 775mm door width in existing buildings where a new shop front or alterations to a shop front are proposed.
- to ensure that services are reasonably accessible to disabled people refer to Camden Planning Guidance on Access for all.

Shopfront recess

- Where there is an existing shopfront recess - often found in older traditional shopfronts e.g. listed buildings and conservation areas - they should be retained.
- Traditional horizontally-operated lattice security gates can in some cases be employed to protect recessed shop entrances, but they should not extend across windows. On traditional shopfronts, removable timber or metal lattice style shutters is often more appropriate.
- New recesses in shopfronts will be strongly discouraged due to their potential for attracting anti-social behaviour.

Fascias

- The fascia should be of a suitable size and proportion in relation to the building and should not normally extend above the cornice or below the capital as it would upset the overall balance and proportions of a shopfront or parade (see Figure 9 and Figure 10).
- Fascia signs should not obscure or damage existing architectural features. Deep box fascias which project beyond the shopfront frame should be avoided.
- Lettering on fascia signs should be proportionate to the scale of the shopfront. To aid identification, fascia signs should include the street number of the premises.
- Where a shopfront and fascia extend across two or more shop unit bays, the removal of intervening pilasters are not acceptable as it would:
 - weaken the frame's visual support to the upper floors; and
 - disrupt the character and rhythm of a shopping frontage created by the widths of individual shopfronts.
- Lettering on fascia signs should be proportionate to the scale of the shopfront. Main fascias should also be of a suitable size and proportion in relation to the building and should sit between cornice and shopfront itself and should not project above or below the cornice level obscuring upper floor or shop windows.
- Fascia and box signs should not obscure or damage existing architectural features.

Figure 9. Good shopfront section and elevation

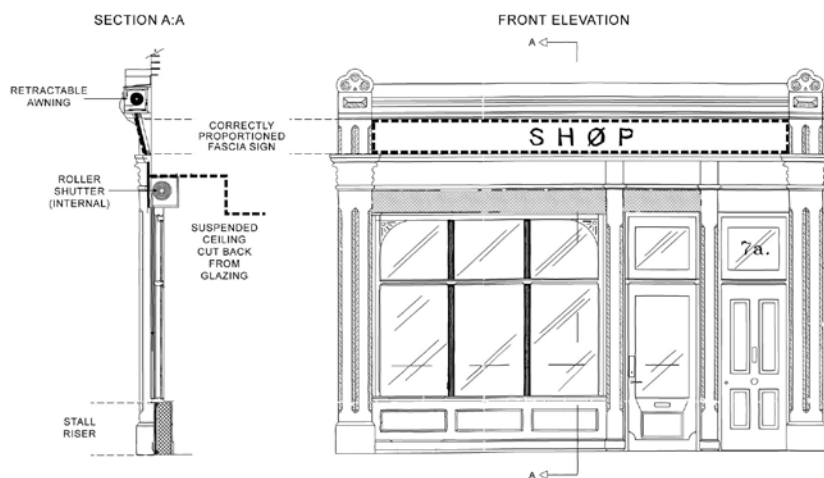
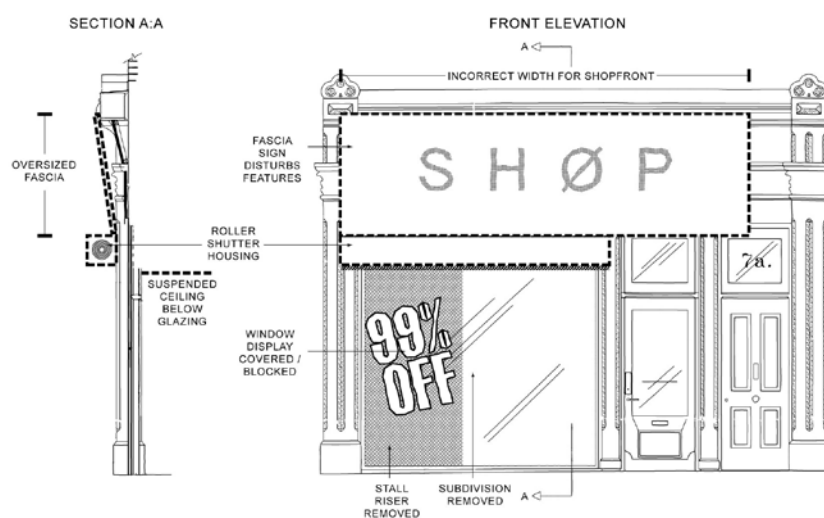


Figure 10. Inappropriate shopfront section and elevation



Pilasters

- New pilasters are preferably placed in line with solid wall, not windows above, to emphasise their function. This is particularly important in the case of shopping frontages on sloping sites where existing stepped profiles of fascias and stallrisers should be preserved or reintroduced wherever possible.

Stallrisers

- Stallrisers consist of solid elements below shop windows. They form a base to the shopfront display, and prevent the glazing from being damaged or soiled.
- Stallrisers should be retained and generally incorporated to any new shopfront on a period buildings.

- Where stallrisers are provided, they should be at least 300mm high or to the top of the pilaster base or door panel and faced in appropriate materials for the context. They should not provide ledges that can be sat upon. Glazing should be brought to the front of a stallriser.

Colour and materials

- Materials should be chosen for their durability and appropriateness to their location. Traditional materials such as timber, stone and render are the most appropriate for new shopfronts, particularly for listed buildings and in conservation areas.
- More contemporary materials such as colour-coated steel, aluminium and bronze instead of timber may be appropriate in some circumstances.
- Existing glazed brickwork or tiling should be retained.
- Colour schemes for shopfronts and in particular the projecting framework should be carefully considered, particularly in conservation areas and for listed buildings.
- Proposals should be accompanied by full details of materials, finishes and colours (or sample and specification cards).

Folding shopfronts

- Folding shopfronts are not generally acceptable, particularly those on historic buildings such as listed buildings and those in Conservation Areas. When open, they erode the appearance of the shopfront, creating a visual void, and can increase disturbance to neighbouring properties, particularly in the case of food and drink premises. When closed they appear as a row of doors rather than a shopfront. This creates a heavier appearance than a shopfront mullion and reduces the area of glass in the shopfront.

Lightwells / grilles

- Pavement lights or small lightwells covered with metal grilles are typically found in front of shopfronts. These provide light into the areas beneath whilst allowing shoppers close inspection of the window display.
- Creating open lightwells with railings in front of a shopfront is not generally acceptable as it prevents window shopping and disrupts the buildings relationship to the rhythm of the street. This is also the case if the shopfront has been converted into residential accommodation.

Advertisements and signs

- 7.13 Shops and businesses need to ensure that their name and other details are clearly displayed on their premises and, as a result, signs are among the most prominent forms of advertising on buildings. However, signs that are unsympathetically designed can cause significant harm to the building and the local townscape. Signs should relate well to the

character, scale and architectural features of the building and respect their local context.

- 7.14 Properties should only have one main fascia sign and one ancillary projecting or hanging sign per street frontage, although two projecting signs may be appropriate in cases of large shopfronts stretching across two or more shop units. Too many adverts/signs on a property contribute to visual clutter and can detract from the appearance of the street scene.

Projecting and hanging signs

- 7.15 Projecting and hanging signs should normally be level with the fascia rather than below or above it. They should be positioned to the side of the shopfront at fascia level.
- 7.16 Signs at upper floor levels will be discouraged. Advertising for upper floor premises by lettering on windows or by suspended banners on large frontages will only be considered acceptable where advertising a specific event for a temporary period.
- 7.17 Advert signs - including those on canopies/blinds, should:
- be considered as an integral part of a shopfront or building, designed in from the outset with new structures;
 - be in harmony with the existing building, and neighbouring ones, in terms of their proportions, design and materials;
 - See Camden Planning Guidance on Advertisements, signs and hoardings.

Canopies, awnings and blinds

- 7.18 Blinds can add colour and interest to the street scene. However, it is important to ensure that they do not dominate a shopfront or shop parade.

Canopy

A decorative structure providing a sheltered walk to the entrance of a building.

Awning

A sheet of canvas or synthetic fabric hung above a shopfront as protection against rain or sun

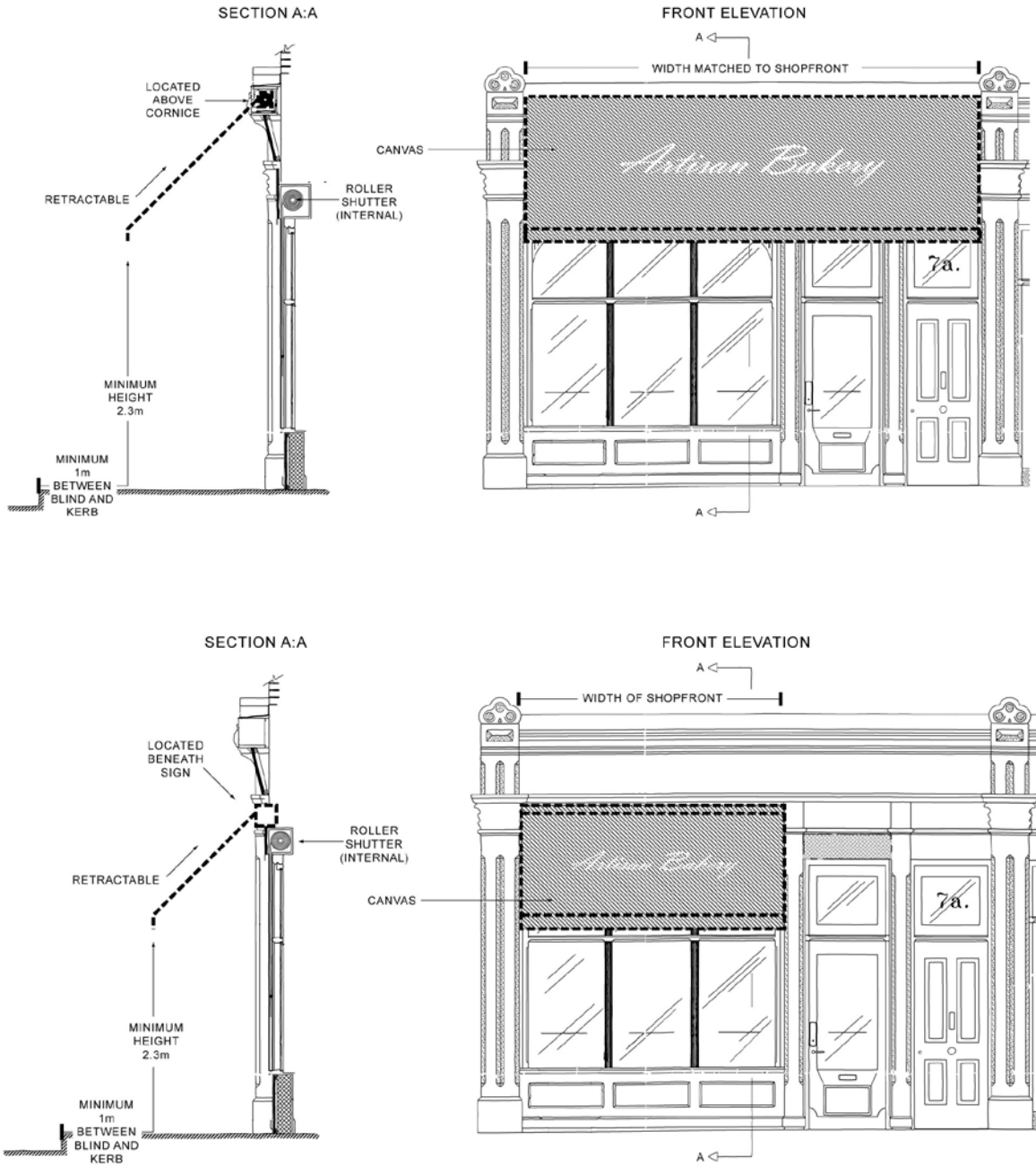
Blind

A structure of canvas or other material stretched used to keep sun or rain off a shop window.

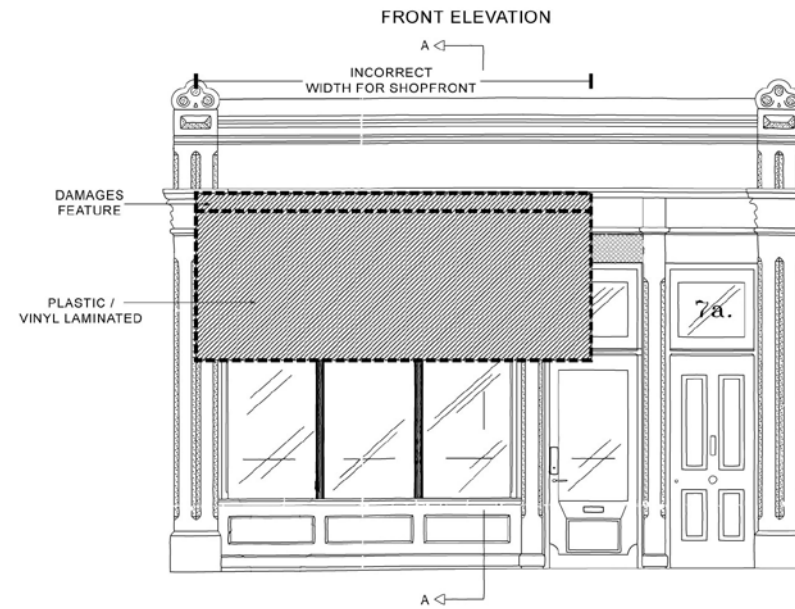
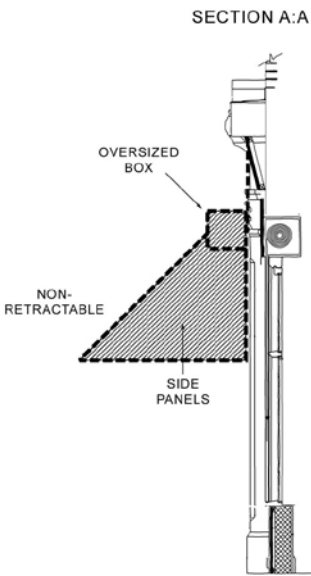
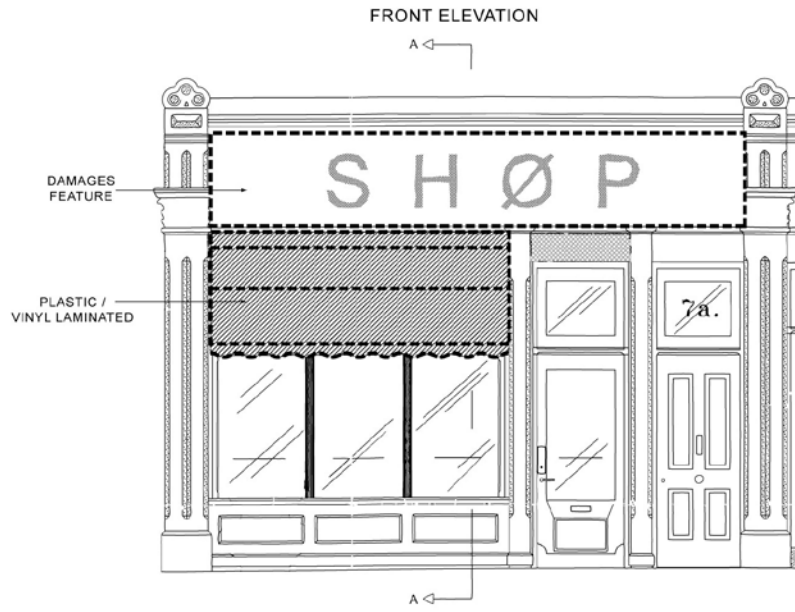
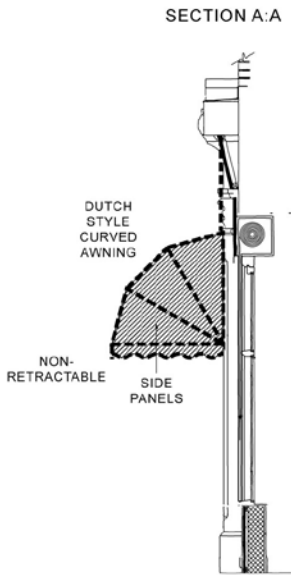
7.19 Shopfront canopies and blinds are only likely to be acceptable where they are:

- retractable;
- traditional canvas;
- blind box integrated with the overall design;
- attached between the fascia and shopfront; and
- be flush with the fascia level.

Figure 11. Appropriate ways to install shopfront awnings



Inappropriate ways to install shopfront awnings



Retractable

- 7.20 Retracting awnings and blinds do not normally require planning permission, although they may require advertisement consent in certain cases. They should not:
- obscure or damage the fascia and other important features of the shopfront and buildings;
 - have discordant and over-dominant shapes, but be appropriate in position, design and materials to the character and scale of both the shopfront, building and locality.

Fixed

- 7.21 Fixed canopies, require planning permission. Acrylic / plastic “Dutch blinds”, or similarly reflective materials will be strongly discouraged, due to their bulk and materials and the resulting visual clutter.

Materials

- 7.22 Canvas blinds are often characteristic features of historic shopfronts and should therefore be retained or replaced using a similar design – acrylic or plastic blinds are not normally suitable.

Signage

- 7.23 Canopies or blinds with signage (a letter or words for advertising purposes or not), they are treated as advertisements and therefore advertisement consent will be required rather than planning permission (See chapter 8 ‘Advertisements, signs and hoardings’ in this CPG).
- 7.24 In general all blinds should be designed and installed to:
- ensure public safety;
 - incorporate a minimum of 2.3 metres between the bottom of the blind and the pavement; and
 - incorporate a minimum of 1 metre between the blind and the kerb edge.

Shopfront security

- 7.25 Security shutters can be visually unattractive and create a 'dead', hostile appearance (especially out of opening hours), which can affect the commercial viability of an area and harm the pedestrian experience.
- 7.26 These guidelines offer suggest the most appropriate means of providing security protection while minimising impacts on the appearance of the shopfront, the building and the character of the area.

Shutters

- 7.27 The Council strongly encourages internal rather than external shopfront security measures. Other forms of enhanced shopfront security should

be considered instead of external shutters. For example, improved internal lighting, alarm systems, the use of toughened or laminated glass, etc. In cases where external measures (shutters, grilles or alarm boxes, etc) are proposed they would only be permitted where they do not harm the character of shopfronts, such as internal brick bond grilles or collapsible gates.

- 7.28 External security shutters will normally require planning permission, whilst internal shutters normally do not. Where internal shutters are installed they should be set back to leave a window display. In the case of listed buildings, the installation of any shopfront security measures, external or internal, will require listed building consent. On listed buildings, there will be a presumption against the use of external security shutters and grilles in favour of internal.
- 7.29 Where an external shutter is proposed it may only be considered acceptable provided it is integrated into the shopfront in terms of design, materials and colour. External measures should avoid using solid roller shutters. This includes the 'pin-hole' versions that rely upon internal illumination for any transparent effect. These designs have negative environmental impacts including:
- obscuring the shopfront and hiding window displays;
 - attracting graffiti;
 - preventing natural surveillance;
 - creating a hostile and unsafe appearance in streets and shopping centres; and
 - being visually unattractive.

Shutter boxes

- 7.30 Shutter boxes should be discrete and should not project forward of the fascia or obscure any architectural features. They should be concealed wherever possible, for example set behind or within the fascia panel, the guide rails concealed within the frame of the shopfront and shutter should be close onto the stallriser.

Grilles

- 7.31 Roller grilles are preferable to solid or pin-hole shutters as they provide security without obscuring window displays and allow views of the shop interior, which enhances surveillance and security.

Removable grilles

- 7.32 Removable or collapsible grilles can be used internally or externally and in both cases allow a certain degree of visibility. These only require planning permission if installed externally. However, listed building consent will also be required for internal grilles in listed buildings.
- 7.33 Removable grilles are expected to remain in place only outside trading hours and should be stored inside at all other times. Any fixings should

be discretely placed and must not harm architectural features or mouldings.

- 7.34 Where there is a recessed entrance it is preferable to install 'Concertina style gate between the openings.

Finishes

- 7.35 All grilles and shutters should have an acceptable finish. They should be coloured (painted, powder coated or stove enamelled) to match the rest of the shopfront, including signs. Uncoated shutters, galvanised steel, a milled finish or anodised aluminium are not considered acceptable finishes. In the exceptional cases where solid shutters are acceptable, original designs by artists will be encouraged provided they respect their location, particularly in Conservation Areas.

Burglar Alarms

- 7.36 Burglar alarm devices must be sited so that they are both adequately visible as a deterrent but do not detract from the visual character of the shopfront.

Cash machines

- 7.37 Cash machines require planning permission and, in the case of listed buildings, listed building consent. Illuminated advertising for cash machines should be discreet and is subject to advertisement consent.
- 7.38 Cash machines (also known as cash points and ATMs) are only likely to be acceptable provided they are:
- treated as an integral part of a building's design wherever possible;
 - not dominant in the shop display frontage in terms of size or materials;
 - positioned sensitively and not be located where queuing could cause problems;
 - with minimal amount of display material;
 - located on the busiest elevation of a building to reduce the risk of robbery;
 - fully accessible to disabled people in both location and detailed arrangement; and
 - in existing bank buildings of traditional design they are most successfully inserted into existing stone recesses or beneath window bays.

Further information

- 7.39 English Heritage has also prepared guidance on heritage assets within:
- English Heritage – ‘Easy Access to Historic Buildings’ 2012 - www.english-heritage.org.uk
 - English Heritage – ‘Easy Access to Historic Landscapes 2013 - www.english-heritage.org.uk
- 7.40 For further guidance on how to make shopfronts more accessible to all users as well as disabled users, see:
- The Disability Rights Commission publication “Making access to goods and services easier for disabled customers: A practical guide for businesses and other small service providers
 - BS 8300:2009+A1:2010 ‘Design of buildings and their approaches to meet the needs of disabled people’ – Code of Practice’ (BSI)
 - Inclusive Mobility – A guide to best practice on Access to Pedestrian and Transport Infrastructure, 2005 (Dept for Transport).

