

- designing foundations to minimise damage to the root protection zones of adjacent trees,
- including green roofs, green walls on new development and vegetation screens.

Root protection zone: The area around the base or roots of a tree that need to be protected from development and compaction during construction to ensure the survival of the tree.

- 4.40 Planning permission is unlikely to be granted for development whether in the form of extensions, conservatories, garden studios, basements or new development which significantly erode the character of existing garden spaces and their function in providing wildlife habitat (See CPG Altering and Extending your home and CPG Biodiversity for more information).
- 4.41 Furthermore, in accordance with Policy A3, the Council will resist development that occupies an excessive part of a garden, and the loss of garden space which contributes to the character of the townscape. Similarly we will seek the retention of other areas with nature conservation value such as gardens and open spaces including the retention of features such as railings or garden walls which add to the character of the borough and make a positive contribution to the overall townscape value.



Paving of front gardens

- 4.42 Planning permission is not required for paving a front garden if it is permeable (porous), which allows water to drain through the soil (such as gravel). Planning permission will be required for impermeable surfaces larger than 5 square meters. Please note that planning permission is also required if the property is a flat or maisonette, converted dwelling-house, and areas which restrict this type of development (covered by an Article 4 Direction or planning condition). See CPG on Water and flooding for more information on different types of Sustainable Drainage Systems (SuDs). Furthermore more guidance on paving of front gardens can be found in CPG Altering and Extending your home.

- 4.43 As noted above, changes to frontages incorporating hardstanding may also be affected by Article 4 Directions. Article 4 Directions are issued by the Council in circumstances where specific control over development is required, primarily where the character of an area of acknowledged importance would be threatened, such as conservation areas. More information can be found on the dedicated page on [Article 4 Directions](#) on the Council website.
- 4.44 In accordance with Local Plan policy T2 the Council requires development in the borough to be car-free, where no car parking spaces are provided within a site other than those reserved for disabled people and essential operational or servicing needs. Any planning applications which do incorporate car parking areas will be required to demonstrate that the chosen solution is appropriate to the underlying soil type.

Creating a crossover

- 4.45 Planning permission is not required for the creation of a crossovers for single family dwellings unless the property is affected by an Article 4 Direction or the crossover is proposed on a classified road. However, permission is required from the Highways Authority. The Highways Authority will generally refuse permission for a crossover where it would result in the loss of on-street car parking spaces.
- 4.46 Planning permission is required for forecourt parking at the front of buildings that are divided into flats. Listed Building Consent is required to alterations to structures affecting listed buildings including structures within their curtilage.

Listed building consent: This is legally required in order to carry out any works to a Listed Building which will affect its special value. It is needed for any major works and may also be necessary for minor alterations and even repairs, maintenance and changes of use.

Access and servicing areas

- 4.47 Where underground parking and/or servicing forms part of a larger development, access should be integral to the design of the development. Entrances and ramps should be discrete.
- 4.48 Entrances and adjoining areas of buildings are often spaces which require the integration of a number of competing needs such as the provision of bins, cycle storage, meters and inspection boxes and external lighting. These elements should be constructed with materials sympathetic to the site and surroundings. Applicants can minimise the visual impact of storage areas by careful siting and incorporating planters to screen developments and incorporating green roofs as part of their structure.
- 4.49 Space and location requirements for the storage of waste and recycling can be found in this guidance in the section on Waste and recycling storage. Further guidance on how access to site and parking areas should be designed can be found in CPG on Transport.

Level plans

- 4.50 Levels plans will be required as part of any planning application where proposals seek to alter the highway boundary, in order to ensure that thresholds of any proposed development tie in with the existing levels of the adjacent public highway.
- 4.51 Where possible, the ground floor level of a development should be level with the highway, in order to avoid unnecessary level changes and the need for steps and to allow the footway to be constructed with an adequate slope to allow water runoff.
- 4.52 Where level plans are required, drawings showing all existing and proposed threshold levels should be submitted to the Council for assessment. Where new thresholds are proposed, the developer will be required to submit evidence setting out an appropriate mitigation strategy, demonstrating how the development will appropriately merge with the public highway. For more information on thresholds please see CPG on Access to ensure any new development ensures access for all. For further guidance on highways works and level plans please see CPG Transport.
- 4.53 The Council will not adjust highway levels to meet accesses that do not sit at the required level. It will be a requirement of a Section 106/278 agreement for the developer to submit level plans to the Council for approval prior to implementation. These plans will need to show existing and proposed levels for channel, top of kerb, back of footway and any other features of relevance. They will also need to clearly show that any accesses or adjoining open areas will match the back of footway levels required.

Boundary walls, fences and railings

- 4.54 Boundary walls, fences and railings form the built elements of boundary treatments. They should be considered together with the potential for elements of soft landscaping. For example, the Council encourages the combination of low brick boundary walls and hedges as a boundary treatment. Boundary treatments should:
- delineate public and private areas;
 - contribute to qualities of continuity and enclosure within the street scene; and
 - provide site security and privacy.
- 4.55 Due to the prominence of the boundary treatments in the streetscene we will expect the design, detailing and materials used to provide a strong positive contribution to the character and distinctiveness of the area and integrate the site into the streetscene.
- 4.56 With regards to boundary walls, fences and railings, we will expect that:
- applicants consider repairing boundary walls, fences and railings before they are replaced;

- these features make a positive contribution to the appearance and character of the development site and to the streetscene;
- applicants consider designs to be effective for their function.
- the design and construction does not damage any on site or off site trees that are identified for retention (See paragraphs in this chapter on the protection of existing trees on site).

4.57 For boundary treatments around listed buildings or in a conservation area we will expect that:

- the elements are repaired or replaced to replicate the original design and detailing and comprise the same materials as the original features;
- the works preserve and enhance the existing qualities and context of the site and surrounding area

4.58 Planning permission is not required for the erection of a boundary treatment no higher than 1m where it abuts the highway or 2m on any other boundary. These heights are measured from ground level and include any structure that may be attached for example a trellis attached to the top of boundary wall.

4.59 Listed Building consent may be required for any works to boundary treatments within the curtilage of a listed building.

Lighting

4.60 Lighting can make an important contribution to the attractiveness of an area. It is also important for the security and safety of an area. The design and siting of columns and lights can provide a significant role in the creation of the character of a place. Other lighting techniques include wall mounting, bollards with integral lights and ground level up lighters. While adequate lighting is required, the intensity of lighting should be appropriate to its function. Care should be taken not to over-light which can lead to unnecessary light pollution and energy consumption and in some cases become a nuisance to neighbouring residential properties. Lightning can also become a disturbance to local wildlife, particularly bats, and can affect the wildlife that uses and lives on the canal.

Public Realm

Designing high-quality public realm

4.61 The public realm is the publicly accessible spaces between and around buildings, including streets and open spaces. Development should contribute to achieving a high quality public realm across the borough.

4.62 High quality public realm must:

- Provide attractive streets and spaces
- Provide good quality landscaping

- Create accessible and inclusive streets and spaces
- Prioritise pedestrian and cycle movement
- Support health and wellbeing
- Provide active streets and spaces
- Be designed to aid in the mitigation of the effects of climate change

Creating attractive streets and spaces

- 4.63 Successful streets tend to be characterized by their visual and sensory richness, fine grain (and layering of uses and activities).
- 4.64 The ground level of new developments should seek to achieve active frontages where possible and appropriate. The uses accommodated at the ground level is a key component of achieving successful active frontages.
- 4.65 The greater the diversity of features of a street or space there are (including opportunities to sit and rest and for social interaction, places to eat and drink, opportunities for aesthetic delight and experiencing history) the more attractive streets and spaces tend to be. Attractive streets are also characterized by having a scale and enclosure appropriate to their character and function along with a comfortable micro-climate, providing sunlight throughout the year and opportunities for shade and keeping cool during the hottest months.

Prioritising active and easy movement

- 4.66 Developments and public spaces should be designed to improve area-wide permeability and connections with direct, accessible, safe and easily recognisable/legible routes, particularly for pedestrians and cyclists.
- 4.67 Measures to improve pedestrian and cycle movement include, but are not limited to:
- providing appropriate pavement widths sized to the anticipated pedestrian use,
 - minimising barriers to movement,
 - providing safe and easy to use pedestrian crossings,
 - providing signage to aid people in finding their way to desired destinations,
 - providing seating opportunities,
 - minimising vehicular movements and speeds,
 - prioritising safe movements for cyclists at junctions, and
 - providing appropriate levels of separation for cyclists and vehicles depending on the volume of vehicular traffic.

Achieving accessible and inclusive streets and spaces

- 4.68 A successful accessible and inclusive environment is one that everyone can benefit from by being able to move through and within, independently and uninhibited.
- 4.69 Developers will be required to achieve accessible and inclusive streets and spaces as part of any proposal in accordance with the guidelines set out in [“Inclusion by Design” \(2008\)](#). The Council will seek to ensure that the public realm embodies these qualities. Inclusive environments must:
- be responsive to people’s needs
 - be flexible in use
 - offer choice when a single design solution cannot meet the needs of all users
 - be convenient so they can be used without undue effort or ‘special separation’
 - be welcoming to a wide variety of people, making them feel they belong
 - accommodate without fuss or exception those who have specific requirements.
- 4.70 For more detailed guidance on accessible buildings and spaces please see CPG Access.

Supporting health and wellbeing

- 4.71 The Healthy Streets approach promoted by [the Mayors Transport Strategy \(2018\)](#) aims to put human health at the heart of city planning by encouraging walking and cycling in particular, through the design and management of the public realm by making it more appealing to use.
- 4.72 Where new streets and spaces are provided TfL [The Healthy Streets Checklist](#) provides a useful tool to evaluate the relative success of proposals in supporting health and wellbeing.

Figure 2. TfL Healthy Street Indicators



Pedestrians from all walks of life

London's streets should be welcoming places for everyone to walk, spend time in and engage in community life.

People choose to walk, cycle and use public transport

Walking and cycling are the healthiest and most sustainable ways to travel, either for whole trips or as part of longer journeys on public transport. A successful transport system encourages and enables more people to walk and cycle more often. This will only happen if we reduce the volume and dominance of motor traffic and improve the experience of being on our streets.

Clean air

Improving air quality delivers benefits for everyone and reduces unfair health inequalities.

People feel safe

The whole community should feel comfortable and safe on our streets at all times. People should not feel worried about road danger or experience threats to their personal safety.

Not too noisy

Reducing the noise impacts of motor traffic will directly benefit health, improve the ambience of street environments and encourage active travel and human interaction.

Easy to cross

Making streets easier to cross is important to encourage more walking and to connect communities. People prefer direct routes and being able to cross streets at their convenience. Physical barriers and fast moving or heavy traffic can make streets difficult to cross.

Places to stop and rest

A lack of resting places can limit mobility for certain groups of people. Ensuring there are places to stop and rest benefits everyone, including local businesses, as people will be more willing to visit, spend time in, or meet other people on our streets.

Shade and shelter

Providing shade and shelter from high winds, heavy rain and direct sun enables everybody to use our streets, whatever the weather.

People feel relaxed

A wider range of people will choose to walk or cycle if our streets are not dominated by motorised traffic, and if pavements and cycle paths are not overcrowded, dirty, cluttered or in disrepair.

Things to see and do

People are more likely to use our streets when their journey is interesting and stimulating, with attractive views, buildings, planting and street art and where other people are using the street. They will be less dependent on cars if the shops and services they need are within short distances so they do not need to drive to get to them.

Mitigating climate change

- 4.73 Well-designed and careful design of the spaces around buildings can contribute to creating a comfortable micro-climate and climate change mitigation and adaptation. Tree and other planting in streets and spaces provide multiple benefits including improving air quality, reducing the rate of storm water runoff, contributing to urban cooling and providing shade during the summer months, and supporting biodiversity. Please refer to other sections of this guidance for more on opportunities for urban greening and climate change mitigation as well as CPG on Energy efficiency and Adaptation and [CPG on Biodiversity](#).
- 4.74 Where there is sufficient space, larger canopy trees should be planted. Larger canopy trees are usually considered to be those which reach a minimum of 15-20m+. As with designing for movement and other facilities within the public realm, space for trees should be designed in at the outset. This includes the creation of the below ground conditions for trees to develop to their optimum growth at maturity, with for example the use of proprietary crate systems or structural substrates. The below ground environment for tree planting can also provide the function of attenuating storm water run-off. The Trees and Design Action Group publication “Trees in Hard Landscapes” (2014) provides detailed guidance on the design of the public realm to ensure the success of tree planting for the multiple benefits they provide.
- 4.75 New development in the borough should seek to design spaces and buildings that maximize opportunities for urban greening to create attractive, resilient places that can also help with the management of surface water and climate change mitigation. Further information on Sustainable Drainage Systems (SuDS) is available in the CPG on Water and flooding. You may also wish to refer to [“SuDS in London: A Design Guide” \(2016\)](#) for further guidance on facilitating SuDs in the public realm.
- 4.76 Urban greening in the public realm and adding planting to streets can also aid in the mitigation of air pollution. More guidance can be found in CPG on Air Quality, “Principles on how planning can take account of the impact of new development on air quality, DCLG, 2014 and “First steps in urban air quality for built environment practitioners” Trees and design Action Group, 2017.

5. Alterations and extensions in non-residential development

- 5.1 This section provides advice on extensions and alterations for non-residential uses, such as commercial and institutional uses. In accordance with Local Plan Policy D1, the Council will require all developments, including alterations and extensions, to be of the highest standard of design.
- 5.2 If a property is situated within a conservation area then applicants should refer to the relevant [Conservation Area Statement, Appraisal or Management Plan](#), which sets out detailed guidelines for development in a particular area.
- 5.3 Where these uses are located in a building that has previously been used as a residential dwelling, please refer to the guidance applicable to domestic alterations and extensions in Camden Planning Guidance on Altering and Extending Your Home.

Alterations

- 5.4 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 usually more appropriate to ensure the new work blends with the older parts of the building.
- 5.5 In applying our planning policies to non-residential schemes, the Council wishes to ensure that the positive attributes of buildings with architectural merit, including Non-Designated Heritage Assets, are retained wherever possible. Alterations may involve the replacement of features such as windows, doors, porches and external pipework..

General principles

- 5.6 Where individual elements of buildings are being replaced or upgraded as part of maintenance work, materials should be used that respect the character and architectural integrity of existing buildings. The use of like-for-like replacements will often be the most appropriate design response to ensure that the overall design quality and composition of an existing building or group of buildings is not compromised. Any existing decorative features, such as ironwork and terracotta panels, will normally make a positive contribution to a building's appearance and the wider amenity of the area and therefore should be retained or restored.
- 5.7 In schemes involving comprehensive refurbishment work, there may provide be an opportunity to consider the use of alternative materials, provided that they preserve the architectural character and quality of the building or streetscape.
- 5.8 Subject to permitted development rights (which allow some works without the need for a planning application), the Council will resist the

addition of elements that would detract from a building's appearance, e.g. new pipework on the principal elevation.

- 5.9 The following matters should also be considered when alterations are being proposed to ensure high design quality:
- **The sustainability of materials:** The durability of materials should be considered as well as the visual attractiveness of materials. For example, timber is the traditional material for doors and windows and will often be the most appropriate material, whereas uPVC can have a harmful aesthetic impact and an inability to biodegrade and therefore is strongly discouraged. The insulating quality of materials should also be considered, along with their embodied energy (the energy used in manufacture) and the potential for re-use and recycling;
 - **Weathering:** materials should be capable of weathering well, so the ageing process contributes positively to the character of the building;
 - **Use of appropriate materials:** the texture, colour and tone of materials may be an important consideration to ensure compatibility with the host building or surrounding development. This is especially the case where works involve traditional or historic buildings. In cases involving modern or contemporary architecture, it is recognised that materials may not need to replicate surrounding development, however they should nevertheless be high quality and not detract from the existing qualities of the area;
 - **Composition of materials:** this is a particularly important consideration where works are being undertaken to external walls to ensure a satisfactory finish and to maintain the visual qualities of the area. Where repairs are being undertaken to external walls of traditional historic buildings, it may be necessary to determine the composition of the original material (plaster, stucco, render etc). In these cases, the defective area should be cut out and a replacement material of identical chemical composition and appearance applied and be properly bonded.
- 5.10 The Council will request samples of materials e.g. brick type and mortar, as part of any application to ensure that the materials to be used during the construction of the development are appropriate. Please note for listed buildings, listed building consent will be required for replacement windows and doors, secondary glazing and double glazing.

Extensions

General principles

- 5.11 The following considerations should be reflected in proposed extensions to ensure they are sensitively and appropriately designed and do not spoil the appearance of the property or harm the amenity of the area.

- 5.12 Proposals should assess the impacts of the scheme from a design perspective and the contribution it makes to townscape character including:
- having regard to the scale, form and massing of neighbouring buildings;
 - using materials and detailing that are sympathetic to the host building and buildings nearby;
 - respecting and preserving existing architectural features, such as projecting bays or chimney stacks;
 - respecting and preserving the historic pattern where it exists, and the established townscape of the surrounding area, including the ratio of built to unbuilt space;
 - the effects of the proposal on the amenity of adjacent residential properties with regard to daylight, sunlight, outlook, light pollution/spillage, privacy or the working conditions of occupants of adjacent non-residential buildings;
 - the desirability of retaining existing areas of landscaping (or areas that can be enhanced) to meet the amenity needs of workers, e.g. for social interaction;
 - the effects of the scheme on important local views;
 - making use of sustainable materials wherever possible taking into account their lifespan, environmental performance (e.g. U values) and durability, e.g. changes to the visual appearance of materials from weathering.

Roofs

General principles

- 5.13 Rooflights, additional storeys, mansards, and other roof alterations are likely to be acceptable where:
- Good quality materials and details are used and the visual prominence, scale and bulk would be appropriate having regard to the local context;
 - There is an established form of roof addition or alteration to a group of similar buildings and where continuing the pattern of development would be a positive design solution, e.g. helping to reunite a group of buildings or townscape;
 - Alterations are architecturally sympathetic to the age and character of the building and retain the overall integrity of the roof form.
- 5.14 A roof alteration or addition is likely to be unacceptable in the following circumstances where there is likely to be an adverse effect on the skyline, the appearance of the building or the surrounding street scene:
- Buildings which have a roofline that is exposed to important London-wide and local views from public spaces;

- Buildings whose roof construction or form are unsuitable for roof additions;
 - Buildings designed as a complete composition where its architectural style would be undermined by any addition at roof level;
 - The impact on adjoining properties both in terms of bulk and design and amenity of neighbours would be detrimental, e.g. due to a loss of light from the additional height;
 - Buildings that are part of a group where differing heights add visual interest and where a roof extension would detract from this variety of form;
 - Where the scale and proportions of the building would be overwhelmed by an additional extension/storeys.
- 5.15 This advice is supplemented by more specific area-based advice as set out in the Council's conservation area statements, appraisals and management plans which set out our approach to preserving and enhancing such areas. These appraisals and management plans are available to download on our [website](#).

Balconies and terraces

General principles

- 5.16 Balconies and roof terraces can provide valuable amenity space for workers who would otherwise have little or no exterior space. However, they can also cause nuisance to neighbours. Potential problems include overlooking, overshadowing, noise, light spillage and security. Please refer to our [CPG on Amenity](#) for more details.
- 5.17 Balconies and terraces should complement the elevation upon which they are to be located. Consideration should therefore be given to the following:
- Detailed design to reduce the impact on the existing elevation;
 - Careful choice of materials and colour to match the existing elevation;
 - Possible use of setbacks to minimise overlooking – a roof terrace need not necessarily cover the entire available roof space;
 - Possible use of screening (frosted glass etc) to prevent overlooking of habitable rooms in residential properties or nearby gardens, without reducing daylight and sunlight or outlook.
- 5.18 The following additional matters should be considered for roof terraces:
- Glazed balustrades around balconies or roof terraces are unlikely to be acceptable on traditional buildings because they can appear unduly prominent;
 - It should not result in overlooking of habitable rooms of adjacent residential properties;
 - Access to sunlight and shelter and the availability of a good aspect;

- Whether the size of the roof terrace provides the ability to combine space both for the amenity of workers and planting for biodiversity, the latter potentially giving workers access to nature;

5.19 Adequate safety and security measures are used to prevent accidents or crime.

6. Shopfronts

KEY MESSAGES

- Shopfronts should be designed to a high standard and should consider the character and design of the building and its context
- Shopfront alterations to existing buildings should respect the detailed design, materials, colour and architectural features of the shopfront and building itself.
- Shopfronts in newly designed buildings should be designed to integrate well with the surrounding area and contribute positively to the public realm.
- The Council strongly encourages shopfront security measures to be internal rather than external. Solid shutters will only be considered acceptable in exceptional circumstances.
- Vibrant and well-designed shopfronts animate and activate the street scene and contribute to creating healthy places.

- 6.1 Shopfronts make a significant contribution to the character and richness of experience of Camden's centres and streets.
- 6.2 It is important that new shopfronts and alterations to existing shopfronts are sensitively designed and do not detract from the character of the host building or the surrounding area. Insensitive alterations to existing shop fronts and poorly designed shopfronts in new buildings can erode the character of existing frontages and the local area.
- 6.3 Well-designed shopfronts increase the visual attractiveness of a building and the local area and can have an impact on commercial success by increasing the attraction of shops and centres to customers. This is particularly important in town centres and shops in conservation areas and listed buildings.
- 6.4 This guidance relates to Camden Local Plan Policies D1 – Design, D2 – Heritage and D3 – Shopfronts and should inform planning applications for new shopfronts and schemes involving alterations to existing shopfronts.



When does this guidance apply?

- 6.5 This guidance applies to all applications that provide shopfronts as part of new buildings and all schemes which may materially alter the external appearance of an existing shopfront and therefore may require planning permission or listed building consent.
- 6.6 This guidance applies to street level premises that have a display window and/or a fascia sign. It includes non-retail uses found in shopping areas or elsewhere such as estate agents, banks, building societies, restaurants and pubs. It will also apply to historic shopfronts that have been converted for other uses such as residential.
- 6.7 Planning permission is generally required for:
- new shopfronts;
 - alterations to an existing shopfront including awnings and canopies, external security shutters, blinds, grilles and security measures; and
 - change of use.
- 6.8 Planning permission is not normally required for routine maintenance works, such as redecoration or straightforward repairs. For further detailed guidance please contact the Council's duty planning service: 0207 974 4444 or planning@camden.gov.uk
- 6.9 Planning permission 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). In cases where a historic shopfront exists, the Council will encourage its retention.
- 6.10 For shops in conservation areas, reference should also be made to the relevant Conservation Area Statement/Conservation Area Appraisal & Management Strategy (there are 40 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**.
- Shopfronts of merit:** These are shopfronts that contribute to the character of an area and are of townscape merit. Some are identified for their historical interest, others because they are good examples of a particular style of architecture.
- 6.11 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 in [CPG Advertisements](#).

- 6.12 Building regulations approval is required for all work which alters the shop's structure, entrance arrangement, changes its fire escape, or affects the level of access currently provided.

General principles of shopfront design

- 6.13 There are a number of general principles that apply to the design of shopfronts, whether new or historic, as set out below:
- Shopfronts should respect the design, character and proportions of the building within which they are situated and respect the character of the street.
 - Shopfronts should always be considered as part of a unified design of the whole building and should respect the character of adjacent properties.
 - Any corporate “house styles” or branding should be appropriately and sensitively adapted to respond to and fit in with the context of the building or surrounding street.
 - The materials and proportions of shopfronts should be sensitively chosen to be appropriate to the host building and surrounding context.
 - Shopfronts should be designed to add visual interest, quality and vitality to the street scene.
 - Any signage or lettering should be uncluttered and respect the character and design of the building.
 - Any security safeguards should be unobtrusively incorporated.
 - All shopfronts should be designed to provide access into the premises for all (For further guidance on designing accessible buildings please see CPG Access).
- 6.14 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, style and character of the building. For further information and guidance on altering heritage assets see [chapter 3 Heritage](#) of this CPG. When dealing with a listed building, 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.

Altering existing shopfronts

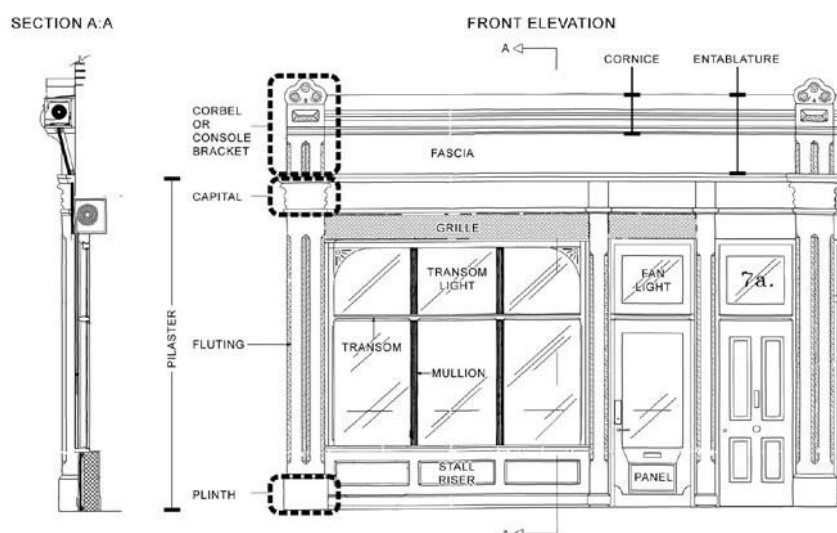
- Shopfront alterations should respect the detailed design, character, materials, colour and architectural features of the shopfront and building itself to which it is attached.

- 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.
- If a historic shopfront is to be altered, care must be taken to ensure any alterations are historically accurate and appropriate to the building and the street.
- Standardised “house-style” branded frontages may have to be amended in order to harmonise with the surrounding context and respect the host building, particularly in conservation areas and for listed buildings.

Shopfront elements

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

Figure 3. Shopfront elements



- 6.16 The following section provides guidance in relation to the main elements of shopfront design. It should be considered when alterations to an existing shopfront and new shopfronts are being designed.

Windows / 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.
- The Council discourages shop window displays and graphics that completely obstruct views into the shop (for example vinyl graphics applied to the window). The layout of shop units should be designed to overcome the need for excessive window graphics, for example to hide shelving.

- Digital adverts behind glazed shopfronts are strongly discouraged because of the visual clutter they may create and likely detrimental impact when insensitively sited. In cases where they may be necessary, it is advised that these should be set back from the glazing, modestly sized and that any proposed illumination remains static.
- On traditional shopfronts, large expanses 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.

Access

- All new build shop units and shopfronts should be designed to be fully accessible to everyone.
- In the case of existing buildings, the following guidance should be followed:
 - 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 shopfront or alterations to a shopfront are proposed. (Please also see Camden Planning Guidance on Access.)
 - 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.

Entrances

- The design of the entrance door and doorway should be in keeping with the other elements of the shopfront.
- Solid bottom panels of shopfront doors should align with the stall riser. Where there is a transom, the top of a door should align with it.
- Any existing decorative tiling should be retained.

Recesses

- Where there is an existing shopfront recess - often found in older traditional shopfronts - these should be retained.
- However, new recesses in shopfronts will be strongly discouraged due to their potential for attracting anti-social behaviour.
- Traditional horizontally-operated lattice security gates can in some cases be employed to protect recessed shop entrances, but they should not extend across windows. Removable timber or metal lattice style shutters are often more appropriate on traditional shopfronts.

Fascias

- Fascias 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 where this would upset the overall balance and proportions

of a shopfront or the parade in which it is located (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 any intervening pilasters is not considered 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 4. Good design in a traditional shopfront - section and elevation

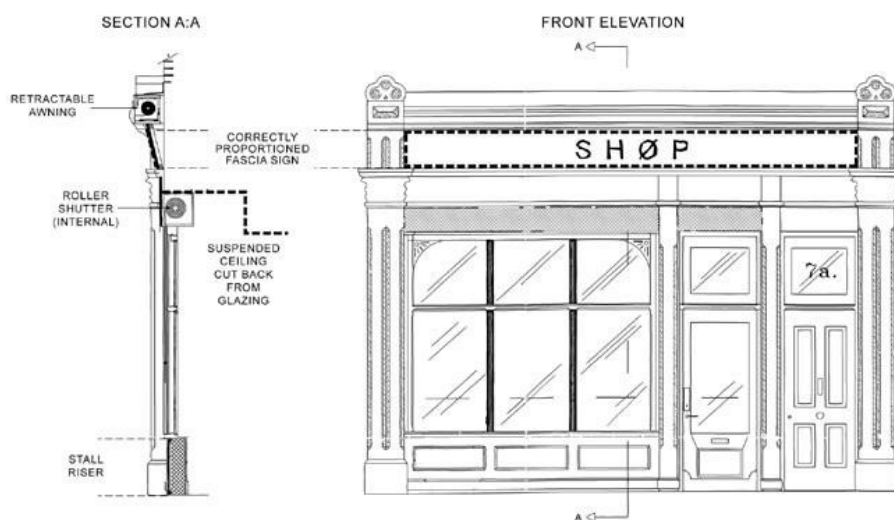


Figure 5. Inappropriate design in a traditional shopfront - section and elevation



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 stall risers should be preserved or reintroduced wherever possible.

Stall risers

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

Colour and materials

- Materials should be chosen for their durability and appropriateness to their location.
- Traditional materials such as timber, stone and render will be the most appropriate for new shopfronts in conservation areas and listed buildings.
- More contemporary materials such as colour-coated steel, aluminium and bronze instead of timber may be appropriate depending on the building and its location.

- Any 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 considered acceptable, particularly on historic buildings such as listed buildings and those in Conservation Areas. When folding shopfronts are open, they erode the appearance of the shopfront, creating a visual void, and can increase noise and disturbance to the occupiers of neighbouring properties, particularly in the case of food and drink premises. When closed they appear as a row of doors rather than a shopfront, which creates a heavier appearance 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 in parts of the borough. 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 considered acceptable as it prevents window shopping and disrupts the buildings relationship to the rhythm of the street. This also applies if the shopfront has been converted into residential accommodation.

Design and appearance of shopfronts in new buildings

- 6.17 The design of new shop frontages should add to the richness of experience for users of streets and public spaces and contribute to the character and attractiveness of the frontage of which they form part. Shopfronts play a key role in creating active and attractive frontages, in particular in town centres, and enlivening streets and public areas. Well-designed shopfronts should include detailed features that help to add richness to the shop and wider streetscene; for example vertical or horizontal elements that respond to the rhythm or symmetry of upper floors or adjacent buildings.



- 6.18 Designs for new shopfronts should seek to respond to the existing and surrounding context and consider the principles of shopfront design in paragraph 1.13 above.
- 6.19 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.
- 6.20 Shopfronts forming part of a larger new development should be considered as an integral part of the overall design.
- 6.21 Contemporary approaches to shopfront design will be considered if these are appropriately designed to fit in with the surrounding and adjacent context.
- 6.22 Consideration should be given to how the shopfront, as the ground floor element, provides a strong base to the building and its relation to the façade design above and also how it interacts with the adjoining streets and spaces and adjacent buildings.
- 6.23 New shopfronts should respond sensitively to the existing street scene and local context. Shopfronts should seek to integrate well with the rhythm of the street elevation in which the shopfront is located and be consistent with the pattern of adjoining buildings. New shopfronts should seek to integrate with the surrounding area and enhance the streetscene where possible.
- 6.24 As shopfronts are seen at close quarters, careful attention should be given to the type and quality of materials used, to their detailing and the execution of any finishes.
- 6.25 Large areas of unarticulated glazing should be avoided. This can be effectively done by breaking longer frontages into shorter sections within a unified base. Individual bays or multiple bays can cater for units of occupation by smaller or larger users.



- 6.26 Signage zones should be defined as part of the overall design to provide a unified composition to the frontage.
- 6.27 As noted in the general principles paragraph 1.13 above, users with particular branding house styles or standardised branding will be expected to adapt their style or brand to the architectural qualities of the host building.

Advertisements and signs

- 6.28 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.
- 6.29 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

- 6.30 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.
- 6.31 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.
- 6.32 Advertisement 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;

Please see Camden Planning Guidance on Advertisements, signs and hoardings for further guidance.

Canopies, awnings and blinds

- 6.33 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.

- 6.34 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;
- of a width appropriate to the shopfront; and
- flush with the fascia level.

- 6.35 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.

Figure 6. Appropriate ways to install shopfront awnings

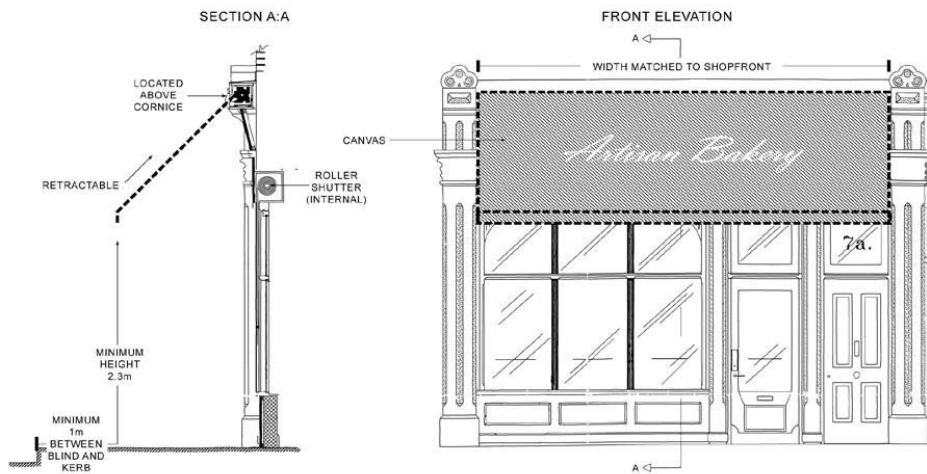
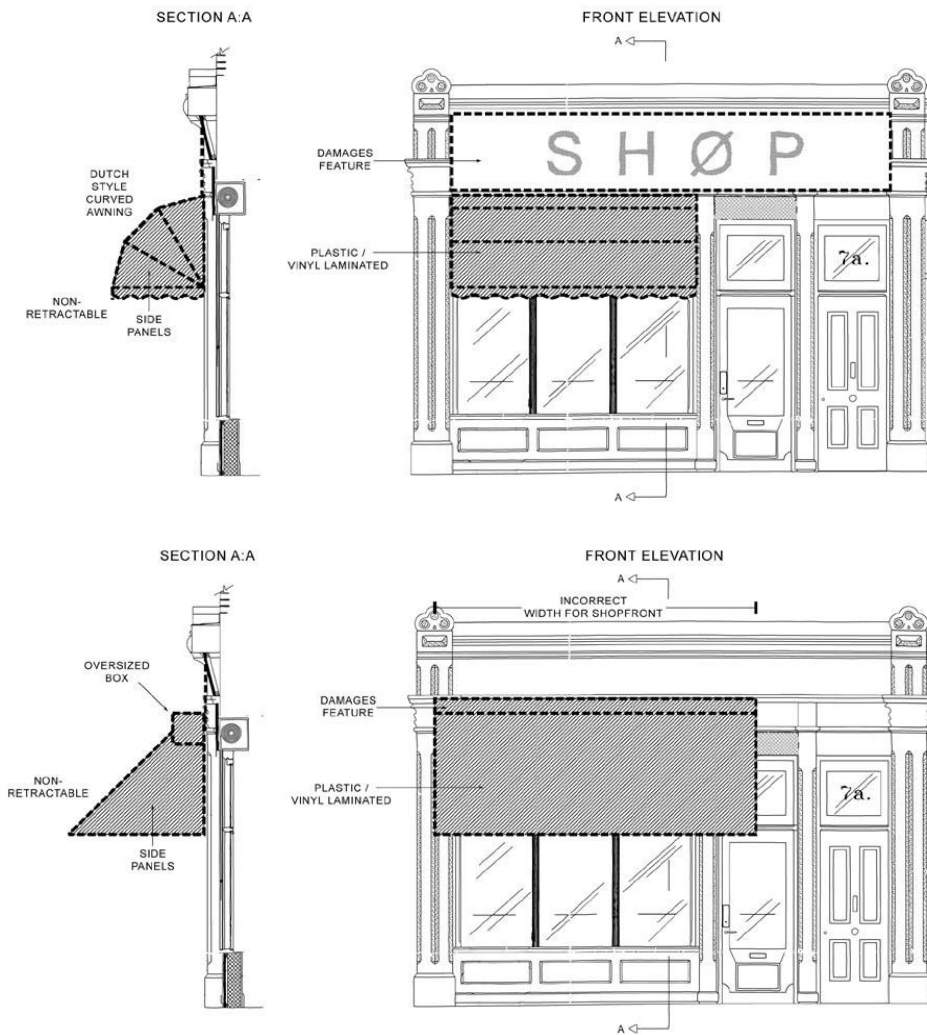


Figure 7. Inappropriate ways to install shopfront awnings



Retractable

- 6.36 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

- 6.37 Fixed canopies will require planning permission. However, acrylic / plastic “Dutch blinds”, or similarly reflective materials will be strongly discouraged, due to their bulk and materials and resulting visual clutter. Single-pitched retractable canvas awnings are considered to be less visually intrusive on shopfronts.

Materials

- 6.38 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

- 6.39 Canopies or blinds with signage are treated as advertisements and therefore advertisement consent will be required rather than planning permission (See CPG Advertisements for further guidance on advertisements).

Shopfront security

- 6.40 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. They can:
- obscure the shopfront and hide window displays;
 - attract graffiti;
 - prevent natural surveillance;
 - create a hostile and unsafe appearance in streets and shopping centres; and
 - be visually unattractive.
- 6.41 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

- 6.42 The Council strongly encourages internal rather than external shopfront security measures in order to avoid harming the appearance of shop premises and creating clutter. Other forms of enhanced shopfront security should be considered instead of external shutters. For example, internal shutters, improved internal lighting, alarm systems, the use of toughened or laminated glass, etc..
- 6.43 External security shutters will normally require planning permission. In cases where external measures (shutters, grilles or alarm boxes, etc.) are proposed they are like to only be acceptable where they do not harm the character of shopfronts, such as internal brick bond grilles or collapsible gates, and are integrated into the shopfront in terms of design, materials and colour.
- 6.44 External measures should avoid using solid roller shutters. This includes 'pin-hole' versions that rely upon internal illumination for any transparent effect. Solid shutters will only considered to be acceptable in exceptional circumstances as they are unsightly and can generate feelings of insecurity in those walking by, hide internal intruders and encourage crime and anti-social behaviour such as graffiti.
- 6.45 Internal shutters do not normally need planning permission. Where internal shutters are installed they should be set back to leave a window display.
- 6.46 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.

Shutter boxes

- 6.47 Shutter boxes should be disc 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 stall riser.

Grilles

- 6.48 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

- 6.49 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.
- 6.50 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.

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

Finishes

- 6.52 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

- 6.53 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

- 6.54 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.
- 6.55 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; and
 - fully accessible to all in both location and detailed arrangement.

In existing bank buildings of traditional design cash machines are most successfully inserted into existing stone recesses or beneath window bays.

Further information

- 6.56 Guidance on altering heritage assets within:
- Historic England – 'Easy Access to Historic Buildings' 2015 – www.historicengland.org.uk
 - Historic England – 'Easy Access to Historic Landscapes 2015 - www.historicengland.org.uk

6.57 For further guidance on how to make shopfronts more accessible to all, 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 8300-1:2018 ‘Design of an accessible and inclusive built environment. External environment. Code of Practice
- BS 8300-2:2018 Design of an accessible and inclusive built environment. Buildings. Code of Practice

7. Designing safer environments

KEY MESSAGES

- The Council requires that developments demonstrate that they have been designed to contribute to community safety and security.
- Security features must be fully considered and incorporated at an early stage in the design process.
- Designing-against crime features, safe access and security measures must complement other design considerations and be considered as part of a holistic approach to designing and maintaining safer environments for all.
- Better designed environments support safer and healthier communities.
- Consideration will be given to the impact of measures on the surrounding area to ensure that there is not displacement of activity into surrounding neighbourhoods.
- Safer environments support healthier communities.

- 7.1 High quality design includes the consideration of community safety and minimising crime and anti-social behaviour. This can create safe and attractive places to live, work and play and also prevent the need for security measures which can be expensive, unattractive and reactive in nature.
- 7.2 Design impacts on how people interact with places and therefore it is important that all new development in the borough is well-designed to ensure safer, welcoming environments for all. It is important that the prevention of crime and community safety is a key consideration in the design of new development in the borough.
- 7.3 Crime preventive design is an important aspect of achieving community safety and should be considered from the earliest stages of a development proposal and integrated into the design.
- 7.4 The aim of this guidance is to ensure that development contributes towards breaking down the link between the built environment and crime and anti-social behaviour (ASB), wherever possible, by ensuring that all developments consider and address any impact on crime and the perceptions of crime that may arise from the scheme.
- 7.5 Crime and the fear of crime can undermine people's quality of life, health and wellbeing. Planning can play an important role in reducing crime and the perception of crime and help to create places that are well-used, safe and secure.
- 7.6 This guidance relates to Camden Local Plan Policies C5 Safety and Security, D1 Design and C1 Health and Wellbeing.

- 7.7 This guidance applies to all planning applications that would result in a physical alteration to the built environment, or involve a change of use, that would have an impact on community safety or crime and anti-social behaviour and the perception of them.
- 7.8 Any schemes that alter the streetscape or provide new streets must also be carefully designed to ensure that safe, connected and efficient streets are created or maintained.

General principles for designing safer environments

- 7.9 In accordance with Local Plan Policy C5 Safety and Security, the Council will require applicants to demonstrate that all impacts of their proposal on crime and community safety have been considered and addressed. Applicants should be able to demonstrate that they have consulted Police Design Out Crime Officer (details of which can be found at www.securedbydesign.com) and that proposals take into account the advice given and achieve Secured by Design certification, where appropriate.

Police Design Out Crime Officer - can provide professional advice on designing out crime. including the Secured By Design accreditation scheme.

Designing out crime - a method of minimising crime by designing or organising the environment in such a way that the opportunity for crime is reduced and potential offenders feel exposed and uncomfortable.

- 7.10 It is important that we understand the impact of development at a local level. Considerations will be given to the strategic management of places on a neighbourhood level. Where measures are designed to resolve issues in a particular area, the prevention of displacement to another area must be carefully considered. It is important that healthy streets are maintained at a neighbourhood level.
- 7.11 Good urban design will significantly reduce opportunities for crime and anti-social behaviour. Security features should be considered early in the design process as it can be more difficult to incorporate features in a sensitive way at a later stage. It is important to take a proactive approach at an early stage to reduce risks and opportunities for crime and ASB to occur, rather than relying on reactive measures such as CCTV, which should only be used as part of a package of measures to reduce crime. Incorporating designing out crime features into a development should complement other key design considerations and high quality architecture and design should still be achieved. Considering good design early in the design process will lead to a better quality development overall.
- 7.12 Applicants should consider:
- good urban design principles, including active frontages to buildings and interesting and innovative design treatments that can reduce the need for physical barriers;
 - the personal safety of people using the development and the locality;

- using a local assessment of design to ensure that places are both well-connected, safe and secure;
- the effect of designing against crime on properties adjacent to and in the vicinity of a development;
- avoiding proposals that take an inward looking approach tend to result in unattractive and oppressive, unwelcoming environments for both residents, passing pedestrians and the wider community.
- the design of streets to promote safe behaviour: a good quality public realm and well-connected development can stimulate activity and encourage positive behaviour and positive use of the wider neighbourhood.
- All development should seek to contribute to and enhance the quality of local places.

Active frontage: Building frontages which add interest and life to public spaces, through the use of doors and windows or shopfronts which generate use and enable natural surveillance.

- 7.13 The Council expects developments to reflect the considerations contained in National Planning Practice Guidance, 2014. This identifies seven attributes of sustainable communities that are particularly relevant to crime prevention. Therefore, we expect the following elements to be considered in planning proposals:

Access and movement	to, from and within any development	It is important that places are designed with well-defined routes, spaces and entrances that provide for convenient movement without compromising security.
Structure	layout, type and design of buildings, and of public space	Places should be structured so that different uses do not cause conflict.
Surveillance	maximisation of overlooking, lighting, the promotion of active frontages and through the introduction of crime prevention measures	It is important that all publicly accessible spaces are overlooked and located in visible locations.
Ownership	clear delineation between public, communal, semi-private and private space	Places should promote a sense of ownership, respect, territorial responsibility and community
Physical protection	strengthening of the security of building in order to reduce or minimising the risk of attack or	Places should include necessary well-designed security features as required.
Activity	compatible mix of uses and attractiveness and sustainability of any public	Places should be designed to ensure and encourage that the level of use and activity is

7.14	Refer ence should also	Management and maintenance	inclusion of details of management and maintenance systems where appropriate	Places should be designed with management and maintenance in mind, to discourage crime in the present and in the future
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be made to the the ODPM publication Safer Places - The Planning System and Crime Prevention (2004), which, although superseded by national planning policy guidance, still provides useful and relevant guidance for design and access and crime impact statements.

- 7.15 The Council will require all developments to incorporate appropriate design, layout and access measures to help reduce opportunities for crime, and allow for better maintenance and management of buildings and spaces. We require a crime impact assessment as part of a Design Statement to be included with all applications for major development (10 residential units or more or for sites of 1000 sq m or more). This should demonstrate that any impact on crime and antisocial behaviour has been considered, addressed and, where appropriate, designed out. For smaller schemes it will be expected that designing against crime principles will be incorporated into the scheme. These designing against crime principles are set out in National Planning Practice Guidance, 2014.

Design Statement: Documents that explain the design thinking behind a planning application. They should show that applicants have thought carefully about how everyone will be able to use the places they want to build.

Addressing Community Safety Concerns

- 7.16 Crime and fear of crime are a significant concern for many of Camden's residents businesses and can undermine people's quality of life, health and wellbeing.
- 7.17 The Council will require all developments to incorporate appropriate design, layout and access measures to help reduce opportunities for crime, the fear of crime and to create a more safe and secure environment.
- 7.18 It is often more difficult to maintain design quality and building integrity with retrofit security measures. The Council will require an assessment including evidence to support the proposed approach.
- 7.19 To enhance community safety, developments should:
- Incorporate design principles which contribute to community safety and security. The Council recommends that where possible developments incorporate Secured by Design (SBD) physical protections and compliance with the relevant Secured by Design award scheme. Crime Impact Assessments will also be sought for major developments.
 - maximise accessibility and inclusivity by encouraging usage of safe routes to, from and through developments;

- achieve high quality design and layout of pedestrian, cycle and vehicular routes into and within the site, including how these integrate with existing street and route patterns;
- effectively integrate lighting and the use of CCTV, where appropriate to promote safety and sense of wellbeing;
- consider accessibility and ease of movement through a development scheme, which can enhance overlooking, thereby reducing the opportunity for crime and anti-social behaviour and increasing perceptions of personal safety and wellbeing.
- ensure that the design and placement of open spaces and children play areas enable natural surveillance and overlooking
- ensure any communal areas encourage use by all ages with mutual respect
- direct pedestrian routes that have a purpose and do not compromise the security of an area
- use the opportunity of significant new development to take a neighbourhood approach to promote positive design features that encourage a better sense of place and community to reduce the need for remedial security measures.

Community safety and the use of planning obligations/CIL (community infrastructure levy)

- 7.20 Where an otherwise acceptable development could have potentially negative impacts on local community safety, either through its uses, hours of operation, or its design, the Council will require the developer to undertake or fund appropriate site related works or measures to minimise these impacts, which may be secured through a Section 106 Agreement.
- 7.21 Developments of the following types may require a planning obligation to address community safety issues:
- Developments of the following types may require a planning obligation to address community safety issues: New proposals (generally those considered “major” or over 1000 square metres) for leisure facilities and venues including uses such as gyms, leisure centres and cinemas that are likely to operate late at night. Any development proposals for entertainment venues will be expected to contribute to improving local safety (e.g. through CCTV coverage);
 - Most cafes, restaurants, public houses and clubs with late night opening (generally those that could hold 100 or more people). With applications for new licensed premises (including clubs), the use of security measures around entrances and vicinity management may be required. This will be especially important in the areas identified as having relatively high levels of crime;
 - Major town centre and high street developments including retail, hotel, office and mixed use developments that may be open into the night and/or are substantial enough to generate significant

increases in visitor numbers and use of local public transport facilities;

- Major residential developments (over 10 units) that suffer from poor public transport accessibility and/or poor pedestrian routes and linkages to public transport facilities, local shops and community facilities;
- Developments located in the vicinity of a canal or waterway; and
- Developments that have specific user or design requirements, such as secured rear servicing, that have implications for the quality of pedestrian routes and streets (e.g. high, blank walls and blank elevations).

7.22 Whilst many measures can be addressed through good design planning obligations (which could take the form of financial or non- financial) may be sought to address a range of issues set out below. Where the measures are directly related to the acceptable development of site they will be secured through section 106 with more area based generic improvements being funded through the CIL:

- Improving and creating safer routes for cyclists directly serving and in the vicinity of the development;
- Improvement or provision of lighting to established or proposed pedestrian routes and cycle routes to make them safer;
- Rerouting of or controlling access to underused and potentially dangerous paths and links such as subways and alleyways which serve a limited purpose;
- Improvements to housing estates in the vicinity of the development at risk of an increase of Anti-social behaviour and crime as a result of it;
- Environmental improvements that contribute towards improving safety in town centres, Central London areas and other areas affected by a development, e.g. landscaping works to improve visibility and removing areas of concealment;
- Improvements to the accessibility, safety and quality of transport infrastructure and facilities serving the development;
- Works to improve the accessibility and safety of waterways and towpaths in the vicinity of the development;
- Community initiatives which may form one strand of crime prevention e.g. youth projects, provision of community safety officers/street wardens;
- Safety improvements to existing or proposed public facilities and car parks where new developments may be located; and
- Providing new and supplementing existing CCTV schemes including management and maintenance.

Movement and Gating

7.23 Gating will only be considered as a response to crime and Anti-social behaviour (ASB) in exceptional circumstances. Gating can be seen as a solution to problems of crime and anti-social behaviour. However, gating and other ways of restricting access to developments can have a divisive effect on communities and neighbourhoods, creating separate

residential areas and often necessitating long alternative routes. They can create and reinforce negative perceptions of an area. Therefore, as set out in the Local Plan and stated above, the Council will resist gating as a solution to crime and antisocial behaviour problems unless there are exceptional circumstances. The security of the local environment and the wider neighbourhood must be addressed through a holistic approach.

- 7.24 For any proposal for gating a development or area, the Council will seek evidence of active support from those who will be impacted by gating and other measures to respond to perceived and evidenced anti-social behaviour and crime. Evidence of alternative steps that have been taken to address any problems around anti-social behaviour and crime or fear of crime must be provided.
- 7.25 Retrofitting gating measures will only be considered where there is no demonstrable impact on the design quality of buildings and the wider neighbourhood.
- 7.26 Rather than gating we wish to see developments enhance community safety by maximising accessibility through encouraging purposeful and safe routes to, from and through development. Good design, lighting, spaces that are overlooked, the use of CCTV where appropriate, and public accessibility can reduce the opportunity for crime and anti-social behaviour. We will consider time limiting permissions for gating, thereby allowing flexibility should any incidents of crime and anti-social behaviour decrease.
- 7.27 The Council expects that developments will demonstrate the accepted principles of good urban design as laid out by National Planning Practice Guidance which sets out the objectives of urban design. (See paragraph 2.9 of this document for guidance on the principles of good design). A principle particularly relevant to movement and gating is “Ease of movement – a place that is easy to get to and move through. To promote accessibility and local permeability by making places that connect with each other and are easy to move through, putting people before traffic and integrating land use and transport.” Furthermore development should seek to provide direct pedestrian routes that have a purpose and do not compromise the security of the area.
- 7.28 Places should be designed to be safe and attractive and prevent crime and antisocial behavior. The impacts of proposals on crime and community safety should be considered and addressed from an early stage in the design process to prevent the need for reactive security measures.
- 7.29 Any applications which seek to reduce access to, from or through public areas will need to:
 - explain clearly the rationale for the reduction in access and demonstrate that it is an appropriate solution, which minimises negative impacts in, adjacent to and within the vicinity of the development;

- provide evidence of anti-social behaviour and crime to support the proposed restricted access; and
- demonstrate the alternative steps that have been taken to address the problems.

7.30 The Council will consider whether the proposed restriction will:

- have an adverse impact on accessibility in the local area by reducing the opportunity for local people to use established routes. For further information refer to CPG Access
- result in the loss of natural surveillance by neighbours and passers-by - thereby increasing the opportunity for crime and anti-social behaviour;
- necessitate long alternative routes to take account of the proposed restriction;
- have an adverse impact on the community cohesion and security of the local environment by creating separate residential areas;
- have an unacceptable adverse impact on the safety or perception of safety adjacent to and in the vicinity of the development;
- prevent the type of anti-social behaviour crime evidenced by the applicant; and
- prevent unauthorised entry into the development.

Licensed premises and alcohol related violence

7.31 Licensed premises, because of their nature can be the location of alcohol related violence. This can be limited by good design, employing open layouts and maximising natural surveillance where possible. Where an application is received for alterations to new or existing licensed premises, the Council will seek to:

- maximise visibility into the premises by ensuring, where possible, clear glass is used on all street elevations. Clear glass and window displays should be used to maximise overlooking and visibility into and out of the premises; and
- limit the number of entry points to a minimum.

Recesses

7.32 Recesses - set-backs in the line of building frontages - can be used as an architectural feature to add interest to a building. However, where schemes include recesses, including recessed doorways, these must be designed to avoid providing the opportunity for anti-social behaviour or crime.

7.33 In consultation with the Council's Building Control Service and the Fire Authority, opportunities can be taken to reduce the number of emergency exit doors within recesses or minimise their impact. Bringing the doors forward should be investigated when schemes are being designed, by:

- allowing the doors to open inwards, where there are 60 users or less of emergency exit doors and it is not a licensed premises;
 - allowing the door to continue to open outwards if there is a private forecourt which it can open onto. Measures must be put in place to divert pedestrians away from the opening arc of the doors; and
 - allowing for the outward opening of the door where there are 60 or more users and the footway is very wide.
- 7.34 Where bringing the doors forward is deemed unacceptable, it should be ensured that:
- the recess is no deeper than a recommended 600mm or no greater than required for the opening of the door within the recess;
 - the edges of the recess are angled to improve visibility;
 - transparent elements are incorporated into the door;
 - the recess is widened so that it does not create hidden spaces; and
 - where appropriate and if the building is unoccupied for periods of time, open-weave grille shutters or collapsible gates are installed, to be opened when the building is occupied.
- 7.35 In all circumstances, overlooking of the recess should be maximised where possible by considering replacing the emergency exit door with an all glazed or top half glazed door with thick laminated glass. An open weave grille can be installed internally for additional security. Further guidance is contained within the Shopfronts section of this guidance.

Walls and fences

- 7.36 Careful consideration should be given to walls and fences, or other boundary treatments. If boundary walls are used in certain locations, where anti-social behaviour is identified as a problem, angled tops could be used to avoid the wall being used as an informal seat. Further guidance is contained within the Landscape design and trees section of this guidance.

Public realm and street furniture

Street furniture - A collective term for objects and pieces of equipment installed on streets and roads, including benches, bollards, post boxes, phone boxes, streetlamps, traffic lights, traffic signs and bus stops.

- 7.37 The design of streets, public areas and the spaces between buildings, needs to be accessible, safe and uncluttered. Well-designed street furniture and public art in streets and public places can contribute to a safe and distinctive urban environment.
- 7.38 All features within public space and elements of street furniture should be designed to make a positive contribution to community safety and discourage anti-social behaviour. Careful consideration should therefore be given to their location and detailed design. Street furniture should not obstruct pedestrian views or movement or be positioned to encourage anti-social behaviour or concealed areas.

- 7.39 The use of a site and overall site layout should also be carefully considered as these can also have a major impact on community safety.

Cash machine boxes

- 7.40 Cash Machine boxes are stand-alone structures located on the footway, which house cash dispensing machines (Automatic Teller Machines (ATMs)). They should be situated in well surveyed areas and designed to ensure the safety of users. The Council will resist the siting of these in areas of high crime. Permission will only be granted where the Police Design Out Crime Officers believe that it would not encourage crime or interrupt important sightlines. Where they are allowed, the design should ensure maximum visibility into and through the proposed structure. Please see section 7 Shopfronts, in this guidance for further information on cash machines.

Telephone boxes

- 7.41 The siting and appearance of public call boxes and telephone boxes, on the public highway must be carefully and sensitively considered and appropriately designed in order to reduce or prevent street clutter in the wider public realm, to maintain community safety and within Conservation areas, or in close proximity to heritage assets (e.g. Listed buildings, designated monuments), to prevent harm to the particular character of the Conservation area or heritage assets:
- Proposals must be appropriately designed and demonstrate a clear consideration for careful detailed design that successfully responds to the surrounding context, taking into account Conservation and heritage implications, linking to other facilities in the area where necessary and also ensuring suitability and accessibility for wheelchair users and mobility impaired users.
 - In all cases the Council will request that the provider demonstrates the need for the siting of the new facility. We will consider whether kiosks add to or create street clutter, particularly if there are existing phone kiosks in the vicinity. We will also actively seek the removal of existing telephone kiosks where new telephone kiosks are being proposed, in order to prevent a proliferation of obstructions on the pavement and street clutter. Telephone box providers are encouraged to remove redundant phone boxes where they are no longer in use.
 - Careful consideration needs to be given to the design and location of any phone kiosk in order to ensure that they do not obscure public views or create spaces that would encourage anti-social behaviour (ASB). In certain areas of the Borough, telephone boxes can be seen as providing opportunities for crime and anti-social behaviour and in these areas we will consider whether the proposed location will have an impact on crime levels and community safety. Kiosks should also be designed to reduce opportunities for flyposting and graffiti.

- 7.42 All new phone boxes should have a limited impact on the sightlines from or of the footway and should not hamper pedestrian movement. The size of the structure that the phone box is in should be minimised to limit its impact on the streetscene and to decrease the opportunities for crime and anti-social behaviour:
- In particular, the remaining minimum footway width (after the introduction of a new phone box) should comply with the Transport for London Streetscape Guidance (in particular pages 240 – 243) and Pedestrian Comfort Guidance (in particular Appendix B), and with Camden's Streetscape Design Manual.
 - The cumulative impact of structures in the public realm can hinder pedestrian movement, and thus as stated above, we will seek the removal of existing and redundant kiosks where new telephone kiosks are proposed.
 - Designs which are dominated by advertising space are discouraged. Any advertising should not be placed where it significantly reduces natural surveillance or CCTV coverage of, or into, the call box.
 - Designs should seek to maximise views into and through the phone box and along the footway. Furthermore where any phone infrastructure also includes advertising, the guidance on advertising should be taken into account, see CPG Advertising.
 - We will seek to resist phone kiosks which incorporate significant amounts of advertising. This is an important consideration for proposals that involve dual purpose structures that are not primarily for the provision of telecommunications infrastructure.

Lighting

- 7.43 Good lighting can have a number of benefits, including:
- enhancing the built environment by increasing the potential for natural surveillance;
 - reducing the opportunity for criminal activity to take place;
 - where crime does occur, increasing the likelihood of it being seen, challenged and/or reported; and
 - ensuring that CCTV footage is of sufficient quality to assist in the detection of crime.
- 7.44 For more guidance on the effective use of lighting for crime prevention benefits see [Lighting against Crime Guide: A guide for crime reduction professionals, 2014](#).
- 7.45 Where used inappropriately, however, it can result in light pollution which is intrusive and can have an impact on residential amenity and wildlife. It can also result in pooling of light which means that pedestrians walk from areas well lit to those with little light. This impacts on their

perceptions of their own safety and can influence the way in which they use their environment.

- 7.46 We will seek to encourage good quality lighting provision in all developments to use metal halide lamps or the equivalent and high quality refractors where appropriate to maximise the perception of colour and increase the controllability of where light falls. This will encourage uniformity of light provision. Uniformity of light is very important in people's perception of how well an environment is lit and has a greater impact than absolute lighting levels. It is also necessary for people with sight impairments, whose eyes adjust to different light levels more slowly than fully sighted people. Lighting should be designed so as to minimise glare and reflection problems.

Metal halide lamp - A type of light source used in a variety of applications which produces a large amount of quality light without being a very large, bulky light bulb.

- 7.47 Where lighting is provided to increase on-site security, this should not have an adverse effect on the perception of lighting levels in areas adjacent to the site and where possible should enhance this provision.
- 7.48 Mounting of lighting should be considered to ensure that it is resistant to vandalism and does not act as a climbing aid.

Landscaping

- 7.49 Where landscaping is created it can be important to consider sightlines as the landscaping matures. There may be a requirement for a maintenance agreement to ensure that planting as it matures does not impact on sightlines and visual connections or CCTV coverage.

Maintenance of public space

- 7.50 How an area is maintained can have a major impact on people's perceptions of crime and anti-social behaviour. Where a development creates public space the Council would usually seek the provision of a management and maintenance plan from the applicant. Cost effective ongoing maintenance and management should be incorporated at the design stage.
- 7.51 All major applications that include external space must be accompanied by a detailed scheme for landscaping which should include proposals for long-term maintenance and landscape management in accordance with the [Council's Local Area Requirements](#).

Car parks

- 7.52 In line with Policy T2 (Parking and car-free development) of the Camden Local Plan, the Council is seeking car-free development throughout the borough. Where it has been satisfactorily demonstrated that an element of car-parking is essential, planning applications for car parks should demonstrate that they are well-lit and well-secured in order to discourage anti-social behaviour. Any underground car parks in

particular should be securely designed and access limited to users. Effective access control, lighting, maintenance and safety measure for users, vehicle and space should be incorporated at the design stage.

Anti-terrorism

- 7.53 Terrorism can pose a threat in some areas of the borough. It is beyond the scope of this document to deal with these in detail but we will work with counter terrorism security advisors (CTSAs) on a case by case basis in conjunction with the Council's Designing-Out Crime Officers who are the first point of contact for counter terrorism assessments. Where appropriate the principles of the Government guidance, [Crowded Places: The Planning System and Counter Terrorism](#) should be applied.

Conservation areas and listed buildings

- 7.54 Incorporating designing out crime features into a development should complement other key design considerations such as the character and appearance of conservation areas and listed buildings. Measures for designing-out crime will require careful consideration in these often more sensitive settings and some may not be considered appropriate within conservation areas or within the setting of a listed building. In these cases imagination and care should be used to come to a sensitive alternative solution.
- 7.55 Secured by Design bronze development award can be applied for in developments with conservation and heritage constraints. Effective safe access and security should still be achieved within the limits of the constraints.

Design and access statements

- 7.56 For all applications that may have an impact on crime, anti-social behaviour or community safety, applicants should demonstrate within Design and Access Statements their understanding of the local issues relating to crime, and how the design will address them. In these situations, Design and Access statements should outline:
- Current levels of crime and anti-social behaviour in the immediate area;
 - Activity levels in the streets and public spaces at all times of the day and night;
 - The extent of natural surveillance of neighbouring properties, streets and public spaces; and
 - Any other relevant local characteristics.

Further information

- 7.57 For further guidance on designing against crime:
- Safer Places: The Planning System and Crime Prevention, ODPM, 2004 – although superseded this still contains useful guidance
 - National Planning Practice Guidance

- [Secured by Design Award Schemes](#)
- Designing out Crime: A designer's guide – Design Council and Home Office, 2011
- ["Design and Access statements: how to use them", 2014](#)

8. Storage and collection of recycling and waste

KEY MESSAGES

Developers should ensure that all waste systems and storage areas in new developments or refurbished developments are:

- designed to provide adequate space for the temporary storage of all types of waste, including internal storage areas with sufficient space for the separation of temporary storage of all recycling, food waste and residual waste;
- sensitively designed and located in relation to the local environment especially in conservation areas and listed buildings;
- safely located and accessible for all users, including waste contractors, and designed to minimise nuisance to occupiers and neighbours and their amenity;
- sufficiently flexible to accommodate future increases in recycling targets;
- designed to include where appropriate, innovative waste management solutions that increase efficiency and help meet and exceed recycling and other waste reduction targets.

- 8.1 The aim of this guidance is to ensure that appropriate storage and collection arrangements for all types of wastes (e.g. recyclables, food waste, general waste and bulky waste) is provided in all new developments in Camden. It seeks to assist those involved in the design and management of buildings to best provide for the storage and transfer of segregated wastes to maximise the type and amount of waste that can be sent for recycling in order to meet the Council's ambitious targets.
- 8.2 This guidance relates to [Camden Local Plan](#) Policy CC5 Waste which requires developments to include facilities for the storage and collection of waste and recycling. Information to demonstrate that Policy CC5 has been met must be provided for the following types of development:
- all new commercial and residential developments;
 - adaptations to existing builds that significantly change the amount of floor space and on-site waste; and
 - other changes in activities that require planning permission and significantly change the amount of waste generated on-site. The recommended form of providing the above information is through a waste strategy.
- 8.3 The Camden Local Plan aim is to reduce the amount of waste produced in the borough and increase recycling and the reuse of materials to meet the London Plan targets of 50% of local authority collected waste to be

recycled or composted by 2020, and the aspiration to achieve 60% by 2031.

- 8.4 This guidance relates to the [British Standard BS5906-2005 – Waste management in buildings](#), the [Waste Framework Directive](#), [Section 34 of the Environmental Protection Act 1990](#), the [Waste Duty of Care Code of Practice 2016](#), and the [London Plan](#).
- 8.5 This guidance does not cover construction, demolition, excavation, or hazardous waste. For further information on these topics please refer to the [Camden Planning Guidance on Energy efficiency and adaptation](#), particularly the Resource efficiency chapter.

Key aspects of waste and recycling storage and collection

- 8.6 When a planning application is submitted, the Council will expect details of the proposed storage space for waste and recyclable material to be specified and agreed.
- 8.7 Developers should ensure that all storage areas and systems are design to meet current waste and recycling targets as a minimum, and are sufficiently flexible to meet more ambitious future targets.
- 8.8 All new build development, in particular those involving multiple dwellings or commercial units requiring communal bins, must submit a waste strategy alongside a planning application detailing arrangements for the management of all types of waste, as detailed in the Council's [technical guidance](#). Developers should consult the [technical guidance](#) for further advice on space standards and other requirements before submitting a planning application.
- 8.9 Developers should, in their waste strategy, detail how they will encourage and enable occupants to participate in managing the waste generated within the development. This must include internal storage areas designed into the kitchen of each dwelling with sufficient space for the separation and temporary storage of all recycling, food waste and residual waste. The Council recommends that internal space sufficient to store 127L of waste, food waste and recycling per week is provided for properties with three bedrooms or less. This will enable occupants to segregate their waste into general waste, mixed recycling and food waste, and store it temporarily, until it can be transferred to shared bin storage points or the kerbside.

Waste collection in Camden

- 8.10 The Council currently offers waste collection of the following minimum volumes per dwelling with three bedrooms or less, per week:
- 120 litres of bin, box or sack volume for general waste or 'refuse'
 - 140 litres of mixed dry recycling
 - 23 litres of food waste
- 8.11 There are two residential waste collection services offered in Camden:

- Kerbside collection – generally appropriate for smaller and low-rise residential properties on a street collection schedule,
 - Communal collection – generally appropriate for larger and taller residential developments.
- 8.12 Commercial waste collection arrangements should be made with either the Council or an Environment Agency-approved licensed waste carrier for the collection of all waste types.
- 8.13 Please note that waste collection services in Camden are subject to change in the future. For further details please consult the [technical guidance](#) on waste collection, which will be updated as necessary.
- 8.14 Please see the sections below for the waste storage space standards and transfer arrangements that apply to each of above collection services.

Residential kerbside collection

- 8.15 Kerbside collection is generally appropriate for single-family homes, smaller developments of flatted properties, small cul-de-sacs, flats above and below shops, and live-work properties.
- 8.16 Where there are more than three bedrooms, sufficient additional volume should be provided (i.e. 20L for general waste per additional bedroom plus 20L for mixed recycling per additional bedroom). It is generally assumed that smaller flatted properties have on-street access for collections (i.e. sack, box or 240L bin).
- 8.17 Developers should, where necessary, consider provision of secondary transfer arrangements at the kerbside boundary edge, in a marked holding bay, exterior cupboard, shelter or enclosure.
- 8.18 For kerbside collection of bulk bins of 660L and above, the residential communal collection arrangements below applies; however the frequency for the general waste collection may continue to be fortnightly.
- 8.19 For further details on the types of wastes collected and options for bins, please see the [technical guidance](#).

Residential communal collection

- 8.20 Communal collection is generally appropriate for estate complexes, larger flatted developments, cul-de-sacs and mixed-use developments. It also extends to any properties eligible for kerbside collection sharing a bulk bin (i.e. 660L and above).
- 8.21 Communal collection services for residential developments vary depending on the individual circumstances of the premises. It may be appropriate to implement a sequence of temporary bin storage locations and transfer activities and arrangements within larger residential development.
- 8.22 The requirements for managing waste will differ according to the type and size of development. Developers should refer to [Approved](#)

[Document H Building Regulations 2010](#), section H6 on Solid Waste Storage and to [British Standards EN BS 5906:2005](#) on the waste management in buildings.

- 8.23 For ground floor, street-facing dwellings that are part of a larger developments, the option of kerbside collection could also be considered, subject to consultation with the collection service provider.
- 8.24 Recycling and waste reduction in larger and taller residential buildings can be particularly challenging. Recycling rates for tall buildings tend to be lower than for other types of residential developments. To overcome these challenges and to ensure that current and future waste targets can be met, developers of larger and taller residential buildings must demonstrate positive and proactive approaches to waste management, including ensuring that adequate space and infrastructure is provided and that there is active management and engagement by facilities managers. Developers are encouraged to engage with the Council at an early stage to discuss waste management options for tall buildings by contacting street.environment@camden.gov.uk.
- 8.25 Please see the section on 'Design and location of waste storage areas' below for further details on the design and location of waste storage areas. For waste storage space requirements for communal collection, please consult the [technical guidance](#).

Commercial waste

- 8.26 This section applies to all commercial units, whether as part of industrial, commercial or mixed-use residential developments. It also applies to the commercial activity within live-work properties.
- 8.27 Occupiers of commercial premises must make an arrangement with either the Council or an Environment Agency-approved waste carrier for the collection of all wastes produced from the premises.
- 8.28 Developers must ensure that appropriate internal or external waste storage facilities are provided for commercial units within the building's curtilage. It is not permissible for waste to either be stored on the Camden public highways either overnight or on a regular basis without suitable permissions, suitable space for containment and a built storage building, chamber or cupboard.
- 8.29 Commercial units should generally have their own independent waste and recycling store and this must be separate from any residential bin stores. Where the same service collection provider collects it may be possible to apply for a permit or waste exemption for shared bin storage for certain types of waste produced, i.e. mixed recycling or general waste.
- 8.30 Developers should submit a waste strategy alongside planning applications for new build developments and for schemes for existing buildings which do not have a waste strategy. Where there is an existing waste strategy, the existing document should be updated and

resubmitted as part of the planning application, including for extensions, change of use, or changes in commercial activity,

- 8.31 Please see the 'Design and location of waste storage areas' below for further details. For information about waste types and storage space requirements, please consult the [technical guidance](#).
- 8.32 The [Environmental Protection Act 1990](#) imposes a duty of care on any person who produces, imports, carries, keeps, treats or disposes of household, industrial and/or commercial waste ("controlled waste"). Developers should consult the [Waste Duty of Care Code of Practice](#) to ensure compliance with the above Act.

Design and location of waste storage areas

- 8.33 The table below sets out guidelines for developers in relation to the design and location of waste storage areas for commercial and residential waste storage and collection.

Location	<ul style="list-style-type: none"> Buildings must have off-street collection areas at ground level. Bins must be secured or not accessible to the public footway because the risk of fire, theft and hazard for pedestrians. Built bin storage area doors must not open over the public footway or road. Measures should be taken to ensure that the visual impact of waste storage is minimised. Particular considerations should be given for listed buildings and buildings in a conservation area.
Convenience	<ul style="list-style-type: none"> Residents and staff should not have to carry waste more than 30 metres from their front door. Occupants, collection crews, concierge or caretakers should not: <ul style="list-style-type: none"> carry waste sacks more than 15 metres transfer wheeled bins more than 10 metres manually navigate flights, steps, steep slopes or marked changes in level be required to cross a road or cycle pathway during any waste transfer activity.
Screening or covering	<ul style="list-style-type: none"> External communal storage areas should be secure, i.e. caged or screened with suitable rain cover. Internal built storage areas should conform to British Standard BS5906-2005 – Waste management in buildings. Bin housings and foot locking ground structures can be installed around bins to support secure communal points for better waste presentation and provide communications holds for sticker labels or other information.
Signage	<ul style="list-style-type: none"> Storage areas should be suitably lit and should be clearly designated by a suitable door or wall sign and, where appropriate, with floor markings.
Accessibility	<ul style="list-style-type: none"> Storage must be designed to be fully accessible and comply with the Equality Act 2010. Developers should consult BS 8300:2009 The design of buildings and their approaches to meet the full range of needs of all people. Storage areas must be large enough to allow gangway access to all containers without needing to rearrange other bins within the space.

Access paths	<ul style="list-style-type: none"> For BS EN840 Eurobins or similar sized wheeled bins, the path between the storage area and vehicle access area should: <ul style="list-style-type: none"> - be free of steps or kerbs (a dropped kerb may be required) - have a solid foundation - be rendered with a smooth continuous finish (i.e. no cobbled surfaces) - be flat, or slope down from the housing or chamber with a maximum gradient of 1:20 - have a minimum width of 2 metres.
Materials and finishing	<ul style="list-style-type: none"> The floor and walls of bin stores must be constructed and finished in materials that are impervious and easy to clean. Where appropriate, a trapped gully and water supply should be provided to make cleaning easier. Bin store doors should have retainers to allow Eurobins or similar wheeled bins to pass easily through without damaging the doors.
Safety and anti-social behaviour	<ul style="list-style-type: none"> Poor location and poor design can lead to communal refuse/recycling storage areas attracting anti-social behaviour or being perceived as unsafe. Careful consideration should therefore be given to layout, land use, parking, landscaping, streetscape, boundary treatments, CCTV, lighting, enforcement and public activity.
Locks	<ul style="list-style-type: none"> Waste storage areas should be accessible from the street via key pad/digital lock, electronic fobs or 'FB' standard keys. Property managers should be advised that access provided will be shared with Council collection crews. Internal unlocking mechanisms should be installed in all bin stores and chambers where doors self-lock. Wheel foot locks and lid locking should be in place on all bins.
Fire safety	<ul style="list-style-type: none"> Fire safety guidance states that all wheeled bins should be 6 metres or further from a building, unless the bins are in a purpose-built brick bin store which has a roof and fire doors. See <u>BS 9999:2008 Code of practice for fire safety in the design, management and use of buildings</u>. Caged or screened bins should be locked if in a public accessed area and have a lid and wheel locking mechanism. Municipal waste is highly combustible, all designed building materials must be fire retardant. Consideration should be taken to align with the fire strategy and fire plans and take consideration for emergency access and egress routes. Household storage containers, boxes and sacks should not be left in atriums, gangways, shared communal areas or balconies.
Ventilation and Lighting	<ul style="list-style-type: none"> Internal bin stores must have lighting and have good ventilation to minimise odours. Emergency lighting systems should be installed in bin rooms and enclosed chambers.

Vehicle access

- 8.34 Developers must ensure that adequate vehicle access for the safe collection of communal and commercial waste is provided. This includes the adequate design of water drainage systems, lighting, parking allocation and management, vehicular access and egress, pedestrian and cyclist activity, and tree and leaf-fall management.
- 8.35 Access roads, manhole covers and gratings must be constructed to withstand a gross vehicle weight of 26 tonnes and axle loading of 11.5 tonnes. However, road access may need to be improved if systems for alternative waste transfer are adopted or an alternative service provider is required to access to collect the wastes.
- 8.36 Access should generally be level from the bin store to the agreed point of vehicle collection transfer. For communal waste there should be dropped kerb installed if there is a change in level or raised kerb on the public highways.
- 8.37 Where the tipping of bins occurs within the building's curtilage, consideration must be given to the lift height and tree cover, overhead structures or cables. A level hardstanding area or tipping bay should be clearly marked out at floor level where multiple bins are presented.
- 8.38 Bins should not be required to be moved further than 10 metres from the presentation point to the vehicle access and there should not be any steps or a steep gradient slope.
- 8.39 Due consideration must be given to the provision of limiting vehicle reversing activity and designing in-turning areas for collection vehicles within the development.
- 8.40 Allowances of a least one metre either side should be included when considering the width of access roads and gateways. Additional allowances will be needed if vehicles are required to approach from an angle.
- 8.41 For further details on vehicle access, please consult the [technical guidance](#).

Innovation in waste systems, activities and equipment

- 8.42 The Council welcomes innovation in waste management that increases efficiency and helps meet and exceed recycling and other waste reduction targets.
- 8.43 For large residential, mixed-use, commercial and industrial developments, a range of systems for temporary waste storage, handling, on-site treatment, and collection could be considered. This should be built in accordance with British Standard BS5906-2005, in particular sections 4, 6, 7, 8, 9 and 10.
- 8.44 Potential systems include, but are not limited, to:
 - Macerators or 'In sink' systems

- Strategic recycling or litter bins for residential use
- Chute systems
- Compactors
- Bottle deposit schemes
- Communal gardens and community composting schemes
- Lids and apertures for recycling
- Underground storage
- Public information and signage
- An Internal waste collection service
- Oil or used fuel waste deposit schemes
- Shared commercial and residential waste collections
- Mini-bulking and sorting areas

8.45 Please contact the Council at an early stage in the design process for further advice if you are considering implementing any of the above systems to better manage your building's waste. Please consult the [technical guidance](#) for further details.

9. Building services equipment

KEY MESSAGES

Building services equipment should:

- not harm occupant or neighbour amenity, health and/or wellbeing;
- be incorporated into the host building aesthetically;
- have a minimal impact on the environment; and
- not harm listed buildings, conservation areas or streetscapes.

- 9.1 Building services equipment, whether used for heating and cooling, communications, power, plumbing, ventilation, access, security or other services, if not considered appropriately, can cause significant visual blight and nuisance for neighbours and can negatively impact on conservation areas, listed buildings and be visually detrimental to the townscape.
- 9.2 Noise and vibration from building services equipment must be avoided as it can have a significant negative impact on health and wellbeing by causing disturbance and increasing stress levels.
- 9.3 The purpose of this guidance is to ensure that necessary building services equipment can be incorporated into development, while having minimal impacts. Impacts that are likely to require minimisation or mitigation include visual blight, light nuisance, noise nuisance and vibration, odour, and other environmental pollutants or nuisance.
- 9.4 This guidance relates to Camden Local Plan 2017 Policy D1 Design, Policy A1 Managing the impact of development, and Policy A4 Noise and Vibration.
- 9.5 This guidance does not specifically apply to renewable energy installations or telecommunications as they are considered in other guidance, although the general principles included here may be relevant. For further information see Energy Efficiency and Adaptation CPG or CPG Digital Infrastructure (section on Telecommunications equipment).

How should building services equipment be treated?

Amenity

- 9.6 In line with Local Plan Policy A4, the Council will only grant permission for noise generating development, including any plant and machinery, if it can be operated without causing harm to amenity, health or wellbeing.
- 9.7 Planning permission will not be granted for development likely to generate unacceptable noise and vibration impacts, in light of the

negative impact that this can have on the health and wellbeing of residents.

- 9.8 When development that is likely to generate noise is proposed, the Council will require an acoustic report prepared by a qualified acoustic consultant/engineer to accompany the planning application. For further details on when an acoustic report should be prepared and what information it should include, please see Camden Planning Guidance on Amenity – section 6 on Noise and Vibration.
- 9.9 Planning applications will be assessed with regard to the noise and vibration thresholds set out in Appendix 3 of the Camden Local Plan.
- 9.10 Planning conditions will be imposed to require that plant and equipment which may be a source of noise is kept working efficiently and within required noise limits and time restrictions.
- 9.11 Proposals for new noise or vibration-generating equipment close to residential and other noise-sensitive uses should include measures, such as sound-proofing, to mitigate and manage the impact of neighbouring uses.
- 9.12 Plant and machinery with moving parts must be separated or insulated from occupants and neighbours who are likely to be sensitive to noise disturbance. Techniques to achieve this separation include the use of flexible ducting, or resilient mountings for structure-borne plant and machinery. For further details on mitigating noise impacts, please see Camden Planning Guidance on Amenity – section 6 on Noise and Vibration.
- 9.13 Where mechanical or passive ventilation is required to remove odour emissions, the release point for odours must be located above the roofline of the building and, wherever possible, adjacent buildings.
- 9.14 Where ducting, plant or machinery are required on the outside of a building they must not obscure access to daylight and sunlight, or provide any nuisance for occupants of the development or adjacent buildings. For further details, please see Camden Planning Guidance on Amenity – section 3 on Daylight and sunlight.

Design considerations

- 9.15 In new development, all building services equipment:
- must be given the same level of consideration and quality in design as other elements;
 - must be integrated within the building or development structure;
 - must be incorporated into the external building design where, because of its nature, it cannot be integrated within the building; and
 - should not be a dominant feature of the building.
- 9.16 In relation to tall buildings, the potential visual impact of building services equipment is greater and additional care needs to be taken to ensure that it is considered at the design stage and is fully incorporated into the

building structure. Roof-top plant should be concealed, usually behind a raised parapet.

- 9.17 In refurbished development, plant and machinery should be accommodated within the building structure, or incorporated into the design of external modifications. External plant or machinery should be avoided. If unavoidable, external plant or machinery should be positioned to minimise its visual impact.
- 9.18 Other design considerations for building services equipment include the following:
- use of screening or other techniques to minimise the impacts of plant, machinery and ducting must, in themselves, not cause visual blight.
 - plant and machinery on roofs should not be visible from the street, public vantage points or from immediately adjacent buildings.
 - the design and materials used for plant, machinery and ducting, as well as for ancillary structures such as screening, where located on the exterior of the building, must be consistent with those of the building.
 - plant and machinery should be designed in such a way that does not lead to issues of health, safety and security.

Conservation areas and listed buildings

- 9.19 Special consideration should be given to the installation of building services equipment, such plant, machinery and ducting, on listed buildings and in conservation areas.
- 9.20 Design considerations for building services equipment in listed buildings include the following:
- Listed building consent is required for the majority of works to listed buildings.
 - Confirmation as to whether consent is required should be sought from the Council in advance of any works commencing.
 - Undertaking a detailed building survey in advance of any works will help in identifying the most appropriate solution for accommodating building services equipment.
 - Installations must be in keeping with the design and materials of the building.
 - Installations should minimise the loss of, and permanent damage to, the historic fabric.
 - It should be carefully considered whether installing building services equipment internally or externally is most appropriate way to minimise harm.
 - The shortest or most direct route for cables, ducting or pipework might not be the most appropriate and a longer route may be less damaging.

For further advice, please see [guidance from Historic England](#) on installing or replacing building services in historic buildings.

- 9.21 Design considerations for building services equipment in conservation areas include the following:
- The visual impact of building services equipment should be considered, including views into and from conservation areas.
 - External solutions are less likely to be appropriate in conservation areas than in other locations.
 - Each conservation area has a Conservation Area Statement or Appraisal and Management Strategy which provides further guidance on specific issues relating to each area.

Further information about Camden's conservation areas can be found [here](#).

Air-conditioning and renewable energy

- 9.22 Active cooling (air conditioning) will only be permitted where dynamic thermal modelling demonstrates that there is clear need for it and after other measures have been considered. All new development should submit a statement demonstrating how the 'cooling hierarchy' set out in London Plan has been considered. Please see Camden Plan Policy CC2 – Adapting to climate change and the Energy Efficiency and Adaptation CPG for further details.
- 9.23 Where the need for air conditioning has been demonstrated, only the minimum number of air-conditioning units proved to be required should be installed.
- 9.24 Air-conditioning units can cause significant visual blight and their location should be carefully considered to minimise their visual impact, in accordance with the above guidance on design, conservation areas and listed buildings, and amenity.
- 9.25 Air-conditioning units can negatively impact health and wellbeing through noise and vibration. Measures to mitigate this impact, such as acoustic enclosures, should be included in development schemes in line with Local Plan Policy A4 Noise and vibration.
- 9.26 Plant and machinery, particularly where located on roofs, must not preclude the installation of required onsite renewable energy facilities as part of the development. Consideration must also be given to the possibility of future renewable energy installations.

Other considerations

- 9.27 Other design considerations for building services equipment include the following:
- Secure access to plant and machinery must be provided to allow for convenient and safe servicing and replacement of installations.

- Machinery must be properly installed and maintained to ensure that impacts are properly mitigated and the situation does not deteriorate over time with continued operation.
- Plant and machinery should be located as close as possible to their end use, e.g. boilers should be located near to the hot water or heating users, to minimise use of ducting materials, loss of resource and visual blight.
- Disused plant, machinery and ducting must be removed from the exterior of buildings before replacements are be installed.