

# EXECUTIVE

Tuesday, 18th June, 2019  
6.30 pm





# EXECUTIVE

## BURNLEY TOWN HALL

Tuesday, 18th June, 2019 at 6.30 pm

This agenda gives notice of items to be considered in private as required by Regulations (4) and (5) of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Members are reminded that if they have detailed questions on individual reports, they are advised to contact the report authors in advance of the meeting.

Members of the public may ask a question, make a statement, or present a petition relating to any agenda item or any matter falling within the remit of the committee.

Notice in writing of the subject matter must be given to the Head of Legal & Democracy by 5.00pm on the day before the meeting. Forms can be obtained for this purpose from the reception desk at Burnley Town Hall, Manchester Road or at the Contact Centre, Parker Lane, Burnley or from the web at: <http://burnley.moderngov.co.uk/ecCatDisplay.aspx?sch=doc&cat=13234> . You can also register to speak via the online agenda. Requests will be dealt with in the order in which they are received.

### AGENDA

#### 1) *Apologies*

To receive any apologies for absence

#### 2) *Minutes*

7 - 12

To approve as a correct record the Minutes of the meeting held on 20<sup>th</sup> March 2019.

#### 3) *Additional Items of Business*

To determine whether there are any additional items of business which, by reason of special circumstances, the Chair decides should be considered at the meeting as a matter of urgency.

#### 4) *Declaration of Interest*

In accordance with the Regulations, Members are required to declare any personal or personal and prejudicial interests they may have and the nature of those interests in respect of items on this agenda and/or indicate if S106 of the Local Government Finance Act 1992 applies to them.

#### 5) *Constitutional Reporting-Urgent LEP Decision*

13 - 14

- 6) Exclusion of the Public**  
 To determine during which items, if any, the public are to be excluded from the meeting.
- 7) Right To Speak**  
 To consider questions, statements or petitions from Members of the Public
- 8) Adoption of Shopfront and Advertising Design** 15 - 90  
 To inform the Executive of the representations received during the period of public consultation and the changes that have been made to the draft SPD as a result, and to request the Executive to adopt the final SPD.
- 9) Recycling Collections** 91 - 100  
 To seek approval to implement changes to the recycling service that is undertaken as part of the current Waste and Cleansing Contract following a review of current arrangements
- 10)Rogue Landlord Database and Banning Orders** 101 - 114  
 To implement the new enforcement powers contained in the Housing and Planning Act 2016 (Part 2), in particular the Database of Rogue Landlords and Property Agents and the use of Banning Orders
- 11)Discretionary Disabled Facilities Grant** 115 - 124  
 To seek approval for amendments to the Private Sector Housing Renewal Policy 2012, and implement discretionary DFG assistance to ensure the Council continue to offer adaptations that improve the health and well-being of disabled people.
- 12)Appointment to Pennine Lancashire Leaders and Chief Executives Joint Committee (PLLACE)**  
 To consider the appointments of Leader, with the substitute being the Deputy Leader, to PLLACE as qualified appointments.
- 13)Appointment to Pennine Lancashire Building Control Joint Executive Committee**  
 To consider the appointment of the Executive Member for Housing and Leisure, with the substitute being the Executive Member for Resources and Performance Management, to PLBCJEC as qualified appointments.
- 14)Appointment to Traffic Regulation Order Sub Committee (TROSC)**  
 To consider the appointment of 3 Executive Members to the TROSC (in 2018/19 they were the Executive Members for Housing and Leisure, Economy and Growth, and Community and Environmental Service.)
- 15)Appointment to Barnfield & Burnley Development Limited (BBDL)**  
 To consider the appointment of the Leader and Chief Executive to BBDL as qualified appointments.
- 16)Appointment to Housing Joint Venture Company**  
 To consider the qualified appointment of representatives as follows; Council-Executive Member for Housing and Leisure,Chief Operating Officer

Stakeholder-Leader, Chief Executive, Strategic Head of Economy and Growth

### **17) Exclusion of the Public**

To determine during which items, if any, the public are to be excluded from the meeting and to consider the exclusion of the public from the meeting before discussion takes place on the following items of business on the grounds that in view of the nature of the business to be transacted if the public were present there would be a disclosure to them of exempt information within the meaning of Part VA of the Local Government Act 1972.

### **PRIVATE ITEMS**

Details of any representations received by the Executive about why any of the following reports should be considered in public – None received.

- Statement in response to any representations – Not required
- 18) *Capital Budget Works*** 125 - 160

To update the Executive on unavoidable additional works arising on the contract for capital works at Burnley Town Hall

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

- 19) *Procurement of Insurance Arrangements*** 161 - 164

To seek approval for the procurement of an insurance provider to the Council.

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

- 20) *Constitutional Reporting-Urgent Decision on Sandygate*** 165 - 174

To note a decision made by the Chief Executive on 22<sup>nd</sup> March 2019 to use urgency powers under Part 3 (Executive) of the constitution, regarding a Supplemental Development Agreement to the Development Agreement dated 29 March 2012- relating to Weavers Triangle, Sandygate, Burnley to facilitate the construction of the Student Accommodation

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

### **MEMBERSHIP OF COMMITTEE**

Councillor Charlie Briggs  
Councillor Margaret Lishman  
Councillor Gordon Birtwistle

Councillor Ivor Emo  
Councillor Cosima Towneley

**PUBLISHED**

Monday, 10 June 2019

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## EXECUTIVE

### BURNLEY TOWN HALL

Wednesday, 20th March, 2019 at 6.30 pm

#### PRESENT

#### MEMBERS

Councillors M Townsend (Chair), J Harbour (Vice-Chair), S Graham, L Pate and A Raja

#### OFFICERS

Mick Cartledge	– Chief Executive
Paul Gatrell	– Head of Housing & Development Control
Andrew Leah	– Property Services Manager
Imelda Grady	– Democracy Officer

#### 95. Minutes

The Minutes of the last meeting held on the 11<sup>th</sup> February 2019 were approved as a correct record.

#### 96. Right To Speak

Mr John Rowe addressed the meeting in the public part of the meeting on item 9 on the agenda Woodtop School and land adjacent at Cog Lane, Burnley.

Councillor Andy Fewings, as Ward Councillor, addressed the meeting in the private part of the meeting on item 9 on the agenda Woodtop School and land adjacent at Cog Lane, Burnley.

#### 97. Scrutiny Review-Dementia Services

##### Purpose

To consider a report of the Scrutiny Committee into Dementia Services which looked at whether there were any additional practical ways in which Burnley Council could support the provision of dementia services.

#### Reason for Decision

The Herbert Protocol is a risk reduction tool to be used in the search for a missing person – a large number of whom are people living with dementia. The document is used by search teams to pinpoint likely areas for investigation, and maximise the chances of finding the missing person quickly and alive.

#### Decision

That the Council continues to support the roll out of the Herbert Protocol through the Policy & Engagement Team, developing further opportunities for partnership working to maximise take up across the Borough.

### **98. Exclusion of the Public**

#### Purpose

To consider when it may be relevant to exclude the public from the meeting and clarify the order of the agenda.

#### Reason for Decision

Minutes 99, 100, 101, 102, 103 and 104 contain information relating to the financial or business affairs of any particular person (including the Authority holding that information) and Minute 103 contains information which is likely to reveal the identity of an individual.

#### Decision

That the public be excluded from the meeting before discussion takes place on the items relating to Minutes 99, 100, 101, 102, 103 and 104 in view of the nature of the business to be transacted, if the public were present there would be a disclosure to them of exempt information, within the meaning of Part VA of the Local Government Act 1972.

### **99. Woodtop School and Land adjacent at Cog Lane**

#### Purpose

To dispose of Council owned land and property for development of good quality housing.

#### Reason for Decision

The Government's policy is to boost the supply of homes in response to growing demand. Disposal of the land and property and its subsequent development, enabled through inward investment from government through Homes England, will help achieve this objective.

The proposed development will make a significant contribution to the ongoing regeneration of the South West Burnley area. In particular, development of the derelict Woodtop School building for good quality homes will address its current negative impact on the community.

As part of the overall scheme, the vacant adjacent land, west of Cog Lane, will also be developed.

Enabling development through the release of these property assets meets the Council's policy of "creating flourishing, healthy and confident communities" and "making the Borough



a place of choice” by assisting with the provision of a range of high-quality housing stock, of different designs and tenure.

It was noted that the Scrutiny Committee on the 13<sup>th</sup> March 2019 had endorsed the report and its recommendations.

#### Decision

- (1) That approval be given to the disposal of the Council’s freehold interest in land and property at Woodtop School and land adjacent at Cog Lane, shown on the attached plan, to Calico Homes Ltd on the terms set out this report;
- (2) That the Head of Finance & Property, in consultation with the Chief Operating Officer and Executive Member for Resources & Performance Management, be authorised to negotiate and agree terms of the relevant agreements; and
- (3) That the Head of Legal & Democratic Services be authorised to complete all legal documents necessary to give effect to this decision

### **100. Yorkshire Street and Croft Street Lease**

#### Purpose

To approve terms for the surrender of the existing lease and the grant of a new lease of land on Yorkshire Street and Croft Street

#### Reasons for Decision

To update the existing arrangements and enable the Headlessee to secure finance to undertake improvements to the buildings.

#### Decision

- (1) That approval be given for the surrender of the existing lease and grant of a new lease of the Land shown edged red on the attached plan on the outline terms set out in the report;
- (2) That the Head of Property and Finance be authorised to agree detailed terms; and
- (3) That the Head of Legal and Democratic Services be authorised to complete the legal formalities to give effect to this decision.

### **101. Town Hall Car Park/Footbridge & Car Park Off Hammerton Street adjacent to Lava Ignite**

#### Purpose

To approve the surrender of the existing leases of land used for car parking and the siting of a pedestrian bridge and the grant of a new extended lease of land for parking.

#### Reasons for Decision

To assist in the redevelopment of Proctors Mill.

## Decision

- (1) That approval be given to the surrender of the existing leases as shown edged red on the plan set out in the report and the grant of a new lease of land for parking on the outline terms set out in the report.
- (2) That the Head of Finance and Property be authorised to agree detailed terms; and
- (3) That the Head of Legal and Democratic Services be authorised to complete the legal formalities necessary to give effect to this decision.

### **102. Disabled Facilities Grant Additional Funding 2018/19**

#### Purpose

To seek approval to commit and spend the additional allocation of Disabled Facilities Grant funding for 2018/19.

#### Reasons for Decision

To allow the Council to commit and spend the additional DFG funding received in 2018/19.

#### Decision

1. That approval be given for the use of the additional DFG funding received in 2018/19 for the projects listed in this report at paragraph 8.
2. That delegated authority be given to the Head of Housing and Development Control to approve the final cost for each project and award the grant accordingly.

### **103. Padiham Townscape Heritage Exemplar Project-Burnley Road CPO**

#### Purpose

To seek approval to make a Compulsory Purchase Order of the properties and land identified in the plan attached to this report.

To acquire, redevelop and bring into use two long term vacant properties located within the Padiham TH (Townscape Heritage) area.

#### Reasons for Decision

It should be noted that at a meeting of the Executive on 3<sup>rd</sup> July 2018, the Executive gave approval for the Council to purchase the CPO land by agreement; however this has not been possible. The Council therefore wishes to exercise powers to acquire compulsorily the CPO land as appropriate to facilitate the repair and restoration of two dilapidated buildings, which is a key priority under the Padiham TH (Townscape Heritage) programme.

The Council will continue to make all efforts to communicate with all interested parties concerned, and where possible purchase by agreement. However, even if the Council does manage to acquire part or all of the CPO land by agreement, it is likely we will wish to

proceed with a CPO to resolve any title issues and ensure that all land and property can be fully restored to the original proportions and brought back into use.

The properties included within the CPO land are long term vacant: No 33 since Dec-2002 and No 35 since Oct-2007. Without intervention by the Council the properties will most likely remain vacant, continue to deteriorate, attract anti-social behaviour, fly-tipping and arson, all of which cause fear and distress in local residents, and will undermine the efforts of the TH programme.

Where possible, all interested parties of the CPO land have been contacted and have either not responded or have given no reasonable proposals for renovating the properties or bring them back into use.

The proposed action will help to achieve the Council's strategic plan of 'People Places Prosperity and Performance'. The acquisition and renovation of the vacant properties within the CPO land will enable the Council to bring them back into use, which will improve the environment for businesses and residents in the vicinity and reduce the potential for crime and anti-social behaviour.

## Decision

- (1) That authorisation be given to the making of a Compulsory Purchase Order (CPO), to be known as The Burnley (33-35 Burnley Road, Padiham, Burnley) Compulsory Purchase Order 2019, under Section 226(1)(a) of the Town and Country Planning Act 1990 for the purpose of renovation/redevelopment. The CPO land is shown in pink on the location plan attached to the report and comprises of:
  - 33-35 Burnley Road, Padiham, Burnley
  - A small area of unregistered land to the rear of 33-35 Burnley Rd, Padiham, Burnley
- (2) That the Head of Legal and Democratic Services be authorised to make minor amendments, modifications or deletions to the CPO schedule of interests and map, should this be necessary, and to finalise the making and submission of the CPO.
- (3) That the Head of Legal and Democratic Services be authorised to publicise and serve notice of making of the CPO on the holders of all the property interests identified.
- (4) That the Head of Legal and Democratic Services and other relevant officers be authorised to secure confirmation of the CPO, including promoting the Council's case at a public inquiry, if necessary.
- (5) That subject to confirmation by the Secretary of State the Head of Legal and Democratic Services be authorised to secure full title to and possession of the CPO land as appropriate by:
  - Serving notice of confirmation of the CPO on all interested parties
  - Serving notice of intention to execute a General Vesting Declaration
  - Executing the General Vesting Declaration
  - Serving Notices to Treat and/or Entry as appropriate
- (6) That the Head of Economy and Growth be authorised to tender any renovation works and be given delegated power to accept the tender.
- (7) That the Head of Economy and Growth, in consultation with the Head of Housing and Development Control, be authorised to coordinate a programme of planned

repair/restoration works including gaining any statutory consents and to manage the end use of the properties.

- (8) That the Head of Economy and Growth, in consultation with the Head of Finance and Property, be authorised to agree terms for any disposals and for the Head of Legal and Democratic Services to undertake completion of any legal agreements.

#### **104. Sale of Land at Princess Way, Burnley**

##### **Purpose**

To seek authority to dispose of 620 sq m of land at Princess Way, Burnley, shown edged red on the plan contained in Appendix 1, to Burnley College, to facilitate the development of additional college facilities

##### **Reasons for Decision**

The disposal will facilitate the development of additional college facilities on a prominent town centre gateway.

##### **Decision**

That delegated authority be given to the Head of Legal & Democratic Services to complete the disposal of 620 sq m of land at Princess Way, Burnley by granting Burnley College a supplementary lease on similar terms to its lease of the site of the main Burnley College/University of Central Lancashire campus.



# URGENT DELEGATED EXECUTIVE DECISION BY THE CHIEF EXECUTIVE

BURNLEY TOWN HALL

**PRESENT**

**OFFICERS** Imelda Grady - Democracy Officer

**5. Membership of the Lancashire Enterprise Partnership**

**Purpose** To consider becoming a "Member" of the Lancashire Enterprise Partnership Limited CRN: 07388600 ("LEP").

**Reasons For Decision** To demonstrate the Council's commitment to support the role of the LEP in meeting the requirements of the Growth Assurance Framework and playing an active part as a "Member" of the company in the future of the LEP.

To comply with the government's guidance and recommendations on the composition of the membership of the LEP and support the LEP's timetable in this regard.

- Decision**
1. The Chief Executive using executive urgency powers agrees to the request from the LEP Board for the Council to become a 'Member' of the LEP; and
  2. The Chief Executive using executive urgency powers authorises the Chief Operating Officer to execute all documents necessary to give effect to this decision.

The decision is urgent to comply with the government's guidance and recommendations on the composition of the membership of the LEP and support the LEP's timetable in this regard

Decision made by: Mick Cartledge  
Chief Executive

Date: 29/03/2019  
Decision Published on: 22/03/2019

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**SHOPFRONT AND ADVERTISEMENT DESIGN  
SUPPLEMENTARY PLANNING DOCUMENT (SPD)**

**REPORT TO THE EXECUTIVE**



<b>DATE</b>	<b>18<sup>th</sup> June 2019</b>
<b>PORTFOLIO</b>	<b>Economy and Growth</b>
<b>REPORT AUTHOR</b>	<b>Elizabeth Murphy/Erika Eden-Porter</b>
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**PURPOSE**

1. Executive considered a report at its meeting on the 11th December 2018 which sought approval to consult on the draft version of the Shopfront and Advertisement Design Supplementary Planning Document (SPD). The purpose of this report is to inform Executive of the representations received during the period of public consultation and the changes that have been made to the draft SPD as a result. Executive is requested to adopt the final SPD.
  
2. The SPD has been prepared to provide clear guidance on how to achieve high standards of design in relation to shopfront and advertisements as required by Burnley's Local Plan. Once adopted, it will become a material consideration to be used in the determination of relevant applications for planning permission and listed building consent.

**RECOMMENDATION**

3. (1) That Executive notes the matters raised in the consultation responses to the draft Shopfront and Advertisement Design Supplementary Planning Document (SPD) and agrees the minor changes to the consultation draft SPD outlined and explained in the Consultation Representation Report at Appendix A.  
  
 (2) That Executive resolves to adopt of the Shopfront and Advertisement Design Supplementary Planning Document (SPD) at Appendix B under the provisions of Section 23 of the Planning and Compulsory Purchase Act 2004 and Regulation 14 of the Town and Country Planning (Local Planning) (England) Regulations 2012.  
  
 (3) That Executive authorises the Strategic Head of Economy and Growth to make any minor typographical or presentational corrections to the SPD prior to its final publication.

**REASONS FOR RECOMMENDATION**

4. To meet the Council's commitment to preparing a Shopfront and Advertisement Design SPD as set out in Burnley's Local Plan and the Council's Local Development Scheme (LDS).
  
5. To ensure that the draft SPD is modified to take account of the outcome of the consultation, as appropriate.

## **SUMMARY OF KEY POINTS**

### **The SPD**

6. The Executive Report (11th December 2018) describes the scope and purpose of the SPD. In summary the primary purpose of the SPD is to provide clear guidance on the implementation of adopted Local Plan Policies SP5, HE2, HE3 and TC8 when considering proposals for new shopfronts and alterations to existing and to ensure owners and occupiers are well informed about what will be considered acceptable and how improvement can be achieved. The guidance will apply to new build shops as well as to alterations to existing shop fronts.
7. The document sets out general principles for the repair, reinstatement and replacement of shopfronts and provides guidance in relation to specific elements of a shop front including materials, colours, fascias and signage, blinds and awnings, and security measures. It is illustrated with good and bad examples.
8. The SPD does not introduce new policy and does not seek to restrain individual design freedom. It seeks to ensure high standards of design, including, where appropriate, innovative, high quality modern designs relevant to the character and tradition of the area as well as providing guidance on designing and restoring traditionally-styled shopfronts. The aim is to improve the overall quality and attractiveness of shopfronts and the borough's Town and District Centres.
9. The SPD is an important part of the Council's ongoing efforts to ensure that Burnley and Padiham continues to have vibrant and attractive town centres that serve residents and brings in visitors from further afield.

### **Consultation of the Draft SPD**

10. The draft version of the SPD was approved by the Executive for consultation in December 2018 and this consultation took place over a six week period during February and March 2019. The consultation was carried out in accordance with regulatory requirements and the Council's Statement of Community Involvement.
11. Groups and organisations, statutory consultees and individuals on the Local Plan consultation database were notified by letter or e-mail. In addition, the consultation letter was circulated to members of the Town Centre Partnership which includes retailers, businesses and organisations with an interest in and influence on the town centre such as the Local Chamber of Commerce and Trade, Standish Street Traders Group and St James's Street Development Group. The draft SPD and Consultation Statement were published on the Council's website and copies were made available at the Contact Centre and main libraries. A press release and social media posts were used to inform the wider public of the consultation.

### **Responses Received**

12. In all there were 17 consultation responses. A summary of the comments received and the proposed response is set out in Appendix A. In summary, the majority of substantive representations were supportive, offering suggestions on how the SPD could be improved through relatively minor amendment, clarification or addition. Where appropriate, the comments have been accepted and minor changes made to the document text. Six of the



responses simply stated that they had no comments. The suggestions that are not recommended for acceptance are generally those that relate to matters already covered in the SPD or matters that could not be controlled by the SPD.

### **Next Steps**

13. Following its Adoption, the Council is required to make the SPD and an Adoption Statement available as soon as reasonably practicable. The Council must also send a copy of the Adoption Statement to those who have asked to be notified of its adoption.
14. Any person with sufficient interest in the decision to adopt the SPD may apply to the High Court for permission to apply for judicial review of that decision not later than 3 months after the date on which the SPD is adopted.

<b>FINANCIAL IMPLICATIONS AND BUDGET PROVISION</b>
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15. The costs associated with adoption and publication will be met within existing budgets. As such there are no financial implications directly associated with this report.

<b>POLICY IMPLICATIONS</b>
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16. The Shopfront Design Guide SPD will be a material consideration when considering relevant applications for planning permission and listed building consent. It will also be relevant to applications for advertisement consent. Its production fulfils an existing commitment in Burnley's Local Plan and the Council's LDS.

<b>DETAILS OF CONSULTATION</b>
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17. None

<b>BACKGROUND PAPERS</b>
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18. None

<b>FURTHER INFORMATION</b>	
<b>PLEASE CONTACT:</b>	<b>Elizabeth Murphy</b>
<b>ALSO:</b>	<b>Erika Eden-Porter</b>

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Shopfront and Advertisement Design SPD: Schedule of Representation Received and Recommended Responses - Appendix A to Executive Report

SPD Reference	Consultee	Comments/Key Issues raised	Recommended Response
<p>Para 4.6</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 10</p>	<p>British signs and Graphics Association</p>	<p>Is not strictly correct. Deemed advertisement consent is granted for a wide variety of both commercial, organisational and national flags. Very few will require express consent. Similarly most canopies and awnings containing lettering are to be found at and below fascia level. As non-illuminated adverts, they will therefore be within Class 5 in Schedule 3 to the Regs and will not require express consent. In respect para 10.10 is more accurate and we suggest para 4.6 be redrafted accordingly.</p>	<p>This part of the SPD refers to the potential for signs and advertisements to fall within the requirements for Express Consent. It is not intended to cover all such circumstances but rather to signpost applicants to the detailed criteria in the DCLG guidance booklet in order to establish whether consent is required. The suggestion to replace the wording in para 4.6 with that in para 10.10 which refers to blinds and canopies is not considered appropriate in this context. However, for reasons of clarity and usability, the text can be amended to provide a clearer indication of those frequently displayed types of advertisement/sign that require express consent. The text will need to make explicit the need to refer to the DCLG's guidance as detailed criteria apply.</p> <p>Minor amendments have been made to enhance clarity and suggested changes have been incorporated where considered appropriate.</p>
<p>Para 6.6 &amp; 9.12</p>	<p>British signs and Graphics Association</p>	<p>There is an assumption that corporate designs should be adapted and modified to suit the character of the building and the area, especially conservation areas and on listed buildings. But this is not necessarily so. There are often shopfronts, buildings and locations where corporate styles can be displayed without any need for modification. Para 8.43 expresses the point in a far more rational way and we suggest the wording in that para be used in 6.6 and 9.12</p>	<p>Noted. Minor amendments have been made to enhance clarity and suggested changes have been incorporated where considered appropriate.</p>
<p>Para 9.7</p>	<p>British signs and Graphics Association</p>	<p>We understand and agree with the intention of this para. These older types of bulky signs are no longer widely used as modern LEDS do not require such bulky boxes. But we think the second sentence would be better expressed as: <i>Bulky projecting box-like fascia signs, or additional flat fascia panels, crudely attached over existing fascia boards will not be acceptable in Conservation Areas or on Listed Buildings, and are unlikely to be accepted elsewhere</i></p>	<p>Noted. Minor amendments have been made to enhance clarity and suggested changes have been incorporated where considered appropriate.</p>
<p>Para 9.8</p>	<p>British signs and</p>	<p>This para is unclear. Does the word glossy apply to vinyl, acrylic and</p>	<p>Noted. Minor amendments have been made to enhance</p>

	Graphics Association	aluminium? And what about modern buildings and shopfronts in conservation areas and within Listed Buildings? The para should be redrafted as: <i>Care should be taken with materials. Glossy modern materials (such as some plastics and aluminium with a gloss finish) may not be appropriate on older-style shopfronts and buildings particularly in Conservation Areas and on Listed Buildings. But these materials may well be acceptable on modern shopfronts provided they relate to and integrate with, the other elements of the shopfront and building.</i>	clarity and suggested changes have been incorporated where considered appropriate.
Page 20 Para 9.10	British signs and Graphics Association	Advert Regs do not permit the Council to control the content of signs unless in the interests of amenity or public safety (Reg 3(4)). The content of a sign should be at the businesses discretion. The para might say: <i>lettering on fascias should be proportionate to the size of the fascia. Too much lettering, or overly large font sizes, can be dominant and spoil the appearance of the premises and surroundings.</i>	There would appear to be some misunderstanding on the purpose of the document and what it is legitimate for a local authority to provide guidance on. The design guidance in the SPD is guidance, not regulation, and it is aimed at encouraging shop owners to consider a range of design options in order to create high quality shopfronts and signage.  Minor amendments have been made to enhance clarity and suggested changes have been incorporated where considered appropriate.
Page 20 Para 9.18	British signs and Graphics Association	There is no justification for the statement that “projecting box signs are bulky and unattractive”. This is simply not true. As with box fascia signs, modern technology means that projecting signs (illuminated or not) are now often slim-line. They can be wholly appropriate on a modern fascia and shopfront where an older-style hanging sign would look totally out of character. We suggest that this paragraph might be redrafted as: <i>Bulky projecting box signs will not be acceptable. Contemporary projecting signs should be restricted to modern shopfronts and buildings and used with discretion on Listed Buildings and in Conservation Areas. They should integrate with the other features of the shopfront. Where illuminated, the method of illumination should be chosen to reflect the character and context of the shopfront and/or building.</i>	Noted. Minor amendments have been made to enhance clarity and suggested changes have been incorporated where considered appropriate.
Page 20 Para 9.21	British signs and Graphics Association	There may be good reason for the obscuring of glazing (security/internal layout) and this is a matter for the businesses choice. All advertisements within buildings are either excepted from control or have deemed consent under the Regs (including posters/vinyls etc) attached to the inside of glass. These are not controllable by the Council . We suggest	There would appear to be some misunderstanding on the purpose of the document and what it is legitimate for a local authority to provide guidance on.  The general design guidance in the SPD is guidance, not

		that this para be deleted entirely as it seeks to restrict personal choice where the law permits latitude.	regulation, and it is aimed at encouraging shop owners to consider a range of design options in order to create high quality shopfronts and signage.  No required change.
Para 9.23	British signs and Graphics Association	There appears to be an idea within the Council that they have some right of responsibility to decide if illumination is necessary or acceptable in principle. This is not so. It is the Council's responsibility to consider any application on individual merit. This will include an assessment of the impact of any illumination proposed upon local amenity or public safety. Illumination cannot be refused simply because the Council consider it "unnecessary" in principle. This para is contrary to the law and NPPG (ID 18b-026-20140306) and should be deleted.	The LPA is entitled to decide if illumination is acceptable on amenity and public safety grounds where it requires consent and in accordance with Local Plan Policy TC8(9) . All such applications will be assessed on a case by case basis.  The paragraph is not considered contrary to the law. Para 9.23 provides guidance not regulation. It is concerned with the principle of illumination, highlighting the need for restraint when considering illumination, even for those signs and adverts that are permissible. It aims to avoid unnecessary and excessive illumination for the reasons set out in the final sentence of the paragraph.  Minor amendments have been made to enhance clarity where considered appropriate.
Para 9.24 & 9.26	British signs and Graphics Association	As above, "where illumination is considered to be acceptable" should be deleted. This is not within the Council's powers to determine. Halo Illumination is not external. The light source is contained within a box (it's internal). The light shines out from the back or sides of the box rather than the front. In your picture of "the forum" each letters are boxes. What is wrong with suitable designed and positioned internally illuminated box signs. They are commonly seen above modern shopfronts where a traditional hand painted wooden sign would look out of place. Modern signs are slimline, often recessed into the fascia or contained within the projection of the pilasters/console brackets. There should be no presumption against such signs on some mistaken principle. Commonly now internally illuminated box signs are constructed with fret-cut panels or built up letters such that the light is seen only through the letters and logos. In this respect, they actually spread less light than externally illuminated signs where the light invariably illuminates beyond the advertisement itself. And what is wrong with individually lit letters?	The LPA is entitled to decide if illumination is acceptable on amenity and public safety grounds where it requires consent and in accordance with Local Plan Policy TC8(9). All such applications will be assessed on a case by case basis.  There would appear to be some misunderstanding on the purpose of the document and what it is legitimate for a local authority to provide guidance on. The general design guidance in the SPD is guidance, not regulation, and it is aimed at encouraging shop owners to consider a range of design options in order to create high quality shop-fronts and signage.  For the avoidance of doubt, amendments have been made to enhance clarity and suggested changes have been incorporated where considered appropriate.

		Indeed what is “forum” but individually lit letters. There is no justification for the total ban on such signs. We suggest these two paras be deleted and replaced with: <i>Illumination of shopfront signs should be appropriate to the design and style of the shopfront and take account of the surroundings. External illumination may be through trough lighting or spotlights. These should be appropriately sized and directed to avoid light spillage. Bulky, fully internally illuminated box signs, crudely attached over existing fascias will not be acceptable. Other forms of internal illumination (eg halo or through individual built-up or fret-cut letters) may well be suitable on more modern shopfronts and in commercial areas</i>	
General	Burnley Civic Trust	We think that this is an excellent document, well researched, well presented and just what is needed. We only hope that the contents will be heeded and implemented.	Support welcomed and noted.
General	Canal And River Trust	Do not wish to comment on the draft SPD	Noted
General	Designing Out Crime Officer Lancashire	<p>The consideration and inclusion of shop front security matters within the draft document is welcomed. You may also wish to consider the following information:</p> <p><b>Recesses:</b> we would normally ask that these features are ‘designed out’ of a development, due to the fact that they provide concealment, impede natural surveillance to entrance doors and collect detritus that could be used to commit arson. However, you have mentioned that gates, roller shutters or grilles could be utilised for recess security. If you still wish to retain these features and encourage further recesses, we would urge you to recommend lockable metal products that cover the whole doorway i.e. ground to ceiling, to prevent them being scaled thus compromising their intended purpose.</p> <p><b>Roller shutters, gates and grilles:</b> these should comply with minimum security standards, such as LPS 1175: Issue 7 Security Rating 1 (increased rating for high-risk properties or high crime areas). Roller shutters should be integrated into the fabric of the building. These security features should be linked to the intruder alarm system. Padlocks used to secure grilles or gates should have a hardened steel body and be close shackle types, tested to BS EN 12320</p>	<p>It is important keep a balance between security and design (ie providing an attractive and inviting environment). The security of shops is very important and Section 11 sets out general guidance to help owners/occupiers protect their property and minimise the visual impact of security measures. The Council is willing to discuss individual cases with applicants, and accepts that in a limited number of cases compromise on the design solution may be necessary.</p> <p>The guidance does not intend to remove the need for expert advice in security matters and if an owner/occupier wanted to consider an alternative approach they would be welcome to discuss this with the Local Planning Authority via the pre-application process.</p> <p>Minor amendments have been made to enhance clarity and suggested changes have been incorporated where considered appropriate.</p>

The document mentions businesses that open in the evenings are encouraged to open their external shutters between 9am and 5pm. However, during the early dark winter evenings or in poorly lit isolated high crime locations this could compromise the security of the premises. Repeat offences can adversely affect the longevity of the business.

**Canopies and blinds:** Preventing easy access onto low roofs or upper floor windows by using canopies or blinds as climbing aids should be considered during the design phase of the development.

**Door sets and windows:** as a minimum standard, all replacement external door sets and windows should comply with PAS24:2016 enhanced security standard or LPS 1175: Issue 7, SR2: or STS 201 or STS 202: Issue 3, BR2. This includes any sliding/opening door sets that incorporate electrically operated release locks, such as 'mag-locks', as they must be strong enough to withstand attempts of forced entry with pressure or body weight.

**Existing door sets and windows:** these must be solid, robust and in good repair. Cylinder door locks should conform to BS EN 1303:2015 (TS007 3 Star standard) or mortice deadlock/sashlock that conform to BS 3621. Existing windows should incorporate key operated locks (keys removed); where not deemed emergency exits.

**Glazing:** Glazing in door sets and windows should include one pane of laminated glass that is securely fixed in accordance with the manufacturer's instructions and certified to BS EN 356 2000 rating P1A (as a minimum standard). Existing stained or leaded glazing in conservation area or on listed buildings should be protected by a least one pane of laminated glazing to BS EN 365 2000 rating P1A or protected with roller shutters. The Architectural Perspex that you advocate may be liable to vandalism and defacing.

**Lighting:** External lighting should be sufficient to cater for lawful after dark activity and comply with BS 5489-1:2013. The lighting system should evenly distribute the light creating no dark shadows, provide good colour

		<p>rendition, not cause glare or light pollution and should support both formal and informal surveillance of the site. The buildings themselves should also be illuminated at all external door sets with vandal resistant photoelectric 'dusk until dawn' light fitments. In conservation areas and for listed buildings, there will be more aesthetic products that could be utilised depending on the application; however, we would welcome further discussions on this matter.</p> <p><b>Anti-ram raid bollards or other street furniture:</b> where appropriate, we would ask that PAS 68:2013 bollards/street furniture, installed to PAS 69:2013, be incorporated to protect ATM's or vulnerable shop front areas such as glazed curtain walling, roller shutters etc. to aid protection against hostile vehicles.</p> <p><b>CCTV:</b> As part of the overall security assessment of each scheme and as a complementary 'tool' to other security measures, we would recommend recorded and/or monitored HD 1080p (as a minimum) digital colour CCTV that conforms to BS EN 62676 series and GDPR 2018. Where not mounted on dedicated external poles or internally installed at entrances, it may necessitate cameras being incorporated on shop facades. This may be in conflict with buildings in conservation areas or listed buildings; however, we would welcome further discussion on this matter to consider alternative solutions.</p> <p><b>Appendix A: National, Regional &amp; Local Policies:</b> Crime &amp; Disorder Act 1998 Section 17 (as amended by the Police and Justice Act 2006), requires Burnley Borough Council, as a responsible authority, to consider crime and disorder (including antisocial behaviour and other behaviour adversely affecting the local environment); and the misuse of drugs, alcohol and other substances in the exercise of all their duties, activities and decision-making. This means that in all policies, strategies and service delivery there is a need to consider the likely impact on crime and disorder.</p>	
General	Environment Agency	We have no comment to make as this does not fall within our remit.	Noted
General	Gill Hughes	The shop frontages on some shops are an absolute disgrace, and I agree	Support welcomed and matters in relation to enforcement



		<p>that the general appearance in some areas puts visitors off. I really welcome this document.</p> <p>In the Design Approach Assessment diagram (app B), there appears to be an arrow missing. Surely the question Is the existing shopfront high quality, distinctive or appropriate to its context? requires a link to NO. I would prefer that the existing shopfront was high quality, distinctive AND appropriate to its context, not any one out of the three options.</p> <p>Shopkeepers will no doubt have issues with the content of this despite your statement that quality signage etc will bring trade to their shops. How will this impact on shops such as the Firework shop in Padiham with its atrocious signage? Will that shop, and others like it, be able to keep the existing signage until it drops to bits? Similarly, the shops on the main road in Padiham around The Picture House are a poor state of repair, but in many cases, the shopkeepers will not have the money to carry out the work required to bring their shops up to the level required by the plan. Will there be some funding available for them to do so, to speed the regeneration along? Maybe a temporary reduction in their rates? What influence can be brought to bear to establishments such as Frost and Co to change the frontage deemed inappropriate in this document? And to remove the awful shutters? Will there be a timescale? Who will act to say that the shopfront including shutters should be replaced? And when?</p> <p>As a nation, we seem to be lacking in creativity in our shop front displays. Attractive shop displays can draw you in. Clearly, there are pockets of creativity in Padiham and Burnley as some of your examples show - but they are few and far between.</p>	<p>noted.</p> <p>Design Approach Assessment - Agreed. Amendments to Appendix B as appropriate.</p> <p>Signs - In terms of signs, the SPD outlines what is considered by the Council to be acceptable in design terms from this point forward. It addresses a gap in local design guidance that has possibly contributed to the incongruous signage that is evident in parts of the Borough. Some advertisements benefit from Deemed Consent allowing a variety of signage to be installed without consent. In such cases the Council can only encourage the proprietors to take on board the guidance in the SPD. For those advertisements that require Advertisement Consent the SPD will be used by the Council to support appropriate enforcement action in situations where the controls are breached.</p> <p>Funding - This guide has been produced to improve the design of retail premises, shopfronts and signage whenever the opportunity arises and is applicable to both publically or privately funded works. At this time shopfront grants are only available through the Padiham Townscape Heritage Initiative Scheme.</p> <p>Shop Window Displays - It is agreed that shop window displays are good for businesses and good for the image and vitality of a street and this is covered in the SPD under para 9.27</p>
General	Equality and Human Rights Commission	The Commission does not have the resources to respond to all consultations, and it is not our practice to respond to consultations on local plans or infrastructure projects unless they raise a clear or significant equality or human rights concern.	Noted
General	Highways England	No comments we need to make on the draft SPD.	Noted
General	Historic England (Yorkshire and	We welcome the production of this SPD which sets out a clear and robust framework for the design of new shopfronts and advertisements within	Support welcomed and noted.

	East Lancashire)	the Borough. The SPD fully accords with the advice in the NPPF regarding the promotion of good design, the creation of high-quality places and the reinforcement of local distinctiveness and should help to deliver the Vision and Objectives of the Local Plan. The guidance will help to safeguard but also reinforce the distinctive character of Burnley's Conservation Areas and historic buildings.	
General	Historic England (North West)	We would encourage you to consider the historic environment in the production of your SPD. We recommend that you seek advice from the local authority conservation officer and from the appropriate archaeological staff. They are best placed to provide information on the historic environment, advice on local historic environment issues and priorities, indicate how heritage assets may be affected and identify opportunities for securing wider benefits through the conservation and enhancement of the historic environment.	Noted. The Council's Principal Planner with responsibilities for Heritage and Design was the lead officer in drafting the SPD. The historic environment was a key consideration in the preparation of the document.
Page 26	Howard Baker	<p>I do not believe that re-arranging the deckchairs by seeking to control further the design of shop fronts and advertisements is the way forward.</p> <p>By attempting over the medium term to level the playing field by attempting to force shop frontages back to a long-forgotten era and controlling any innovation in advertisements this will have the effect of hastening shop failures.</p> <p>Generally, the shops throughout the area appear tired and in need of innovation and renovation but they are most assuredly not in need of restoration.</p> <p>The future of shopping in Burnley lies in innovation, competitive marketing practices and not in seeking a return to the appearance of a bygone era. Do not restrict our shopkeepers and force them to live in the past</p>	<p>There would appear to be some misunderstanding on the purpose and status of the document. The general design guidance in the SPD is guidance, not regulation or policy. It has been prepared to encourage shop owners to consider a range of design options in order to create high quality shopfronts and signage.</p> <p>It is not the aim of this SPD to provide a set of inflexible rules nor does the Council wish to restrain creative design. The SPD is aimed at encouraging shop owners to consider a range of design options in order to create high quality shopfronts and signage. Principally shopfronts should be part of, and/or consistent with the overall design of the building in which they are located. There is no expectation that a shopfront in a modern building should have a traditional appearance. Any shopfront should be in keeping with both the building in which it is located and its context.</p>
General	Iris Willis	I would like to say that given the beautiful listed buildings, improvement to the shop fronts in keeping with the style would be a benefit to the overall shopping experience and add to the identity of the town. It might also be an opportunity for those shops which at present do not have disabled access, to improve conditions in line with current disability law.	Support welcomed.

General	Natural England	The topic of the SPD does not appear to relate to our interests to any significant extent. We therefore do not wish to comment.	Noted
General	Maureen Neave	All shop fronts should have shutters. If you choose a few period colours for shop fronts to give a more uniformed, tidier look it will improve the Town. Stop all the cheap nasty posters/boards outside the shops. Have them on part of the shop window area only not all the window. Insist on proper shop signage, not cheap nasty painted DIY rubbish and restrict how much pavement space they take up with their goods.	<p>The SPD seeks to discourage the use external solid roller shutters, for the reasons set out in para 11.4, but the text is already worded to indicate there may be circumstances where some use of shutters may be permitted and this will be assessed on a case by case basis.</p> <p>Colours – The choice of colour will depend on many factors. It is considered that the guidance on colour is sufficiently addressed in Paragraphs 8.41and 8.42 of the SPD.</p> <p>Adverts and Signage - The SPD outlines what is considered by the Council to be acceptable in design terms from this point forward. It addresses a gap in local design guidance that has possibly contributed to the incongruous signage that is evident in parts of the Borough. Some advertisements benefit from Deemed Consent allowing a variety of signage to be installed without consent. In such cases the Council can only encourage the proprietors to take on board the guidance in the SPD. For those advertisements that require Advertisement Consent the SPD will be used by the Council to support appropriate enforcement action in situations where the controls are breached. The issue of street clutter is dealt with separately by highways regulations.</p>
Section 9	Network Rail	Any proposals for illuminated signs and LED sheet ads would need to be reviewed by Network Rail for impacts upon the railway infrastructure.	Noted
General	Alun room	Whilst I support the intent of this document I feel it is very heavy in suggestions and too light in direction and clarity for shop owners particularly in being clear as to what is not acceptable and the consequences. There is an elephant in the room called car parking and the issuing of parking fines that has to be the major barrier to attracting customers not the varied shop fronts. Let's not lose credibility as a council by pretending that the appearance of shop fronts is a disincentive for visiting Burnley the lack of free parking has to be the major	It is not the aim of this SPD to provide a set of inflexible rules nor does the Council wish to restrain creative design or create standardisation in shopfront design. The SPD is aimed at encouraging shop owners to consider a range of design options in order to create a shopfronts that are well-proportioned, well-designed and respectful to their surroundings. The aim being to provide a favourable first impression of both the business behind the shopfront and

		<p>incentive. I have never had a parking ticket in Tesco, Asda or the Trafford Centre. What sticks in the memory more getting a parking ticket for parking on the street for 45 minutes or varied shop fronts? I haven't got time to admire shop fronts as I'm rushing back to my car before I get a ticket. (Tell me that in your personal life that you don't feel the same). Finally diversity in town centres has to be celebrated and encouraged. Who enjoys walking round a town centre where all shops look the same? Not very memorable or inviting. Let's not sacrifice vibrancy and diversity for a bland, uniformed town centre. If it's not broken don't fix it.</p>	<p>the area the shop is located in. This can also reflect on the street or shopping area as a whole making an area attractive to visitors which in turn leads to increased footfall and enhances the overall trading strength of the area.</p>
<p>General</p>	<p>Duncan Armstrong</p>	<p>General agreement with the SPD and provides detailed comment on the SPD as follows:</p> <p>5.14 – Maroon, green and brown colours also commonly used</p> <p>5.16 –lower panel may be single fielded with multi-panes above</p> <p>5.21 – But only to shopfronts of appropriate period and style</p> <p>6.6(4) – Though modern materials may be acceptable if indistinguishable from natural materials where they are prohibitively expensive or where weathering is likely to cause deterioration.</p> <p>6.6(5) – A number of shop fronts have had a single colour applied, grey or black over an extensive area which appears unsatisfactory</p> <p>6.6 (9) – Some corporate identities may need radical alterations</p> <p>6.6(10) – Though in some cases this may be impossible</p> <p>7.6 –Corporate signs/colours should be modified to suit</p> <p>7.16 – Careful design is required. Simplification should not abandon traditional design features</p> <p>7.17 and 7.18 – Disagree – Yes to simplify but not modernise</p>	<p>Comments are noted and minor amendments have been made where considered appropriate.</p> <p>Amend as appropriate</p> <p>Noted</p> <p>Noted</p> <p>Noted. This principle would not preclude modern materials where they are indistinguishable from natural materials and are sufficiently durable.</p> <p>Noted</p> <p>Noted. This principle allows for radical alterations/redesign</p> <p>Noted. The principle requires access to be considered at the design stage.</p> <p>This issue is addressed under Section 9: Signs</p> <p>Noted. The issues raised are covered in Section 8.</p> <p>The guidance seeks to ensure high standards of design, including high quality modern designs relevant to the character of the area as well as providing guidance on designing and restoring traditionally-styled shopfronts. It makes clear the approaches that should be considered in response to the character of the building and its context.</p>

<p>7.22 Only on modern structures</p> <p>8.1 –Modern fronts to appropriate buildings only</p> <p>8.14 –There might be cases where early shop fronts and adapted terraced houses did not have pilasters</p> <p>8.17 –Where a very ornate corbel/console would be prohibitively expensive to produce modern materials ie fibreglass or concrete would be appropriate providing they are identical to the originals and finished to match the surrounding colour scheme</p> <p>8.19 – In early shopfronts the fascia can be across the pilasters</p> <p>8.21 – Moulded cill does not always overlap the stallriser</p> <p>8.23 –Stallriser should always be employed on older buildings</p> <p>8.29 –Many late Victorian shopfronts had quite large undivided single panes</p> <p>8.31 – Many traditional cills sat on top of the stallriser though not ideal for weather protection. This could be improved by adding a capillary groove. Traditional overhanging cills were usually rounded</p> <p>8.38 – Improvements have been made to uPVC profiles and should not be totally dismissed. Bulky sections can, by careful design, be set behind pilasters, rebates and fascias</p> <p>8.43 –In some cases overall design may need to be modified too</p> <p>9.2 – Sign may be ornate if building is likewise – disagree on modern sign on historic/listed buildings</p> <p>9.6 - Style and depth of letters carefully designed. Not generally in favour of individual letters applied directly to a building</p> <p>9.9 - Lettering to be of a traditional style and not thick</p> <p>9.10 - Cluttered signs have been used historically and may be acceptable in certain circumstances</p> <p>9.11 - Both serif and non-serif lettering has been used historically. Non serif being used mainly for main wording and generally in capitals and</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted. Para 8.30 allows for undivided panes as appropriate to the architecture of the building.</p> <p>Noted</p> <p>Noted. The SPD seeks to discourage the use uPVC, but the text is already worded to indicate there may be circumstances where some use of uPVC may be permitted.</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>
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<p>lower case for secondary wording.</p> <p>9.16 and 9.17 – Sign board should incorporate a raised/moulded surround with bracket carefully designed to match sign and style of building. Concerned with modern brackets</p> <p>9.21 – In the 1950s and 60s shopkeepers painted lettering to shop windows, these would be wiped off and replaced regularly</p> <p>9.22 – Lighting can be provided by using a blind box above the fascia</p> <p>9.25 – projecting traditional lantern with spot lamps directed towards fascia may be acceptable</p> <p>9.27 – Window displays have now largely disappeared often due to shelving being placed up to the window and/or vinyls. Where businesses do not need to display their services items of interest could be displayed to attract attention and custom. Shop windows could be rented to businesses located away from the main street or have no shop front but would wish to display their wares</p> <p>10.1 – The main purpose is to protect goods from sunlight</p> <p>11.3 –Where external shutters are necessary the daytime impact can almost be eliminated by fixing the shutter channels behind the pilaster and locating the box within the shop. I incorporated this idea in the design of 6 Standish Street</p> <p>11.4 – Better than solid but there is still the issue boxes/channels.</p> <p>11.6 – Could they be colour treated</p> <p>11.7 –With split shutters it may be difficult to conceal the shutter channel between the window and door</p> <p>11.10 – Owners may be reluctant to use security glass due to cost though benefits include extra security and cheaper insurance.</p> <p>11.13 – Where the shopfront is a light colour. The grille may be less conspicuous in darker finish to match the inside of the shop.</p>	<p>Amend as appropriate</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted. This is covered under “weather protection”</p> <p>Noted</p> <p>Noted</p> <p>This issue is addressed in Para 11.8</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>This issues is addressed in Para 11.15</p>
<p>11.14 –Where architecturally acceptable, windows can be divided into smaller panes to make break ins being more difficult, and harder to</p>	<p>This issues is addressed in Para 11.15</p>

access with any broken panes being cheaper to replace.

11.15 – Agree. Colour to be less intrusive.

Expresses agreement with and provides a view on the figures as follows:

Fig 1 Fig 3 (left) – Sign is mediocre

Fig 3 (left) – Sign is mediocre

Fig 5 (left) – Good example but for the lack of fascia signage, black paint and window graphics. (right) – Good example except for the inappropriate size and style of “ART” also too many sweeping curves to capitol

Fig 8 – Shutter box and its channels are detrimental and cover much of the stained glass transoms.

Fig 9 – Shutter channels have a detrimental effect and box appears to be camouflaged by a poorly designed fascia

Fig 10 – Generally not in favour of lowercase lettering for main wording on fascias

Fig 11 left – Entablature appears top heavy, variations of colour may be helpful. Not keen on over-rounded corbels

Fig 12 – letter style not good but well set out. Doors are not to original style but acceptable

Fig 13 (left) - Entablature appears top heavy, variations of colour would help. Not keen on over-rounded corbels (right) - Letter style not good but well set out. Doors are not original style but acceptable

Fig 14 (right) – Door is too modern, stallriser should be slightly deeper and corner post heavier.

Fig 15 left –Colour/style/arrangement of lettering is poor

Noted

Comments are noted and minor amendments have been made where considered appropriate.

Fig 16 right – Would prefer central lettering

Fig 18 – Although this actual shopfront is not appropriate to age and simplicity of the building it is not out of place.

Fig 19 (mid) Would prefer more traditional lettering. (right) – A cheap fascia board has been planted over the original flush design which incorporated a blind box for concealed trough lighting. The heavy door pilasters were needed for structural reasons.

Fig 21 – Would prefer a plinth at the joint of corbel and pilaster

Fig 25 left – Shopfront is good but black colour is bland and does no justice for ornamental details. Fascia is poor though lettering style is acceptable and formal arrangement good. (right) Shopfront is good, undecided on colour, lettering is average but formal. Not keen on wavy lettering or projecting sign.

Fig 27 (top left) – Sign is lacking a raised border, the modern design contrasts with traditional bracket main title should be heavier non serif letters in capitals with secondary lettering of lower case serif.

Fig 30 (left) – less garish and smaller would be acceptable on modern property. (right) – would be acceptable on modern

Fig 31 – I would prefer capital letters to main fascia wording but balanced arrangement is good

Fig 35 left – May be better in a darker colour to blend with the background. (right) – Generally agree but darker colour to blend with background





Shopfront &  
Advertisement  
Design  
Supplementary  
Planning Document

Adoption Draft for Executive - June 2019

Burnley Borough Council

## **Adoption Draft for Executive - June 2019**

**Burnley Borough Council Policy and Environment  
Town Hall  
Burnley  
BB11 9SA**

**Email [localplan@burnley.gov.uk](mailto:localplan@burnley.gov.uk)**

*Disclaimer: The photographs contained in this document have been produced by officers of Burnley Council to illustrate the design advice. The use of such photographs does not constitute or imply the recommendation, endorsement or promotion of any business or service by Burnley Council*

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## 1. Introduction

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- 1.1. This Supplementary Planning Document (SPD) has been prepared by Burnley Council as part of its planning policy framework. It supplements the policies of the Burnley's Local Plan 2012-2032. The text of the relevant policies can be seen in Appendix A.
- 1.2. SPDs elaborate upon the policy and proposals in Local Plans but do not have their formal statutory 'Development Plan' status. They are however, material considerations in the consideration of relevant development proposals.
- 1.3. This SPD was adopted by the Council on *(to be added)*.

## 2. Purpose of the Guidance

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- 2.1. The borough has a wealth and variety of shops and shopping streets most of which are located in the borough's two largest towns; the Victorian industrial town of Burnley and the market town of Padiham, parts of which are designated as Conservation Areas. Many of the main roads in the borough are lined with shops, and elsewhere there are many important concentrations/groups of shops and shopping parades.
- 2.2. It is recognised that towns with attractive, locally distinctive and well-maintained shopping centres have a better prospect of retaining, or even improving, their economic well-being. The quality of shopfronts has therefore a significant role to play in attracting inward investment to our towns and is a major contributor to an area's distinctive identity and character. Poorly designed and maintained shop frontages tend to create a run-down appearance of not just the individual buildings, but of whole streets and areas and this can have a negative effect on the visiting public's perception of an area's economic health. It is not difficult to understand why commercial activity performs poorly in such areas.
- 2.3. This SPD sets out detailed planning and design guidelines for the design of shopfronts and signage on commercial buildings, primarily retail outlets, though elements of the guidance will also be relevant to other businesses which occupy street level frontages such as restaurants, pubs, offices and financial services. Although applying principally to the town centres of Burnley and Padiham, there are a small number of shops in the Borough's villages and in District Centres and the guidance will also be applicable here.
- 2.4. It is intended to encourage good practice and thoughtful design for new shopfronts, and repairs and improvements to existing ones. It is intended that by encouraging positive design practices, it will be possible to achieve a manageable balance between the requirements of modern commercial properties and the sensitivities of the borough's town centres, Conservation Areas and wider townscape.
- 2.5. This guidance will support and aid development control officers and other council officers whose work relates to the issues within the document; shopkeepers; shop fitters and sign makers. The intention is to encourage high quality design which will be more likely to obtain consent. National policy recognises that the creation of high quality buildings and places is fundamental to what the planning and development process should achieve and that good design is a key aspect of sustainable development and supports the production of SPDs setting out design expectations.

### 3. Policy Context

3.1. National planning policy exists in the form of the National Planning Policy Framework (NPPF) and a small number of other policy documents and written ministerial statements; supported by online planning practice guidance. It also exists in the provisions of the relevant Act of Parliaments, key sections of which are also reproduced in Appendix A.

3.2. Local Plans must be written to be consistent with national policy. Burnley’s current Local Plan was adopted by the Council on 31<sup>st</sup> July 2018.

3.3. This SPD provides detailed guidance on the application of the local plan policies in respect of development proposals for shopfronts and associated commercial signage. A Shopfront Design Guide was prepared for Padiham in 2017 to support the Padiham Townscape Heritage Scheme and proposals seeking grant assistance under the scheme. This borough-wide guidance SPD will incorporate and replace that guidance.

3.4. A number of buildings within the borough’s town centres are ‘listed’ as buildings of special architectural or historic interest, and works of alteration are likely to require listed building consent in addition to any planning permission or advertisement consent required. Applications for listed building consent must also be judged against the provisions and duties of the Planning (Listed Buildings and Conservation Areas) Act 1990.

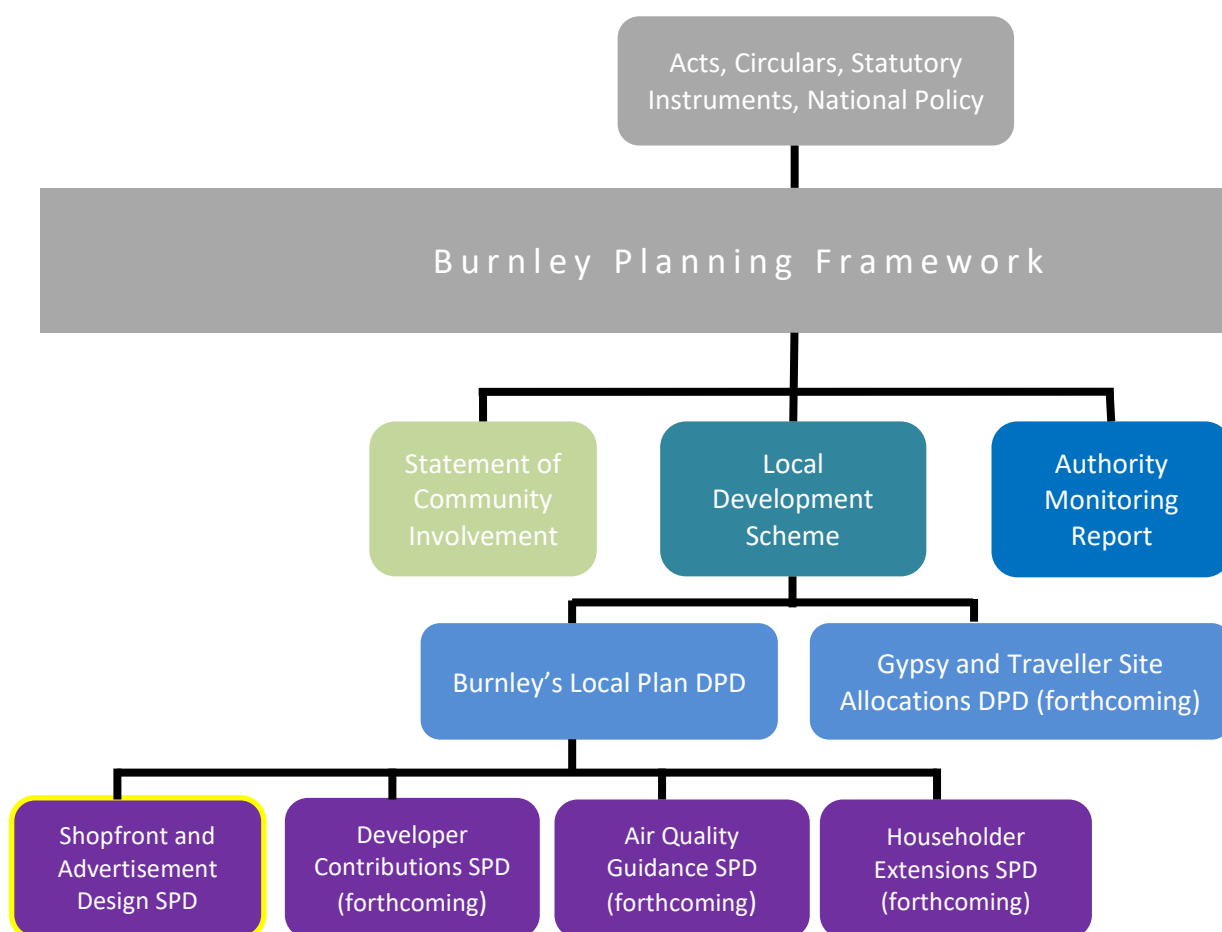


Figure 1: Burnley Planning Policy Framework

## 4. Works Requiring Consent

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4.1. Works of alteration, even minor works, may require one or more forms of consent. Consent is not normally required for repainting, repair works or minor like-for-like replacements (in matching materials and details) but when proposing alterations to the fabric or the use of a shop premises it is always advisable to check, particularly in the case of Listed Buildings where unauthorised works constitute an offence. If you are in any doubt, please contact the Council's Development Control Team.

4.2. Shops that are not Listed Buildings can usually be redecorated and have non-illuminated signage changed without the need for **Planning Permission**. Planning Permission will however be required for new shopfronts including all premises within Use Classes A1- A5. Replacement shopfronts or alterations to existing shopfronts that involve a 'material'<sup>1</sup> change in the external appearance will also require planning permission.

4.3. Typical examples of works which will normally require **Planning Permission** include:

- Replacing the whole shopfront on a non-like for like basis
- New fascias or alterations to the size, depth or bulk of the fascia;
- The replacement or alteration of architectural features of the shopfront such as window frames and doors, decorative cornices, corbel brackets or other mouldings;
- Enlarging or reducing the size of a shop window or changing its shape or materials such as removing or adding mullions or glazing bars;
- Altering the frontage line (i.e. installing or removing a bay window, closing or creating a recessed entrance);
- Moving the position of the entrance;
- Replacing the shop door(s) with one of a different design or in different materials;
- Installing reflective or obscure glass;
- Applying stone, artificial stone, timber, plastic or tile cladding to pilasters, stallrisers etc;
- Installing external security shutters
- Installing a plain canopy, blind or awning (those with letters or graphics will be treated as an advertisement)

4.4. **Planning Permission** will also be required for external alterations to upper floors of commercial buildings, including shops, whether these upper floors are in commercial, storage or residential use. This includes e.g. materially<sup>1</sup> altering the design or construction materials of windows.

4.5. **Listed Building Consent** is not required for like for like repairs (in matching materials, methods and details) and general maintenance, but will be required for any works which affect a building's character or appearance. For example, in addition to the items requiring Planning Permission mentioned above, the following works are likely to also require Listed Building Consent:

- Any new signage (illuminated or not)
- The removal, addition or alteration of entrance floor tiles
- The installation of an extractor fan outlet
- Painting any previously unpainted areas of the shopfront (eg. stone, tiles or brick)
- In some circumstances, repainting in a markedly different colour/pattern
- In some circumstances, altering a shop interior

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<sup>1</sup> 'Material' in this context relates to the visual significance of the change e.g. is it noticeable from the street?

4.6. **Advertisement Consent** may be needed for new or replacement signs and adverts dependent upon their size, position, illumination and type. Some common types of advertisement for which express consent may be required from the planning authority include most illuminated signs; and fascia signs and projecting signs which have their highest part over 4.6m above ground level or where the lettering is over 0.75 metre high. It is always appropriate to check the DCLG's booklet "Outdoor Advertisements and Signs - A Guide for Advertisers"<sup>2</sup> or with the Council's Development Control Team as other detailed criteria apply.

4.7. **Building Regulations Approval** will most likely be required for new or replacement shopfronts and other structural alterations. For further information see the Pennine Lancashire Building Control website <https://blackburn.gov.uk/Pages/Building-control.aspx>

4.8. A **Section 177/178 licence** will be required from Lancashire Highways for any object, for example a projecting sign, canopy or external light, which projects over the public highway<sup>3</sup>. Contact Lancashire County Council Highways for further information.

### Applications for Consent

4.9. Separate applications will be required for Planning Permission, Listed Building Consent, Advertisement Consent and Building Regulation Approval, as appropriate. It is advisable to submit applications for planning permission, listed building consent and advertisement consent at the same time.

4.10. Submissions should be clear, accurate and contain sufficient information to allow a proper assessment of the proposals and should include existing and proposed shopfront and details of the materials and colours to be used.<sup>4</sup>

### Enforcement

4.11. Where expedient, the Council will take enforcement action against works that have been carried out without necessary consent(s).

4.12. The Council has the power to serve an Enforcement Notice requiring that a building is restored to its condition before unauthorised work was carried out. If such a notice is not complied with or successfully appealed against, the failure to comply with the Notice becomes an offence which could be prosecuted in the courts.

4.13. Unauthorised works to a listed building and the unauthorised display of advertisements which are automatically criminal offences.

<sup>2</sup> The DCLG's booklet "Outdoor Advertisements and Signs - A Guide for Advertisers" is available from <http://www.communities.gov.uk/documents/planningandbuilding/pdf/326679.pdf>

<sup>3</sup> The term 'public highway' includes roads, pavements and verges maintained by Lancashire County Council

<sup>4</sup> Further guidance is available in the validation checklist [https://www.burnley.gov.uk/sites/default/files/2017%20Planning%20Application%20Validation%20Checklist%201st%20November%202017\\_0.pdf](https://www.burnley.gov.uk/sites/default/files/2017%20Planning%20Application%20Validation%20Checklist%201st%20November%202017_0.pdf)

## 5. Shopfronts and their Design

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### The Purpose of Shopfronts

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5.1. The term 'shopfront' is used as a short-hand for the complete assembly of entrance display window(s), frame and signage that we are all familiar with. In this guide, a 'shopfront' is a general term that includes all street level premises with a fascia sign and/or display window and can include commercial uses other than shops.

5.2. Shopfronts are an integral part of the frontage of a building providing natural light into the shop, an area for display and a visual and physical support for upper storeys. Shopfronts serve a number of purposes - to provide an attractive welcome and a frame for the display of goods and services; to advertise the presence of the shop; and to project an image for the business inside.

5.3. Shopfronts are a highly visible part of an area's physical fabric and their outward appearance plays a key role in our perception of a street or wider area. A high standard of shopfront, whether traditional or modern, gives a favourable first impression of both the business behind the shopfront and the area the shop is located in. For the business, the shopfront and its signage give potential customers an indication of the quality of the goods and services on offer. If it is well-proportioned, well-designed and respectful to its surroundings, the shopfront and associated signage are more likely to make a positive first impression. This can also reflect on street or shopping area as a whole making an area attractive to visitors which in turn leads to increased footfall and enhances the overall trading strength of the area.

5.4. Retailing is a dynamic activity with premises subject to frequent changes to respond to corporate concepts of branding and image with some premises often subject to regular refurbishment to accommodate changes of tenant.

5.5. Though commercial competition has always been a key part of trading, this pressure results in retailers often feeling the need to 'shout' to advertise their presence, often with little consideration given to the wider visual impact. Garish colours, attention seeking oversized or over-illuminated signage, excessive advertising or shops hidden behind solid shutters most of the time can result in unattractive and uninviting shops and streets, which do not encourage shoppers or other businesses to invest, and thus by their actions, businesses are inadvertently undoing what they are trying to achieve.

5.6. As district and town centre shops face competition from out-of-town shopping, and increasingly online shopping and home delivery, it has become even more important for shopping areas to be attractive and pleasant places.

### Shopfronts in Burnley

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5.7. Although many of the Borough's traditional shopfronts have been lost, there are still some good examples surviving both in Burnley and Padiham and a greater number partly surviving, buried beneath later additions or large modern signs or security shutters.

5.8. In some parts of the borough, the cumulative impact of poor quality shopfronts gives a strong impression that the wider town or neighbourhood is not a pleasant or successful place to live or trade. More generally, the widespread use of poor quality materials, the standardisation of shopfront design and ill-conceived alterations are continuing to erode the character and distinctiveness of the borough's historical shopping streets and conservation areas.





Figure 1: (Left) poor shopfront design. (Right) Attractive, well-proportioned traditional shopfront constructed from high quality materials with appropriate use of colours and restrained signage.

## Understanding Shopfront Design

5.9. Whether modern or traditional, a shopfront with a poor design can be the consequence of cheap materials, poor workmanship and lack of thought but, more often than not poor design is due to a lack of understanding of the value and importance of the basic design elements that make the shopfronts a cohesive part of the building as a whole and the wider streetscape. When considering works to a shopfront, whether modern or traditional, a good starting point is to understand the history of shopfronts and the general design principles arising.

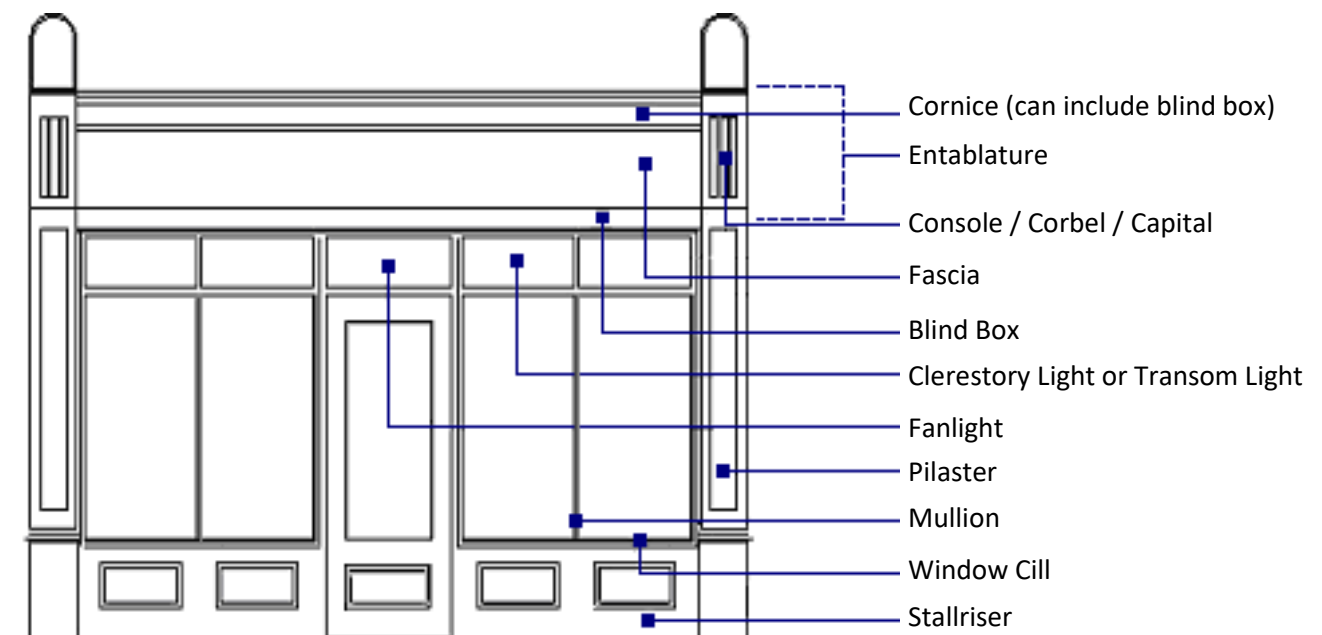


Figure 2: A typical arrangement of a traditional shopfront

## The History of Shopfront Design

5.10. Historically, retail trade was dominated by town markets. The earliest shops within buildings were generally simple variations of the market stall and did not have shopfronts as we would recognize them today.

### Georgian and Regency Shopfronts (1780-1840)

5.11. By the mid-eighteenth century, the purpose built shopfront as we know it today had emerged as shop windows began to appear on the ground floor of traders' houses, facilitated by the wider availability of glass. Early Georgian shop windows had numerous small panes of glass divided by glazing bars and some would have had bowed oriel windows, often seen in pairs either side of a doorway. None of these are known to survive unaltered in the Borough (these are a relatively rare survival nationally).

5.12. Late eighteenth century shopfronts were modelled on the classical (Greek) tradition of architectural order used to harmonise the appearance of the shopfront with the rest of the building. The base was formed by the stallriser; sides formed by pilasters; and a top formed by several horizontal elements (cornice and architrave) disguising the beam that supported the façade above. Together these elements gave a frame to the display window and balance to the building as a whole.

5.13. Common shopfront designs of the late Georgian period included full or oriel bays above stallrisers. Classical pilasters and scrolled corbel brackets were introduced to give visual support. The shop windows still often had small panes of glass with timber glazing bars.

5.14. It is believed that shopfronts were often painted in greys, maroon, greens, browns, creams and beige/fawn colours, as well as being painted to imitate expensive dark woods such as mahogany. No shopfronts of this period are known to survive intact in the Borough but the example at Kirby Lonsdale below has a typical late Georgian shopfront showing the transition from the early Georgian to later Regency and Victorian styles.



Figure 3: Left - A late Georgian shopfront with earlier styled bowed oriel windows, Kirby Lonsdale. Right: Ornate canted oriel window (oriel windows project from the plane of the building but don't touch the floor like full bay windows do).

## Victorian Shopfronts (1840-1900)

5.15. Although largely still on classical, albeit less delicate lines, Victorian shopfronts showed greater variations. A greater degree of ornamentation was introduced to relieve the appearance of the larger shopfront openings facilitated by the introduction of plate glass in the 1820s. From the 1840s, taller window panes unbroken by horizontal glazing bars (transoms) began to appear in larger numbers. Shopfronts were increased in height thereby increasing the natural internal light. Victorian shopfronts often have thicker mullions, required to hold the larger and heavier sheets of glass, sometimes expressed as thin colonettes or terminating in arched heads (see Figure 17). Windows were divided into two, three or four lights and at the base of the window the timber frame included a deep cill with a low stallriser beneath. Unlike domestic windows, shop windows traditionally had the mouldings of the glazing bars to the external face and the putty fixing on the inside for greater security.

5.16. The display area was framed with pilasters (often decorative) and a prominent fascia displaying the shop's name, often tilted forwards to accommodate the blind box and give prominence to the name, with sizeable console brackets at the end. Shop doors were usually four panelled with a fanlight above with the upper two door panels glazed, or the whole of the upper portion was a single glazed panel. Panelling of the door and stall-riser was usually raised and fielded. Decoration was applied to many of the details and it became progressively more exuberant in later decades and a variety of materials introduced such as, brass and cast iron.

5.17. Shopfronts were generally painted in dark colours which were both cheap and practical.



Figure 4: Contrasts in early and late Victorian shopfronts

Left - An early Victorian shopfront in Padiham Conservation Area, constructed of stone with simple proportions relying on clean, classical lines rather than decoration. Note the simple pilasters topped with capitals that visually support the projecting cornice and fascia; the deep stallriser and the more ornate joinery details to the arch-headed windows. Right - Late Victorian former shopfront of c1890, 71 Manchester Road, Burnley (Figure courtesy of Lancashire Libraries). Note the timber construction, larger areas of glazing, deeper fascia, leaded transom lights, and greater amount of ornamentation.

5.18. Many of the borough's early and mid-Victorian shopfronts have also been lost, although some have simply been re-glazed without their original mullions or transoms. A small number of mid to late Victorian shopfront survive virtually intact in the Borough and a number have been restored with Victorian styled shopfronts under previous heritage grant schemes such as those in Figure 5.



Figure 5: Restored late Victorian styled shopfront at the former Burnley Co-operative Society Premises, Hammerton Street Burnley (left) and Victorian styled shopfront with modern lettering, St James Street (Right).

5.19. In the late nineteenth century a major part in the development of shopfronts was played by developers and landowners who sought to impose a greater order by constructing parades and terraces with the design of the individual unit fitted into the architecture of the whole.



Figure 6: Example shown here is Virgil Andertons Shops, Nos 4-14 St James Street, built c.1876, Listed Grade II. Note the original shopfronts have been replaced by ones that are poorly designed and poorly related to the period, style and overall composition of the building facade in terms of their mixed framework, proportions, materials and detailing particularly fascias, signage and colours. Any replacement shopfronts should be designed to achieve a degree of uniformity in design and proportion.

### Edwardian (1900-1920) and Early Twentieth Century Shopfronts

5.20. In the Edwardian period and up to the 1920's, taller shopfronts were common with lower stallrisers. Shopfronts remained sympathetic to the classical tradition though the proportions were less strictly observed and elements became more decorative than structural. These often featured thinner pilasters, curved glass, leaded transom lights and deeply recessed doorways with decorative tiling. Mullions tended to disappear and larger shop windows with a reduced vertical emphasis resulted. Many Edwardian shop doors were almost totally glazed, with only a small stall riser at the bottom. Examples of Edwardian shopfronts survive in the Borough.

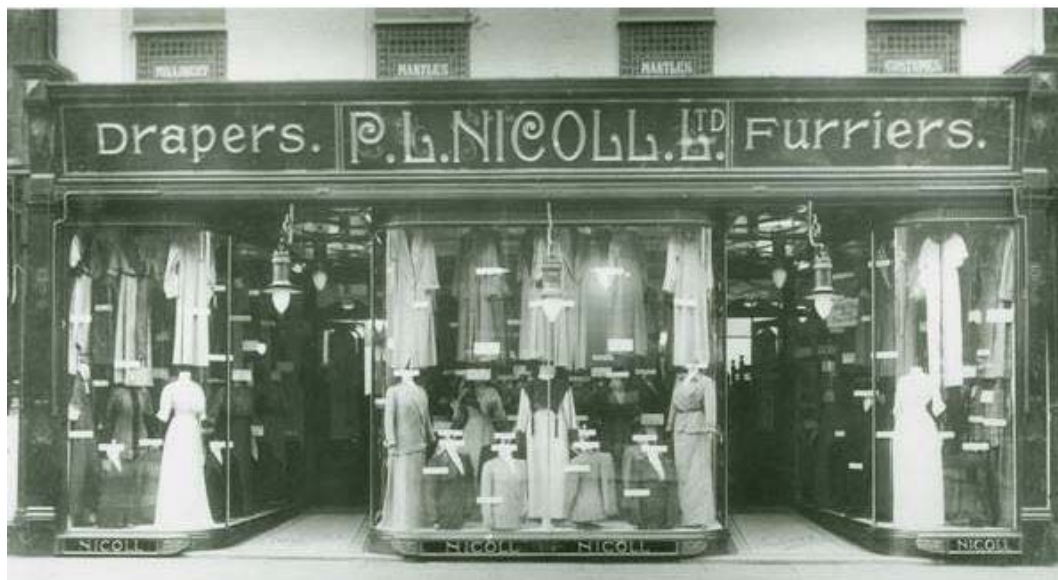


Figure 7 – Late Edwardian shopfront (now lost) 15-17 Manchester Road, of particular note are the deeply recessed doorways and tall undivided windows (Figure courtesy of Lancashire Libraries)



Figure 8: Well preserved surviving early Edwardian shopfront in Padiham. Note the slender mullions and transoms, leaded and stained glass detailing to the transom lights, curved glazing to recessed doorway with mosaic tile threshold.

5.21. The 1920s and 1930s saw a reduction in ornate detailing and embellishment. Nevertheless, a deliberate and thoughtful style emerged with the use of quality materials most notably polished and smooth materials such as bronze, vitrolite, marble and chrome. The desire for smoothness extended across the whole design, fascias, pilasters and consoles were often swept away in favour of flush surrounds.

Figure 9: Attractive 1930s recessed shopfront at the Empire Buildings, No. 127 St James Street. Note the deeply recessed and tiled lobbies, curved glass, etched fanlights, shallow stallriser, decorative vents and marble pilasters.



### Late Twentieth Century Shopfronts

5.22. In the twentieth century the availability of large float glass sheets, frameless jointing techniques and air curtain technology made many of the structural elements which influenced early shopfront design unnecessary.

5.23. New materials such as anodised aluminium, ceramic tiles and sheet plastic were also introduced and in the latter part of the twentieth century, many traditional shopfronts and shop buildings were replaced with ones which can be said to have little quality or merit, and the pride in the outward appearance of shops seemed to diminish; with some notable exceptions. Plain, poorly proportioned shopfronts with clutters of cheap advertising, or poor quality imitation 'mock' traditional shopfronts became all too common, as, unfortunately, did security shutters and grilles.

5.24. The facades of other commercial buildings such as banks, solicitor's offices, pubs and hotels, generally survive much better (with a greater proportion being listed buildings) and are more immune to changes in fashion. These also show a greater variety of styles and detailing.

5.25. In the last decade or so, however, shopfront design in town centres across the Country has improved generally and quality is once again recognized as a trading asset. Shopping has become as much a leisure activity as an exercise in buying essentials, and the retail sector has expanded and competition is fierce. There has been a rising awareness of design issues nationally and the growth of the conservation movement of the last two decades of the twentieth century as reaction to the losses and poor quality development of the earlier two decades, particularly the designation of conservation areas and the associated grant schemes, has been fundamental in changing attitudes .

# The Guidance





## 6. General Principles of Good Design

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6.1. In the design of all shopfronts, whether traditional or modern, the first consideration must be the building as a whole and the wider streetscape:

6.2. **The Building as a whole** - A shopfront and building must be considered as a whole entity to ensure they are seen together rather than separate elements. Key considerations include:

- What is the style of the existing shopfront and its features, detailing and condition?
- What is the date or period of the building and its architectural style?
- What are the proportions and the main vertical divisions established in the elevation above?
- What materials and details, such as mouldings, patterns of glazing and colours, are used?
- How well does the existing shopfront fit with the rest of the building?

6.3. The aim is to achieve some continuum in the design from ground to roof in order to harmonise the shopfront with the whole building facade. It is also necessary to take into consideration the design of adjoining facades, especially where the shop property in question is part of a terrace or a group of identifiable character. The majority of shops and commercial premises in the borough's towns are in terraces of narrow fronted and tall (two storeys or more) properties that have a strong vertical emphasis. Shopfronts should continue the strong vertical proportions and the symmetry of upper storeys, for example by spacing vertical divisions (such as mullions) to correspond with strong vertical elements above (areas of structural masonry between windows), unless a strong horizontal emphasis exists to allow a different pattern.

6.4. **The Streetscene** - It is important to consider the effect of the design on the rest of the street (the streetscene). Key considerations include:

- What is the rhythm of the street elevation in which the shopfront will be located?
- Is there a consistent pattern to the shopfronts of adjoining buildings?
- What are the common materials and colours used in the local buildings?

6.5. Designs should respect consistent patterns of shopfronts to adjoining buildings such as the repeated arrangement of pilasters or windows, or the continuous line of cornices. Proportions, materials and details should not seek attention or dominate other shopfronts unnecessarily, for example through the excessive use of lighting, over-large signs or garish colours. In the case of uniform parades, shopfronts should be designed to achieve a similar degree of uniformity. Where streets have a variation in scale and proportion, there is often a "hierarchy" to the component buildings with key buildings having prominence in the street. This hierarchy should be respected. Where the existing streetscene is poor, new shopfronts should seek to enhance the character and appearance of the area.

6.6. The information and understanding obtained from a simple assessment of the building as a whole and its wider streetscape will be essential to the application of the following general principles of good design:

- **Shopfronts should complement the design of the building as a whole, adjoining buildings and the wider street taking into account the age; history; scale and proportion; symmetry and rhythm; architectural style; and materials.**
- **Good quality and relatively unaltered historic/traditional shopfronts or features should be repaired rather than replaced.**

- Shopfronts should be designed to incorporate the basic features of a shopfront - pilasters, fascia, stallriser, doorway and window. These key elements should be proportionately in relation to each other and provide a vertical or horizontal emphasis consistent with the building as a whole.
- Materials and detailing should be high quality; durable; and appropriate to the building and its context. Glossy surfaces, aluminium or uPVC are not normally appropriate for historic buildings, particularly within conservation areas.
- The colours of a shopfront should have a coherent and co-ordinated appearance. Overly strong contrasting colours should be avoided as should large areas of primary colours and garish shades.
- The number of elements introduced should be carefully considered – too many details, signs and features can be difficult to look at and detract from functional efficiency; or if well done can add interest and vitality. As a general rule, a restrained approach generally leads to a higher quality design.
- Make the best use of transparency: views of activity within shops stimulate business.
- Signs, blinds, lighting, and security measures should be designed as an integral part of any new or altered shopfront proposal.
- Standard corporate ‘house styles’ should be adapted where the corporate colour scheme is not considered appropriate to the character of the building and the wider area
- The design of the shopfront should consider access for all ideally through the main entrance by creating a clearly defined, unobstructed and level approach.



Figure 10: (Left) Example of a context assessment in Padiham Conservation Area. (Right) Corner shopfronts are visually important and can draw the attention of pedestrians on both streets.



Figure 11: (Left) This shop extends across three units, but the fascia sign is appropriately broken into sections rather than extending across the whole shopfront. (Right) A continuous shopfront which extends across more than one property with wide horizontal format shop windows and disrupts the sense of verticality along the street. The blocking up of first floor windows further detracts from the visual qualities of the host building and the traditional terrace.



Figure 12: This parade of shops in the Padiham Conservation Area were refurbished in a unified design, bringing a great improvement to the streetscene.

## 7. Design Approach - Whether to Repair or Replace?

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7.1. The decision over whether to repair or replace the existing shopfront will depend on the building, and the age, quality and condition of the shopfront.

7.2. In the case of listed buildings; conservation areas; and buildings and streets that are predominantly traditional, the Council will generally encourage the:

- Retention and repair of existing historic/traditional shopfronts in their entirety where they are capable of practical repair. If this is not possible;
- Retention and repair of the traditional architectural frame (pilasters and fascia) of the shopfront where this is capable of practical repair and include a new insert. If this is not appropriate;
- Like-for-like replacement or where appropriate the introduction of a carefully proportioned, well resolved and high quality design that meets the relevant guidance in this SPD.

7.3. The different approaches for repair or the insertion of new and replacement shopfronts is described below. The flow chart in Appendix B sets out the early questions that should be asked in order to choose the most appropriate response to its context. In some cases more than one approach may be considered acceptable in principle. Once the approach has been selected, then detailed design issues can be addressed using the guidance as set out in the document.

### Retention and Repair

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7.4. If the existing shopfront is appropriate to the building or is of architectural or historic interest, then its retention and repair/refurbishment will be the preferred option, particularly for Listed Buildings; buildings in Conservation Areas; and buildings and streets that are predominantly traditional and with timber shopfronts.

7.5. Repair work may well be less expensive than replacement. Repairs should generally be undertaken on a like-for-like basis, matching the design and materials of the original features to be repaired. In cases where a whole shopfront is not considered to be worthy of retention or capable of repair; elements of it may be, typically where the traditional architectural framework (pilasters and fascia) survive with a modern window/door insert. In such circumstances the replacement shopfront should be designed appropriately to incorporate these retained features.

7.6. Unnecessary destruction of historic and irreplaceable fabric and decorative detailing is not acceptable or sustainable. Surviving historic shopfronts are a diminishing resource. Changing fashions can be expressed through window displays, paint colours and signage. Contemporary retail operations can happily coexist with traditional shopfronts.

7.7. As part of the overall design, it is the little details that can make traditional shopfronts individual and interesting and often provide an insight into the shop's historic uses. Many of these details, such as door handles, leaded lights, or traditional branding/advertising such as tiled thresholds and sign writing, may be original and an important part of the historic value and as such should be retained and incorporated into the proposed design.

**Local Plan Policies SP5, TC8, HE2, HE3 (See Appendix A)**

## New and Replacement

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7.8. If the existing shopfront is unattractive or inappropriate to the building or to the locality then a replacement with a more appropriate design will generally be supported. Planning Permission will normally be required to replace or remodel an existing shopfront and for listed buildings, Listed Building Consent will also be required (see section 4).

## Like-for-Like Replacement

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7.9. Replacing the shopfront on a like-for like basis will be the preferred option if the existing shopfront is appropriate to the building or is of architectural or historic interest, but is beyond repair. This will be essential for listed buildings. Like-for-like means accurate replicas of the original design in style, detail (e.g. glazing bar profiles) and materials, and re-using any historic fabric such as stained glass.

**Local Plan Policies SP5, TC8, HE2, HE3 (See Appendix A)**

## Reinstatement/Reproduction of an original shopfront

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7.10. Where the existing shopfront is unattractive or of lesser quality than the building in which it sits, the Council would encourage the reinstatement of the historic/traditional shopfront where evidence of the design of a former shopfront exists. This is a particularly suitable approach for Listed Buildings, locally listed buildings and Conservation Areas.

7.11. Parts of original shopfronts are sometimes found hidden beneath modern fascias, otherwise, historic photographs and plans can provide valuable evidence of previous frontages. When reproduction shopfronts are proposed, the design and detailing should have a high degree of authenticity and the work should be executed to a high standard of craftsmanship. The impressive results of this approach can be seen at Numbers 4-8 Burnley Road, Padiham (see Figure 12).

**Local Plan Policies SP5, TC8, HE2, HE3 (See Appendix A)**

## Insertion of a traditionally styled shopfront

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7.12. Where the existing shopfront is unattractive or of lesser quality than the building in which it sits, but a faithful reproduction of an original shopfront is not possible or required, the Council would encourage the insertion of a style of shopfront more appropriate to the age and character of the building or to match the other traditional shopfronts in the street, although care must be taken over inserting past details which never existed at a particular property.

7.13. This approach is appropriate for traditional buildings in Conservation Areas and in streets with a prevalence of traditional shopfronts. This approach may also be appropriate in areas where the street character has a mix of traditional and modern buildings and where the host building has a strong traditional character.

7.14. In many cases the appropriate approach to a new shopfront where the host building has a strong traditional character or for streets with a prevalence of traditional shopfronts, will be a traditional timber shopfront of a style that reflects the architecture of the building above and the particular character of the street.

7.15. Whenever new traditionally styled shopfronts are proposed, authentic design and detailing and a high standard of craftsmanship will be required. A traditionally designed shopfront will normally consist of pilasters, with architectural details such as capital and plinth, a corbel/console bracket, fascia

and cornice. The entrance is usually recessed and the shop window will typically include vertical mullions and transoms at door head level with opening windows above. It will usually be made of timber with a paint finish and joinery detailing should reflect patterns and profiles traditional to that area.



Figure 13: Traditional shopfront design incorporating elements such as transom windows, decorative pilasters and corbels. Features such as these give traditional shopfronts a strong sense of character as a result of these being more decorative and detailed than modern approaches. These are not an original shopfronts, but are attractive, and well-constructed traditionally-styled shopfronts appropriate to the style and character of the buildings.



Figure 14: How modern shopfronts on a traditional buildings might be improved using appropriate traditional and contemporary detailing

Local Plan Policies SP5, TC8, HE2, HE3 Local Plan (See Appendix A)

### Modern interpretation of a traditional shopfront

7.16. In some instances the character of the host building or the street will provide opportunities to provide a more modern interpretation of the traditional shopfront using a design that has generally less ornamental detailing than traditional shopfronts but has similar characteristics and proportions that have a level of depth and detailing to add interest.

7.17. The incorporation of the main elements of a shopfront, as set out in Section 8, in a simpler more modern manner should provide the basis for shopfront designs that are both distinct and contemporary and that do not detract from the character or appearance of the building or the streetscape.

7.18. This approach is appropriate for traditional buildings in streets with a mixed character and modern buildings in a conservation area or a traditional street.



Figure 15: Left: A modern interpretation shopfront used effectively in a traditional building (Skipton). Right: the overall scale and proportions of this modern interpretation shopfront on a modern building in Burnley Town Centre Conservation Area responds positively to the building and the wider area.



Figure 16: Examples of attractive and well-presented modern interpretation of traditional shopfronts (Cumbria). Left: A more traditional and elaborate timber detailing to this modern shopfront. Right: A predominantly timber shopfront with modern frameless glazing but with profiling to the timberwork adding dimension, and sitting within the building's brick piers which provide framing, separation and solidity.

**Local Plan Policies SP5, TC8, HE2, HE3 Local Plan (See Appendix A)**

## Modern shopfronts

7.19. The Council is keen to encourage good quality contemporary design in modern (post-1945) unlisted buildings and new build units in streets with a mixed or predominantly modern character. Successful modern shopfronts will employ careful proportioning and good quality materials, and will be designed to respect surrounding buildings and local character.

7.20. Whilst the basic principles of good design should be followed, there will be a greater range of appropriate solutions to provide a shopfront which breaks away from the traditional approach.

7.21. In a predominantly modern context, this could be achieved by altering the form of shopfront elements and providing cladding, different materials or bold painting schemes which break up the shopfront or whole building façade. The key to success here will be in the proportions, quality of construction, finish and in developing a coherent style that respects the streetscape, locality and building in which it sits.



Figure 17: (Left) Modern shopfront on a modern building in Burnley Town Centre. A traditionally styled shopfront would not necessary in this context. (Right) Modern frameless glazed shopfront in Cumbria

7.22. There may also be circumstances where a proposal is innovative or idiosyncratic but is of such integrity, quality and artistic merit that planning permission may be granted as an exceptional scheme. There has not yet been an instance where a shopfront or sign of this category has been installed within the borough but this does not preclude the possibility of one coming forward in the future.

### Local Plan Policies SP5, TC8 (See Appendix A)



## 8. Detailed Design Guidance

### The Main Elements of Traditional Shopfront Design

8.1. A traditional shopfront is composed of a number of distinctive, well established and functional elements. These elements are equally relevant to traditional and modern shopfront design and the different treatment of each and choice of materials offers scope for the great variety of shopfront design whether traditional or modern in style.

8.2. Regardless of age or style, the key to achieving a good shopfront design is proportion. If the basic features of a shopfront (described below) are out of proportion with each other or with the upper floors of the building, the overall composition will never be successful, even if care is given to the details and materials. The shopfront should make visibly clear that there are a means of support to the building above; it should make full use of the original ground floor height; and should have a vertical or horizontal emphasis consistent with the building as a whole. A vertical emphasis will normally be the appropriate approach where the building is Victorian or Edwardian.

8.3. Good proportion will be achieved by careful consideration of the inter-relationship between the main elements of a shopfront:

- **Pilasters** provide a frame and vertical separation between units and an opportunity for colour.
- **Fascia and cornice** to hide the structural support beams and provide advertising space.
- **Stallriser** to provide internal and external protection and a solid base at ground level.
- **Doorway** is often recessed to provide visual relief and to extend the display space.
- **Window** for the purposes of display and internal light and often vertically emphasised.

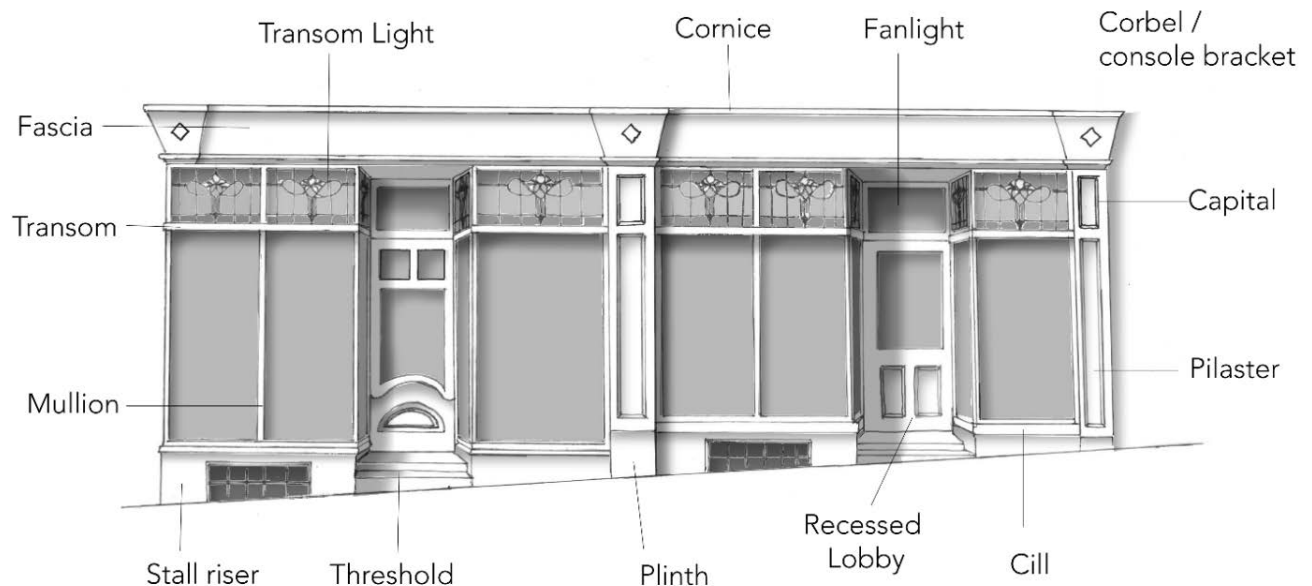


Figure 18: This illustration shows an early Edwardian shopfront with the basic shopfront elements alongside other functional and decorative elements of traditional design.

## Shopfront Modelling - Depth and Shadow

8.4. A shopfront can look very bland and flat if the windows, door, stallriser, fascia, and pilasters are all flush with each other. A simple design will instantly look more interesting by recessing or projecting some of the main component parts. For example, traditional shopfronts have recessed doors and windows, projecting pilasters and window cills and cornices that provide 'depth' to the façade. This 'modelling' of the shopfront allows a play of light and shadow that enlivens the building and the street. Shopfronts with stuck-on glazing bars and with features that are flush or near flush can result in a flat, insubstantial appearance.

8.5. Slightly projecting pilasters and a projecting shop window cill have the additional benefit of protecting the doors and windows from knocks. Similarly a projecting cornice will provide weather protection to the fascia.



Figure 19: (Left) Flat shopfront insert and undivided glazing detracts from the existing traditional frame and the character and appearance of the host building. (Middle and Right) Recessed doorway and projecting cornice and corbels project light and shadow over shopfronts.

## Access for All

8.6. Consideration of how the design fulfils the functional requirements of the shop or business premises must include the ease of access for all users.

8.7. In addition to Local Plan Policy SP5 5)b) and TC8 1)d) (see Appendix A), the Equality Act 2010 requires service providers to make 'reasonable adjustments' in relation to the physical features of their premises to better enable disabled people to access goods, facilities and services.

8.8. Guidance on the Equality Act is available from equality and human rights commission or Citizens Advice.<sup>5</sup>

<sup>5</sup> [www.equalityhumanrights.com/en/advice-and-guidance/equality-law-businesses-selling-products-such-shops-and-petrol-stations](http://www.equalityhumanrights.com/en/advice-and-guidance/equality-law-businesses-selling-products-such-shops-and-petrol-stations) or <https://www.citizensadvice.org.uk/law-and-courts/discrimination/what-are-the-different-types-of-discrimination/duty-to-make-reasonable-adjustments-for-disabled-people/>

8.9. Volume 2 of Part M of The Building Regulations 2010 - Access to and Use of Buildings – Building other than dwellings, gives requirements when extensions and alterations are carried out to commercial and office buildings. The aim of Part M is to foster a more inclusive design to accommodate the needs of all people, and help to ensure that reasonable provision has been made.<sup>6</sup>

8.10. To achieve these requirements, wherever practicable, the design of the shopfront should ensure access for all through the main entrance by creating a clearly defined, well lit, unobstructed and level or appropriately graded approach. Where this is not possible, a secondary accessible entrance should be considered.

8.11. The interior design and the shop service is also important to consider, making the layout easy to navigate and providing assistance for people with hearing, visual physical or mental impairments.

## Main Architectural Components

### Pilasters

8.12. Pilasters are the vertical columns at each end of the shopfront forming physical separations between adjoining shopfronts, providing vertical definition and reflecting the pattern of buildings within the streetscape. They also provide visual support to the upper floors/building above. In some cases a third pilaster may be used to frame a separate entrance to accommodation above the shop and on larger shopfronts there may be a pair of pilasters framing the shop entrance. The width of pilasters vary between shopfronts, but are generally 250mm to 350mm wide, but on larger scale buildings they can be as much as 600mm wide.

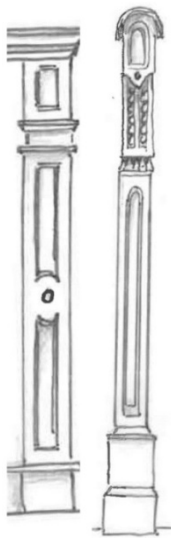


Figure 20: Examples of panelled, plain and fluted pilasters with decorative consoles/corbels

8.13. Traditional pilasters extend the full height to the cornice and can be divided into three parts: a plinth that projects slightly forward and is no taller than the stall riser; a 'shaft' that runs from the window cill to the head of the window often panelled, beaded or fluted; and a decorated capital that connects the pilaster to the corbel/console bracket at the top. In most cases traditional pilasters and capitals are timber with a paint finish or stone.

8.14. Pilasters should always be incorporated into the design of a traditional shopfront. Where traditional pilasters exist they should not be removed or clad, and damaged pilasters should be repaired or reinstated where missing.

8.15. Traditionally styled pilasters may not be appropriate to a modern style of shopfront, but the principle of providing a clear division between shopfronts and visual support for the upper facade through the provision of appropriately located solid uprights still applies. An appropriate means of achieving this would be to incorporate or retain flanking masonry piers and treat them as an aesthetic (as well as functional) part of the design.

<sup>6</sup> Further details on part M of the building regulations is available from <https://www.gov.uk/government/publications/access-to-and-use-of-buildings-approved-document-m>

## Corbel/Console Bracket

8.16. The corbel or console brackets sit on top of the pilasters and are shaped brackets that offer support to the cornice above and project well forward of the fascia. They line up with the pilasters along the left and right hand edges of the shopfront and are roughly the same width as the pilaster. Late Victorian brackets became very substantial features and were often decorated with scrolls or leaf carvings and capped by a small, often pitched, pediment.

8.17. Traditional corbels/console brackets should not be altered or removed. Where they are missing or partially missing they should be reinstated. The corbel brackets should project well forward of the fascia. Original corbels are varied in design and it is important to match typical local types. These are generally in painted timber or natural stone

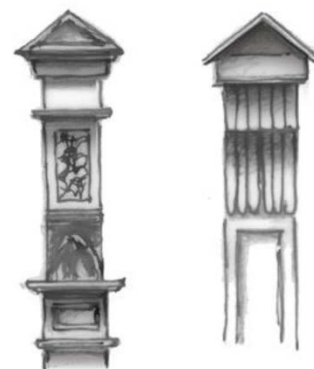


Figure 21: Traditional corbel/console brackets

## Fascia

8.18. The fascia is the most noticeable element of a shopfront and is the element with perhaps the most potential for causing visual harm if overly dominant. For this reason special care should be taken over its treatment and it should be designed as an integral part of the shopfront. Buildings where traditional shopfronts have been replaced by modern interventions generally have fascias that are unsympathetic due to over scaling, use of unsatisfactory modern materials, and by concealing original shopfront features. In some cases the original fascia may still remain below later over-boarding and in such cases opportunity should be taken to restore the original fascia.

8.19. Whether designing a traditional or modern shopfront, the following points in relation to size and siting of the fascia should be observed:

- The depth of the fascia should be in proportion to the width of the pilasters. It should be contained within the width formed by the pilasters or corbel brackets and the depth formed by the cornice above, so that it is not too dominant. As a rule of thumb, the depth of the fascia should not exceed 20% of the overall height of the shopfront.
- An excessively deep fascia should not be used to conceal a suspended ceiling. If an internal false ceiling would appear below the window head it should either be angled upwards to meet the frame head or, alternatively, a transom rail should be inserted into the window with opaque glass to obscure the false ceiling.
- Where there is a single occupier of two or more adjacent shop units, the fascia should not span uninterrupted across the units. Each shopfront should have a separate fascia, divided by corbel brackets or similar device. The identity of multiple units can be retained through a unified approach to colour and signage.
- The fascia should not encroach upon the window cills of the floor above or upon any of the shop window below. Where insufficient space exists for the use of a fascia, individual lettering applied directly to the wall will usually be appropriate.
- The use of deeply projecting fascias or the addition of bulky box signs into existing fascias should be avoided as they are often unsympathetic to their surroundings in terms of bulk, size and materials.

## Cornice

8.20. The cornice defines the top of the shopfront providing division between the shopfront and upper floors and completes the overall frame. It is therefore critical from a visual point of view. Cornices project further out than the wall above and provide weather protection to the fascia and the shopfront as a whole. Depending on the architecture of the building, the profile of a cornice can be square, simply moulded or richly moulded forming a highly decorative feature. Existing traditional cornices should be retained or reinstated where missing



Figure 22: A reproduction of a traditional style fascia and cornice

## Stallriser

8.21. Stallrisers form a solid visual base for the building so that it does not appear to float, and also provides the shopfront with balanced proportions, protects the window from kicks and knocks and provide a raised area for window display. Traditional stallrisers are topped with a moulded projecting cill; and finished with stone or timber. Where a shop is located on a slope the stall riser height usually responds by stepping up or down.

8.22. Traditional stallrisers should be retained where possible and where they have been removed their replacement is encouraged. New or replacement shopfronts of traditional design should incorporate an appropriately proportioned stallriser. The style and height of the stallriser will be influenced by the overall shopfront design, particularly the depth of the fascia. Stallrisers should be constructed from substantial materials that are compatible with the shopfront and building. If a timber stallriser includes decorative panels they should be part of the joinery and should not be formed by tacked-on mouldings.

8.23. Whilst it is desirable for modern shopfronts to incorporate a form of stallriser, some contemporary designs deliberately omit the stall riser to maximise the impact of the display area and/or for simplicity of form. In some cases this can produce a very stylish effect, but its visual success is heavily dependent on a design that respects the shopfront frame and proportions of the building; and uses high quality external materials and detailing.

## Doorway/Entrance

8.24. The doorway should be located with regard to the design and proportions of the building above, the layout of the shop itself, the need for easy access and the design of adjoining shop units. In most cases the entrance should either be located centrally within the shopfront or at one end. If there is a separate door to the upper floors it should be retained to allow independent and continued use. New doorways to upper floors should be in keeping with the materials and proportions of the shopfront. Doors should include glazing that is in proportion with the windows of the shopfront. Doors without glazing are rarely acceptable.

8.25. The entrance should ideally be recessed from the shop window; this not only gives visual relief to the frontage and breaks down its scale but extends the display space, allows easier access for all and

invites customers in. Traditional doorways are characterised by a recess of around 800mm; fixed or openable fanlight above to provide natural ventilation to the shop; and thresholds decorated with mosaics or tiles.

8.26. Recessed doorways and decorative thresholds should be retained where these exist or reinstated where appropriate. They should be adequately lit, and in some locations may need gates or grilles for safety and security reasons. A recessed doorway in a modern shopfront can also be attractive, adding interest to what might otherwise be a rather 'flat' and stark appearance.

8.27. Shopfronts which comprise a full width of folding doors, which enable the entire frontage to be open in fine weather, would not normally be supported in listed buildings and historic buildings within conservation areas. Their proportions can result in too much vertical sub-division and their heavy frames are also generally inappropriate in a historic context. Their use may be appropriate where the property is set back from the pavement with a substantial private forecourt. However, it may be acceptable instead to propose folding windows or horizontally sliding windows which sit upon a solid stallriser.



Figure 23: (Left) Traditional doors were glazed with a kick plate at the bottom typically at the same height as the adjoining stallriser, and with a window above the door frame called a fanlight (Middle) recessed doorway with flanking windows and tiled threshold (Right) Leaded fan-light

### Display Windows

8.28. Traditional shop windows were often subdivided by slender vertical timber mullions or sometimes decorative cast iron colonettes. Tall display windows, particular on Edwardian shopfronts were sometimes subdivided with horizontal transoms, to create a row of shallow windows (transom or clerestory lights) in line with the top of the doorframe. These often incorporated decorative panes of leaded glass and sometimes bottom hinged inward opening hopper lights for ventilation.

8.29. Whilst the use of large expanses of undivided glazing can be successful in modern shopfronts, it would not normally be an acceptable approach for shopfronts on most traditional buildings.

8.30. Unless the architecture of the building or the overall design approach indicates otherwise, the window should be divided vertically with mullions to achieve the necessary vertical emphasis reflecting the 'bays' and proportions of the building above. This will provide rhythm to the frontage; visual support for the floors above; and a solid structural element below. A horizontal transom rail may also be appropriate, particularly on taller shop frontages. Thick, bulky mullions and transoms should be avoided except on some large scale frontages or where the style and ornateness dictates. They should instead be eye-catching features with careful attention paid to detail.

8.31. The window should normally have a substantial cill overhanging the stall riser below to provide good weathering protection as well as visual interest.

## Embellishments/Decorative Details

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8.32. A successfully designed shopfront depends not only on the assembly of the main architectural elements but the smaller embellishments and decorative details. Where these are high quality and part of a coherent approach, they can add interest and vitality.

8.33. Traditionally, design elements were normally structural rather than applied, for example raised and fielded panels of pilasters and stall risers, and were constructed with quality materials and to high standards of craftsmanship.

8.34. Though modern buildings have less need to rely on classical decoration, for traditional buildings, additional design elements and embellishments may be present. These bring identity and character to shopfronts and should not be removed, damaged or obscured. Where necessary, they should be repaired and retained as part of any proposed alteration. Even small historic details that survive are worth retaining and incorporating into a new shopfront

## Materials and Colour

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### Materials

8.35. Once the appropriate style is chosen, the design should be considered in its entirety and in three dimensional terms and all such details, materials and finishes should be shown accordingly on any applications/plans. The materials and finishes used for individual shopfronts should be high quality and fit for purpose.

8.36. Timber is the most sustainable (subject to sourcing) timeless and versatile material, with an infinite ability to create and repair architectural detailing and redecoration. Poor quality, fast grown softwood will quickly soak up rain water, warp or crack, giving the shopfront an untidy appearance and requiring more maintenance or complete renewal. In most instances traditional shopfronts are made of timber (hardwood or slow grown softwood) and as such this should be a common starting point for all traditional (pre-1945) shopfronts. The use of MDF and chip-board is not encouraged as it can easily become saturated when used outdoors.

8.37. Other traditional materials of good quality, such as sandstone, coloured glass and metalwork can offer a wide variety of profiles, textures and finishes which maintain their appearance better than many man-made material and would be acceptable materials (as appropriate to the particular age and character of the building and its shopfront design). Glossy surfaces, acrylic or Perspex sheeting, uPVC shopfronts are generally not acceptable in traditional buildings, Conservation Areas or Listed Buildings.

8.38. UPVC rarely produces high quality design. UPVC frames cannot be made as thin as aluminium, steel or timber and therefore result in a less refined, more chunky, appearance. It is also difficult to manufacture uPVC into convincing and elegant mouldings/sections for glazing bars, cornices and panelling to doors, stallrisers etc. Additionally, uPVC and other plastics are prone to fading and discolouring and cannot be repaired and are more difficult and expensive to paint. Where uPVC may be allowed (e.g. on an appropriate modern buildings or to replace an existing poor quality shopfront) it will only normally be appropriate for the windows frames themselves. The fascia and the stallriser should not be in uPVC. UPVC 'mock' traditional doors should always be avoided.

8.39. Aluminium is a modern material that now comes in a variety of powder-coated finishes which may be acceptable as an alternative to steel or brass where a modern shopfront design is appropriate. Although aluminium was commonly from the 1960s in replacement shopfronts on many traditional buildings, because of its mass-produced nature it was often used in a manner that did not respect the host building and rarely gives a high quality or attractive appearance or finish as it is more difficult to mould than timber. Darker shades of suitably profiled powder coated aluminium may be acceptable for modern buildings and occasionally for traditional buildings depending on the overall quality of the design and existing shopfront.

8.40. There will be greater scope to use modern materials such as aluminium and steel on post-1945 buildings or modern retail parades where they are used as part of a well-considered design approach that meets the principles of good shopfront design as set on in this SPD.

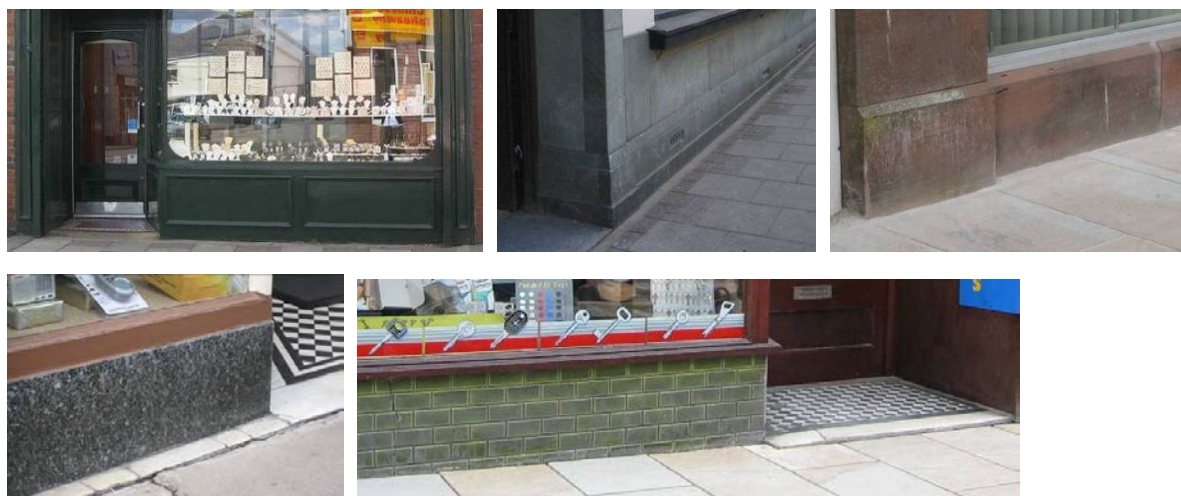


Figure 24: Traditional timber, ashlar stone, polished granite and glazed tile stallrisers have a more elegant and substantial appearance

### Local Plan Policies SP5, TC8, HE2, HE3 (See Appendix A)

#### Colour

8.41. The colours of a shopfront should have a coherent, co-ordinated appearance. In most cases dark or muted colours are more traditional and appropriate (e.g. black, navy, dark red, maroon, and dark green). However, the use of dark colours can make the detailed design features disappear and streetscapes dull. Where dark colours are used, particularly black, consideration should be given to picking out key details in lighter colours. Dark staining has a similar effect and should normally be avoided. Brighter and warmer shades such as white, off white, cream, and muted tones will normally be acceptable as they can add vibrancy and warmth. Overly strong contrasting colours should be avoided as should large areas of primary colours and garish shades. In some cases varnish or artificial graining may be appropriate.

8.42. The choice of colours will depend on the design of the shopfront, its size, the amounts of each colour to be used and the construction materials of the building and its neighbours. Co-ordination with the colour scheme of upper storeys will normally be expected. The colours used on the signage should match or harmonise with those used on the shopfront.

8.43. Where a corporate identity is required and the standard corporate colour scheme is not considered appropriate, the colour scheme should be adjusted, or reversed, to reduce the amount of the garish colours e.g. restricting it to the signage/fascia only.



## Local Plan Policies TC8, HE2, HE3 (See Appendix A)



Figure 25: Left: A high quality Victorian shopfront, but the traditional detailing is somewhat lost by the single dark colour used and the quality diluted by the acrylic fascia sign extending over what may have originally been transom lights. Right: The contemporary colour scheme, signage and styling of this shopfront in Cumbria shows how a modern business can successfully utilise a traditional shopfront

## Summary

8.44. The Council recognises that financial considerations will dictate that it may not be possible at a particular time to restore a historic shopfront or replace with a new improved design in line with the recommended approach and design guidelines, particularly where the current shopfront is still in good condition.

8.45. Poor quality shopfronts tend to last a decade or so rather than a century or two, and when these inevitably reach the point of requiring replacement, the opportunity to improve the appearance and quality of shopfronts in line with the guidance in the SPD should be taken and will be supported. Where shopfronts are to be replaced, the guidance in the SPD will be expected to be followed in addition to adherence to the policies of Burnley's Local Plan.

8.46. The replacement of signage, lighting and security measures will present opportunities to enhance the overall appearance of a shopfront and these also need to be designed in line with the guidance in the following sections. Seizing these opportunities would help bring about a significant improvement in the environment and quality of the Borough's town centres which is essential in order to attract and retain customers and other high quality retailers to the area, increase footfall and enhance the overall trading strength of the area. An improvement in the overall quality and appearance of the town's shopfronts and signage is essential to complement the recently completed high quality public realm enhancement works in Burnley and those proposed for Padiham town centre.

## 9. Signs

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### Number, Positioning and Size

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9.1. Signs and advertisements should be considered and designed as an integral part of the overall shopfront and have a co-ordinated appearance. Historically, sign writing and manufacture was a craft or art form and a creative approach to new signage will be encouraged.

9.2. Shopfront signage should be simple and restrained. It should respect the age and character of the shopfront and host building in its size, materials and detailing. This can allow for quality modern signage reflecting the image of the current retail operation. Signs should not look overly 'busy' due to the use of lots of colours, text, logos or graphics.

9.3. The number of signs should normally be kept to a minimum as a proliferation of shopfront signage can create a cluttered and confused appearance that detracts from the appearance of the building and is unlikely to be effective in attracting customers. It may also lead to an escalation in signage with competing traders demanding larger, brighter and more garish signs to make their shopfront more prominent.

9.4. Signs should be in proportion to and not visually overpower the building and shopfront they are to be attached to. In most cases signage should be limited to the fascia, and where acceptable to shop windows and hanging signs; and in most cases should not be located above fascia level or on the sides of buildings;

9.5. Surviving historic signage should normally be retained, even when no longer relevant to the current occupier of the building, unless it is within the fascia where it would interfere with the current retail operation. Where historic signs are encountered, advice should be sought on whether and how these should be retained; in situ, stored elsewhere on site, or altered to the requirements of the new occupier.

### Fascia Signs and Lettering

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9.6. Fascia signs can be flat boards or individual letters fixed within the existing fascia, or where there is no fascia, individual letters may be applied directly to the façade of the building or small flat sign boards fixed. The fascia sign should respond to the scale of the shopfront and fascia and nature of the host building, use a sympathetic colour palette and avoid excessive colour and texture contrasts.

9.7. Fascia signs should sit comfortably within the fascia and not overlap or conceal framing/architectural detail. Bulky projecting box-like fascia signs or additional flat fascia panels crudely fixed onto existing fascia boards are not acceptable in Conservation Areas and on Listed Buildings and are unlikely to be accepted elsewhere.

9.8. Acrylic, plastic and other high gloss modern materials, aluminium or stainless steel signs would not normally be supported on Listed Buildings or in Conservation Areas. These fascia signs will usually only be acceptable on modern buildings, provided they can be appropriately integrated.

9.9. Fascia signs constructed from timber with hand-painted lettering are particularly appropriate for traditional shopfronts. The use of individually mounted letters attached to a fascia is also acceptable

9.10. Filling the fascia sign with disproportionately large lettering, logos, graphics and advertisement of products can create visual clutter and detract from the character and appearance of the building.

9.11. The style of lettering is likely to be dictated by the nature of the business and/or character of the building and shopfront. Lettering should be clear, appropriate in scale to the size of the fascia and leave a comfortable blank 'breathing space' within the perimeter of the fascia. Serif and non-cursive fonts such as Garamond, Bookman Old Style and Times New Roman, convey a traditional image whilst fonts without serifs, such as Century Gothic, Gadugi and Tahoma project a more modern image.

9.12. In sensitive locations, especially Conservation Areas and Listed Buildings, standard corporate 'house styles' should be adapted and modified to complement the character of the building and the wider area as appropriate



Figure 26: A well-constructed modern interpretation of a traditional shopfront, but the quality of the shopfront and the street is somewhat degraded by the 'house style' colour scheme and advertisements.

## Hanging and Projecting Signs

9.13. A well designed hanging sign carefully placed to avoid obscuring architectural details and matching the colour and typography of the fascia signage will normally be acceptable in addition to, or in place of a fascia sign.

9.14. Any object projecting over the public highway will require a licence from Lancashire County Council and need a minimum height of 2.6 metres from the pavement to the underside and 1 metre minimum in width from the outer side to the kerb line.<sup>7</sup>

9.15. Hanging signs should generally be positioned between the fascia and the bottom of the window cill of the first floor or level with the fascia where space allows and there should not normally be more than one hanging sign per shopfront.

9.16. Signs should be of modest size and well-designed proportions and should not compete with or obscure neighbouring projecting signs in respect of scale or location. As a general guide they should project no more than 450mm from the shopfront elevation and should not exceed 500mm in any dimension with each sign considered on its merits. Timber hand-painted signs with raised/moulded

<sup>7</sup> Paragraph 6.3.24 Manual for Streets, DCLG, March 2007

surround are particularly appropriate but sometimes metal can be acceptable. Hanging symbols depicting the nature of the trade can add interest and variety to the streetscene.

9.17. Simple wrought iron brackets can look attractive, but depending upon architecture and location, decorative or carefully crafted contemporary brackets designed to complement the sign and style of the building could add interest to the streetscene. Existing hanging sign brackets should be reused if they are of complementary design and in a suitable location. If this is not the case, they should be removed and the fixing points made good.

9.18. Bulky projecting box signs, whether illuminated or not, will not be acceptable. Contemporary slimline projecting signs may be acceptable where they relate to and can be appropriately integrated with the fascia and other elements of the shopfront and building and would not normally be supported on Listed Buildings or in Conservation Areas. If a contemporary box sign is to be used on a modern building, it should be designed to have a minimum impact on the overall shopfront. The size; depth and appropriate lighting technology should relate to the character and context of the shopfront and building.

9.19. There is a developing pressure for banner signs to be fixed to buildings as an alternative to traditional hanging signs. These can be very dominant and overbearing and should be avoided, particularly in Conservation Areas and on Listed Buildings.



Figure 27: Raised lettering adds depth to the fascia signage and can be used in different ways to suit the style of the shop; traditional shopfronts can be enhanced through the use of hand painted signs; and hanging signs add interest and variety.

## Window Signs and Stickers

9.20. Where a shopfront lacks a fascia or little opportunity for the attachment of external signs, or for businesses operating solely on upper floors the glass of the shop windows or doors can provide space for signage. The restrained use of painted or etched lettering and associated graphics onto the internal surface of the glazing can be effective and stylish. Etching historic glass with signs will not normally be acceptable. The use of carefully designed frosted window stickers with signage incorporated, vinyl letters and graphics can be a suitable alternative.

9.21. The majority of the glass should be kept clear to preserve the inter-visibility between the inside of the shop and the street as such the use of large panels of signage which cover the whole or the majority of a shop window should be avoided, as should the cluttering of windows with posters and graphics.



Figure 28: (Left) The use of carefully designed etched window stickers sensitively applied to the window can improve the appearance of a shopfront whilst also maintaining views inside. (Right) The shopfront window is completely obscured by signage creating an oppressive and unwelcoming shopfront.



Figure 29: Examples of the visual clutter caused by an overbearing fascia, poorly designed and poorly located signage, posters and window graphics.

## Illumination of Signs

9.22. Appropriate lighting can contribute colour, interest and vitality and make an area more welcoming in the evening. There are three ways of illuminating shopfronts. Internal illumination of the fascia and other signs; externally by means of spotlighting or strip-lighting; and through internal shop window lighting. Generally, the most effective lighting is achieved through lighting of the display window or giving subtle lighting to fascia lettering.

9.23. The use of illumination can greatly detract from visual amenity, in particular, the use of internally illuminated box fascias. Many buildings located in commercial areas are externally lit beyond the basic requirements of both their character in the street, and the merit of their architectural detailing. Illumination of fascias and hanging signs is not essential for all shops, especially for those that do not trade at night. It is therefore important that restraint be applied, even for those signs that are permissible, in order to protect visual amenity, vehicular and pedestrian safety and to reduce and minimize light pollution and energy consumption.

9.24. Where illumination is considered appropriate it should be treated as an integrated part of the overall design of the shopfront.. and should respect the context and general character of the particular street as well as the design and style of the building.

9.25. Bulky, fully internally illuminated fascia and box signs will not be acceptable. Static illumination is normally preferred by means of halo lighting, carefully designed trough lighting concealed within the fascia's cornice, or carefully positioned and correctly spaced small LED lighting. In modern shopfronts, individual box letters externally lit may be acceptable. Internally lit slimline fascia signs may also be acceptable providing the fascia does not project unduly and if the individual letters only transmit light, the background being opaque (ie fret-cut letters). Full internal illumination of fascia and projecting signs is particularly inappropriate on traditional shopfronts and historic buildings because it is out of character.

9.26. Large, prominent externally mounted spotlights or swan necks/cowls/fluorescent tubes are generally not acceptable as they are visually intrusive, can create excessive lighting and can obscure the sign itself and clutter the elevation.



Figure 30: Left: Highly reflective acrylic fascia sign and letters using a garish colour scheme. Right: Halo lighting with simple clear matt finished stand-off lettering.

### Policies SP5, TC8, HE2, HE3 Local Plan (See Appendix A)

#### Shop Window Displays

9.27. A shop window that has an attractive and eye-catching display is the easiest and most obvious way to attract the attention of potential customers. Shop window displays are good for businesses and good for the image and vitality of a street. A well-lit display on a dark evening can look extremely dramatic and has far more impact on passers-by than any illuminated sign.



*Figure 31: Subtle internal display window lighting promotes vitality in the street and aid security, especially at night time. Note the shop occupies two traditional units but has retained the original doorway to each which maintains balance across the façade and allows the units to be returned to individual shops with minimal intervention.*

## 10. Blinds (Canopies and Awnings)

10.1. The purpose of blinds should be to afford weather protection, not to act as a permanent and prominent substitute for a fascia or projecting sign. If designed with care and consideration, blinds and canopies can add interest and vitality to a shopping street. However, their scale, design, material and/or fixings can be inappropriate to the building or area.

10.2. Blinds should be positioned neatly between the pilasters and housing boxes should be integrated within the shopfront. They should not normally be installed over doors alone or upper storey windows.

10.3. Blinds that project over the public highway may require a highway licence (contact Lancashire County Council Highways for further information) and should conform to Lancashire County Council recommendations for clearance heights. Blinds should not be erected in such a way that would cause obstruction, annoyance or danger to passers-by and should not interfere with visibility of traffic signs or signals.

### Fixed Blinds/Canopies

10.4. Fixed blinds are those where the material covers a frame, usually quadrant, semi-circular or triangular in profile and covered with either canvas or vinyl. Although they appear retractable, these blinds not designed to be retracted conveniently on a daily basis. Common examples include Dutch Blinds and Balloon Canopies. These canopies introduce a prominent shape which is out of character with traditional buildings and streetscape and, unlike the traditional retractable awning, are not fully hidden when not in use.

10.5. Fixed blinds are difficult to incorporate into a well-designed shopfront and will not normally be appropriate on Listed Buildings or traditional shopfronts in Conservation Areas.



Figure 32: (Left) An example of a fixed Dutch style canopy blind and (Right) Modern folding 'fan' blinds are difficult to recess in an acceptable manner

### Retractable Blinds

10.6. Retractable blinds are ones that are capable of being retracted easily on a daily basis, either manually or electrically, into a recessed area at the head or the base of the fascia. Roller blinds (also known as 'apron' blinds) are flat canvas awnings that retract into a timber 'blind box' which sits flush with the fascia and were traditionally widely used. This will normally be the most appropriate solution for Listed Buildings and Conservation Areas, particularly on traditional shop fronts.



10.7. It is essential that the 'blind box' into which the blind retracts is incorporated into the shopfront design and not simply applied. The traditional solution was either to incorporate it within the projecting fascia cornice or architrave between the fascia and the display window. Where blind boxes still exist it is usually possible to restore the blind to working use by renovating the mechanism and installing a new blind cloth and motor operation if desired.

10.8. Modern folding 'fan' blinds are difficult to recess in an acceptable manner and are rarely appropriate in Listed buildings and on traditional shop fronts in Conservation Areas.



Figure 33: Left: A traditional retractable canvas blind, metal arms extend out and storm chains prevent excessive movement. Centre: An attractive & well-maintained traditional shopfront with fully-retractable canvas blind with the blind box located below within the cornice. Right: Cantilevered glass canopy to a modern shopfront in Burnley Town Centre.

### Glass Canopies

10.9. Glass canopies are an attractive approach to modern shopfronts and parades. They do not necessarily obscure architectural detailing and allow the existing character of the building to dominate, while offering protection to shoppers from the elements.

### Material and Colour

10.10. Glossy plastic materials are inappropriate, particularly in Conservation Areas and on Listed Buildings and should be avoided. Canvas or similar non-reflective material is preferred and colours should match or tone with the fascia and shopfront colour. Garish colour schemes should be avoided. Any lettering or logos should be kept to a minimum and should not dominate the canopy. The style of lettering should co-ordinate with the shopfront, especially the fascia sign.

### The Need for Permission

10.11. Retractable and fixed blinds and glass canopies will require Planning Permission. If the shop is part of a Listed Building then Listed Building Consent will also be required. Blinds with lettering on them may require Advertisement Consent in some cases.

**Policies SP5, TC8, HE2, HE3 Local Plan (See Appendix A)**

## 11. Shopfront Security

11.1. The Council is aware that the need to protect shop premises from vandalism and theft is of utmost importance to businesses within the borough and is keen to ensure that the most appropriate solution is sought which balances the need to address the security needs of businesses and the impact of security measures on the character and appearance of existing shopfronts and townscape quality, particularly the night-time character of town and district centres.

11.2. Security measures should always be carefully considered at the design stage of a new shopfront. Where an existing shop front requires additional security this should be limited to the minimum measures necessary; should as far as possible be integral to the shopfront; and whilst addressing security considerations, should be chosen on the basis of aesthetics, the need to retain a visible display, long-term durability and the ease of maintenance. The Council is willing to discuss individual cases with applicants, and accepts that there are likely cases where compromise on the design solution may be necessary.

11.3. When specifying security measures, consideration should be given to products that comply with minimum security and industry standards. Additional advice on crime prevention through design can be sought from Lancashire Constabulary’s Designing Out Crime Officers.

### External solid or almost solid (i.e. perforated) roller shutters

11.4. Solid roller shutters are manufactured in steel or aluminium and consist of narrow horizontal laths, solid or perforated with pin holes, which roll up into a coil protected by a box. Together with their very bulky housing boxes and guide rails they can often disfigure or obscure otherwise attractive shopfronts and harm the vitality of shopping streets. Solid security shutters can create an unattractive and hostile ambience when lowered, particularly where there is a concentration of properties with similar shutters, and are often a target for graffiti and fly posting which magnifies the problem. They also reduce natural surveillance and increase the fear of crime, particularly in the evenings when most shutters are down, and ultimately reduce trade. It is for all these reasons that the Council will not normally support proposals for installing external solid roller shutters.



*Figure 34: Solid shutters prevent visibility into the shop outside operating hours together with their associated guide-rails and boxes can spoil the appearance of a building and adversely affect the appearance of an area under threat, thus inviting further damage.*

### External open lattice/open grille roller shutters

11.5. This type of shutter includes those that have a high (at least 50%) proportion of ‘open’ lattice to solid shutter and those consisting of a series of interlocking rods that form a brick-bond pattern. These shutters are generally manufactured in steel and aluminium and also roll into a coil protected by a box.

The open lattice design does however allow the shopfront and window display to remain visible when closed.

**11.6.** External shutters require Planning Permission and may require Listed Building Consent if the shop forms part of a Listed Building. External shutters will not normally be acceptable in Conservation Areas or on Listed Buildings.

**11.7.** External open grille shutters will be allowed in some circumstances, for example where there is a demonstrable high security risk specific to the building, business or area, and no other preferred solution would be practicable; or where there is no need to retain a visible shopfront outside opening hours. Open lattice shutter will always be preferred to solid shutters.

**11.8.** Open lattice roller shutters or grilles do have bulky box housings which should be concealed behind the fascia or if this is not possible, set back beneath it and painted to match. The guide channels should be discretely hidden in the design of the shopfront and the shutters and all associated components should be colour finished to match the colour of the shopfront. Existing architectural features of the shopfront should not be obscured or interrupted by the box housing or guide channels and when down, shutters and grilles must not cover pilasters. Avoiding single shutters across the shopfront (i.e. having separate ones for recessed doors) can help reduce the adverse effects.

**11.9.** Businesses that open in the evenings are encouraged to open their external shutters between the hours of 9am and 5pm in order to enhance visual amenity and encourage more active streets.



*Figure 35: Separate external doorway shutter predominantly of the punched grille type but a slimmer profile giving greater transparency*



*Figure 36: Highly transparent and attractive external decorative lattice-type shutter*

**11.10.** There are a number of alternative ways of making shops secure that can also make streets feel safer and look more attractive. These alternative security measures can be considered either independently or combined as follows:

### Security glass

**11.11.** A number of different types of strengthened glass are available, with laminated glass having the most security potential. It is much harder to penetrate than conventional glass as on impact the glass breaks, but pieces remain adhered to a plastic membrane. Laminated glass also has the advantage of absorbing a high proportion of ultra-violet rays, which can damage goods on display. Other options are toughened glass or architectural perspex. Whilst planning permission is not normally required to replace glass, if the building retains its historic glass it is desirable to keep this and the removal of historic glass in a Listed Building may require consent.

### Internally fitted shutters and grilles

11.12. Internally fitted shutters and grilles have less impact on the exterior of the shop and can provide a high level of security to the interior of the shop with the added advantage that the space between the shutter and the shop window can contain an illuminated display that adds life to the street even when the shop is closed, making the street feel safer. Where positioned directly inside the window the grille or shutter should be highly perforated or an open link type so that there is a clear view into the shop from the street. Where shutters require a housing box, this should always be concealed behind the fascia above the window level, so nothing is visible when the grille is retracted.

11.13. The use of internally fitted shutters and grilles does not require planning permission, and where they are carefully designed and positioned, are generally one of the most favoured security measures. Listed Building Consent may however be required if the shop forms part of a Listed Building.



Figure 37: Left: This internal shutter coupled with good internal lighting allows for a window display to be maintained, adds life to the street and allows window shopping outside of opening hours. Right: Retractable internal lattice gate type shutters also allows view into the (lit) shop

### Removable external shutters and grilles

11.14. These shutters generally consist of steel mesh construction in a square grid or lattice pattern, set in a steel frame, which allow the shop front and display to remain visible when in place. As no bulky box housings are required, removable grilles are generally an acceptable alternative to roller shutters provided that the fittings are concealed and do not damage architectural features or moulding. Grilles should be colour finished to match the shop front and must be placed out of sight when not in use. Bespoke or artist designed grilles are a welcome alternative to standard products.

### Reinforced Shopfront

11.15. Using elements of a traditional shopfront design, it is relatively easy to introduce concealed strengthening. Stallrisers can be fixed in front of a concrete block, whilst steel can be introduced behind transoms and mullions and within pilasters to provide additional strengthening. In addition to protection, this approach also reduces the likely area of glass to be replaced in the event of an attack.

### Alarms

11.16. Burglar and fire alarms whilst visible should be sited as unobtrusively as possible and should be painted to match the existing surface. Suitable locations will depend upon the individual buildings, however just below eaves level is often the easiest and least prominent position. They should never be located on architectural features such as brackets or pilasters.

### Illuminated display windows and doorways

11.17. Improved lighting to display windows and doorways can complement other security measures to deter theft and vandalism and can be achieved with little initial and running costs. Moreover, illuminating a display can attract window shoppers and so increase trade and natural surveillance.

### Gated doorways

11.18. Where shops have a recessed doorway, additional protection can be provided by providing gates that fold out of the way when the shop is open. The gates can be timber or metal and can be attractively designed as well as being robust. The use of lighting can also act as a deterrent in recessed doorways.

*Figure 38: Metal gated door recess on a traditional shopfront*



**Policies SP5, TC8, HE2, HE3 Local Plan (See Appendix A)**

# Appendices

## Appendix A: National, Regional & Local Policies

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### Acts

Planning (Listed Buildings and Conservation Areas) Act 1990:

*S16(2) In considering whether to grant listed building consent for any works the local planning authority or the Secretary of State shall have special regard to the desirability of preserving the building or its setting or any features of special architectural or historic interest which it possesses.*

*66(1) In considering whether to grant planning permission for development which affects a listed building or its setting, the local planning authority or, as the case may be, the Secretary of State shall have special regard to the desirability of preserving the building or its setting or any features of special architectural or historic interest which it possesses.*

*72(1) In the exercise, with respect to any buildings or other land in a conservation area, of any powers under any of the provisions mentioned in subsection (2), special attention shall be paid to the desirability of preserving or enhancing the character or appearance of that area.*

### Advertisement Regulations

The Council's level of control for over adverts is limited to their effect on amenity and public safety and not all adverts need consent advertisement controls are set out in The Town and Country Planning (Control of Advertisements) (England) Regulations, 2007

### National Planning Guidance

**National planning policy exists in the form of the NPPF and a small number of other policy documents and written ministerial statements, supported by an online practice guidance covering a series of themes – See ministry of Housing, Communities and Local Government website: Local Policy**

### Burnley's Local Plan 2018

Policy TC8: Shopfront & Advertisement Design

- 1) The design of new or alterations to existing shopfronts and advertisements should satisfy the following criteria:
  - a) The design is appropriate to the character of the existing building and streetscene in terms of its size, detailing and use of materials;
  - b) Traditional materials such as timber or cast metal will be favoured. uPVC or other plastics will not be permitted on listed buildings or traditional building within conservation areas in accordance with Policy HE2;
  - c) Blinds and canopies, where acceptable in principle, must be appropriate to the character of the shopfront and its setting. Only fully retractable canvas or wooden blinds will be supported on listed buildings and traditional building within conservation areas in accordance with Policy HE2;
  - d) Wherever practicable, shopfronts must be designed to ensure equal access for all users;
  - e) Inset entrances should be glazed and well-lit to contribute to the attractiveness, safety and vitality of the area and avoid blank frontages to the street;
  - f) Security matters should be considered from the earliest design stages. Security shutters and grilles

- should be internal where possible and external solid security shutters will not normally be permitted;
- g) The size, design, positioning, materials and degree of illumination of advertisements does not have an unacceptable adverse impact on the amenity of the areas in which they are displayed and there is no adverse effect on public safety; in particular:
- i) Fascias should not cut across or obscure first floor windows and advertisements and on shopfronts should normally be positioned within the fascia. Additional or alternative wall-mounted or hanging signs at or above fascia level are only acceptable if they are of high quality, are not overbearing and can be satisfactorily accommodated without obscuring key architectural features. Imaginative and craft signwork will be supported and encouraged; and
- ii) Any illumination of shopfront or advertisements where agreed to be acceptable must be sited and designed so as not to cause excessive light pollution or visual intrusion into adjoining or nearby residential properties. Flashing internal or external signs will not be permitted.

### Policy SP5: Development Quality and Sustainability

- 1) The Council will seek high standards of design, construction and sustainability in all types of development. Proposals will be expected to address the following minimum requirements, as appropriate to their nature and scale:
- 1) **Energy Efficiency**
- a) Incorporate measures to minimise energy and water consumption;
- b) A BREEAM Assessment must be carried out for all non-residential development with a floor space above 1,000 m<sup>2</sup> and a rating of 'Very Good' or better will be expected;
- c) Seek opportunities for on-site energy supply from renewable and low carbon energy sources; and
- d) Seek opportunities to contribute to local and community-led renewable and low carbon energy initiatives;
- 2) **Design and Layout**
- a) Respect existing, or locally characteristic street layouts, scale and massing;
- b) Contribute positively to the public realm and avoiding unnecessary street clutter;
- c) Maximise the benefits of any waterfront locations;
- d) Provide for new open space and landscaping which enhances and/or provides mitigation against loss of biodiversity and assists with the physical and visual integration of new development;
- e) Have respect for their townscape setting and where appropriate, landscape setting;
- f) Be orientated to make good use of daylight and solar gain;
- g) Ensure there is no unacceptable adverse impact on the amenity of neighbouring occupants or adjacent land users, including by reason of overlooking;
- h) Not result in unacceptable conditions for future users and occupiers of the development; and
- i) Provide adequate and carefully designed storage for bins and recycling containers. These should be located or designed in a way which is both convenient and safe for occupants and supports the quality of the street scene.
- 3) **Key Gateways**
- a) Where development is at or highly visible from a Key Gateway identified on the Policies Map, it should address in its design, orientation and layout, the Key Gateway and its particular nature/location and include where appropriate:
- i) a landmark building;
- ii) landmark tree planting;
- iii) public art (can be incorporated into the public realm); or
- iv) a carefully designed gentle transition from countryside to town.
- 4) **Materials**



- a) Use a palette of high quality materials which are appropriate to the local context in all respects including: type, colour, texture, element size and laying pattern and avoid unnecessary and excessive patterning;
  - b) Where contemporary materials are appropriate, use these in manner which respects the established character of the locality; and
  - c) Wherever practical, use low embodied energy materials, including materials that are sourced locally or involve the appropriate reuse of existing resources through the conversion of existing buildings or reuse of demolished structures.
- 5) Accessibility**
- a) Seek to incorporate and promote sustainable methods of transport, including cycle routes, walking routes and good links to public transport;
  - b) Be inclusive and accessible to all and promote permeability by creating places that connect with each other and with existing services and are easy to move through; and
- 6) Security**
- a) Be designed with the safety and security of occupants and passers-by in mind, helping to reduce crime and the fear of crime including through increasing the opportunity for natural surveillance.

**Policy HE2: Designated Heritage Assets: Listed Buildings; Conservation Areas; and Registered Parks and Gardens**

- 1) Proposals affecting designated heritage assets and/or their settings will be assessed having regard to the desirability of sustaining and enhancing the significance of the asset and, where appropriate, securing a viable use most consistent with its conservation. All levels of harm should be avoided.
- Less than Substantial Harm (i.e. Harm)**
- 2) Where proposals would lead to less than substantial harm to the significance of a designated heritage asset, the harm will be weighed against the public benefit of the proposal, including securing its optimum viable use.
- 3) In order to avoid harm to significance, proposals for works of alterations and extensions to a listed building or within a conservation area or historic park and garden will be expected to:
- a) Conserve, and where appropriate repair or reinstate, those elements that contribute to the significance of the heritage asset including its design, character, architectural features of interest, appearance, structure and principal components;
  - b) Use traditional, local materials and respect local building techniques and details;
  - c) Respect existing hard and soft landscape features including open space, trees, boundary treatments (railings and gates) and surfacing;
  - d) Respect layout and historic patterns of development including street patterns, characteristics of grain,<sup>8</sup> plot boundaries and frontage widths.
- 4) In order to avoid harm to significance, development affecting the setting of a designated heritage asset will be expected to:
- a) Maintain the aspects of the setting which contribute to its significance, including views into and out of it and the general relationship between the asset and the character of the surrounding landscape or townscape; and

<sup>8</sup> The degree to which an area's pattern of blocks and plot subdivisions is respectively small and frequent (fine grain) or large and infrequent (coarse grain).

- b) Respect the character of existing architecture by having due regard to positioning and grouping of buildings, roofscapes and skylines, form, scale, enclosure, architectural styles, detailing, and use traditional or complimentary materials.

**Substantial Harm or Loss**

5) Consent will not be granted for proposals that lead to substantial harm to or the total loss of the significance of a designated heritage asset, unless robust evidence can demonstrate that the substantial harm or loss is necessary to achieve substantial public benefits that outweigh that harm or loss, or all of the following apply:

- a) The nature of the heritage asset is preventing all reasonable uses of the site;
- b) No viable use of the heritage asset that can be found in the medium term through appropriate marketing that will enable its conservation;
- c) Conservation by grant funding or charitable or public ownership of the asset is demonstrably not possible; and
- d) The harm or loss is outweighed by the benefits of bringing the site back into use.

**Recording**

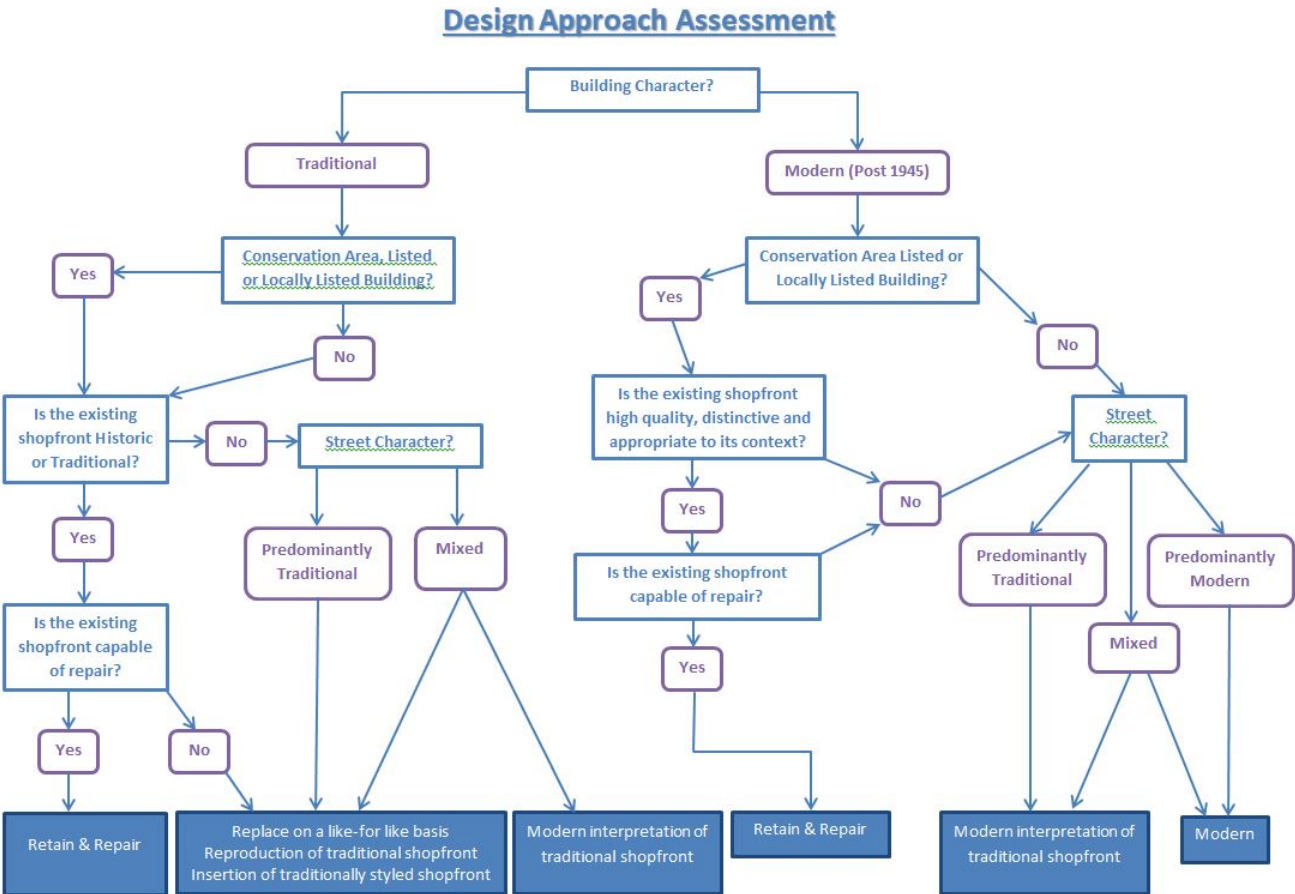
6) Where the loss of the whole or a significant part of a designated heritage asset, including a building or element that makes a positive contribution to the significance of a conservation area is determined to be acceptable, conditions or agreements will be put in place to ensure that :

- a) Assets are recorded, analysed and reported where appropriate; and
- b) No loss takes place without all reasonable steps being taken to ensure that any new development will proceed after the loss has occurred.

**Policy HE3: Non-Designated Heritage Assets**

- 1) The Council will maintain a local list and will seek to help ensure the retention, good maintenance and continued use of non-designated heritage assets.
- 2) Where a non-designated heritage asset or its setting, including where identified through the planning process, is affected by development proposals (directly or indirectly) there will be a presumption in favour of its retention.
- 3) Proposals affecting non-designated heritage assets should relate appropriately in terms of siting, style, scale, massing, height and materials.
- 4) Development proposals affecting the setting of a non-designated heritage asset will be required to give due consideration to its significance and ensure that this is protected or enhanced where possible.
- 5) Where the loss of the whole or significant part of a non-designated heritage asset is determined to be acceptable, the applicant will be expected to secure recording to the appropriate level, the results of which should be deposited with the Council.

# Appendix B: Design Approach Diagram



## Appendix C: Do I need Permission? Frequently Asked Questions

Type of work	Planning Permission	Listed Building Consent (This applies only where the building is listed)	Advertisement Consent
I am carrying out minor repairs to a shopfront using the same materials, methods and details	Not required	Not required	Not required
I am restoring a shopfront and changing it back to how it used to look	Required	Required	Not required
I am installing a new shopfront	Required	Required	Not required
I am altering an existing shopfront so it looks different to how it does now	Required	Required	Not required
I am adding a security shutter/grille to the outside of the shop	Required	Required	Not required
I am installing a security shutter/grille to the inside of the shop	Not normally required	May be required	Not required
I am re-painting a shop in a different colour(s)	Not required	May be required if the painting materially affects the character and appearance of the building as a listed building. Painting over stone, tiles or brick will need listed building consent.	Not required
I am adding a canopy/blind without letters or graphics	Required	Required	Not required
I am adding a canopy/blind with letters and/or graphics	Not required	Required	Required
I am replacing existing signs with new ones that are bigger	May be required	Required	May be required
I am replacing non-illuminated signs with new non-illuminated signs that are the same size as the existing signs or are smaller. The new signs are generally similar appearance to the existing.	Not required	May be required in cases where the existing signs are regarded as part of the listed building's historic fabric	Not required
I am putting up new signs where there aren't any now	May be required	Required	May be required
I am going to light up an existing sign or put up a new illuminated sign	May be required	Required	May be required
I am putting up a hanging sign	Not required	Required	May be required
I am putting a temporary advertising banner on my shopfront	Not required	May be required	Required

<p><b>I am replacing the windows in floors above my shopfront with ones of a different design and/or materials or method of opening</b></p>	<p>May be required highly likely to require planning permission</p>	<p>Required</p>	<p>Not Required</p>
<p><b>I am putting vinyl adverts (ie. with logo's and or lettering) inside my shop window. It will not be illuminated.</b></p>	<p>May be required</p>	<p>Required</p>	<p>Not Required</p>

## Appendix D: Glossary & Abbreviations

### Architectural Terms

Awnings	Awnings ( or canopies or blinds ) were designed to protect goods on display in shop windows from the sunlight, and to protect shoppers. Awnings are retractable into a blind box with a sprung roller which can be hidden by selective and sensitive placement either above or below the fascia.
Bay Window	A window extension which projects from the plane of the building façade, square, curved, or canted (at an angle)
Bow Window	A curved bay window
Capital	The top part of a column or pilaster, usually of a classical order – in shopfronts it is often same as a corbel or console
Cill	The cill forms the base of the shop window and is designed to throw water away from the stall riser which it sits atop.
Clerestory Light	In this context, small upper panes of a shop window (see also transom lights)
Colonette	A small column
Console	Curved ornamental bracket often supporting a cornice
Corbel	A projection which supports a beam or structure
Cornice	The uppermost part of an entablature – in this context the uppermost part of the fascia. The cornice is usually moulded, lead topped and provides a cap to the upper limit of the shopfront above the fascia and gives weather protection by throwing water clear of the shopfront and preventing rot.
Dutch Canopies	Dutch Canopies or blinds became popular in the mid-20th century, and there are current examples in the Padiham townscape. These are not traditional, and also not fully hidden when not in use, instead folding back against the shopfront. It is rare for a Dutch Canopy to be appropriate within the context of a historic shopfront.
Edwardian	Opulent style of architecture during the reign of Edward VII 1901-1910
Entablature	In this context the upper part of the shopfront comprising the cornice and fascia
Fanlight	Fixed window above a door – originally semi-circular in shape in Georgian architecture but now can be any shape
Fascia	Unadorned horizontal band in the entablature - in the case of shopfronts, usually used for advertising. The term can be used for the principal flat space, but also any detailing, including mouldings and cornices, where applicable.
Georgian	The style of classically inspired architecture prevalent in the period 1714-1830
Glazing Bars (astragals)	The timber, metal or plastic moulded pieces holding in the individual panes of glass in a window
Light	The space between the mullions of a window sometimes comprised of a number of panes
Mullion	Vertical element of timber, stone or metal which divided a window into separate lights. Traditional mullions were always profiled and not simply square or rectangular as often seen in modern shopfronts.
Oriel Window	A window which projects from the plane on the building's façade but does not touch the ground

Pilaster	A rectangular pier or column projecting from a wall. These form a frame and support for the shopfront structure. They come in timber and sometimes in stone
Regency	The style of classically inspired architecture which flourished during the regency and reign of George IV (1811–30) in the late Georgian period
Stallriser	Lower part of a shopfront below the window, either of masonry or timber
Transom	Horizontal element of timber, stone or metal which divided a window into separate lights. Traditional transoms were always profiled and not simply square or rectangular as often seen in modern shopfronts
Transom Lights	Transom lights became a feature of the late Victorian and Edwardian period when window displays were becoming internally lit, as opposed to the large hanging external gas lamps. The transom light, usually leaded with stained glass, conveniently hid the lights from view when looking into the shop.
Victorian	The architecture of the period during the reign of Queen Victoria 1837-1901

## Appendix E: Contacts & Further Information

<b>Planning and other Applications:</b>		
For further advice on the need for consent or to obtain application forms, please contact: Development Control Section, Burnley Borough Council, Town Hall, Burnley , BB11 9SA e-mail: <a href="mailto:planningservices@burnley.gov.uk">planningservices@burnley.gov.uk</a> Tel : 01282 425011		
<b>Planning Policy Documents:</b>		
For advice on planning policy generally (non site-specific) or queries on this SPD or any other planning policy publication, please contact: Policy & Environment Section, Burnley Borough Council, Town Hall, Burnley , BB11 9SA e-mail: <a href="mailto:localplan@burnley.gov.uk">localplan@burnley.gov.uk</a> Tel : 01282 425011		
<b>Grant Assistance:</b>		
For advice on the Padiham TH scheme, please contact: Suzanne Pickering 01282 425011 x3309		
<b>Building Control, Access for All and Other Guidance</b>		
Pennine Lancashire Building Control <a href="https://blackburn.gov.uk/Pages/Building-control.aspx">https://blackburn.gov.uk/Pages/Building-control.aspx</a> Lancashire Constabulary Designing Out Crime Officer <a href="https://www.lancashire.police.uk/help-advice/property-safety/designing-out-crime-secured-by-design.aspx">https://www.lancashire.police.uk/help-advice/property-safety/designing-out-crime-secured-by-design.aspx</a> Equality and Human Rights Commission <a href="http://www.equalityhumanrights.com/en/advice-and-guidance/equality-law-businesses-selling-products-such-shops-and-petrol-stations">www.equalityhumanrights.com/en/advice-and-guidance/equality-law-businesses-selling-products-such-shops-and-petrol-stations</a> Citizens Advice <a href="https://www.citizensadvice.org.uk/law-and-courts/discrimination/what-are-the-different-types-of-discrimination/duty-to-make-reasonable-adjustments-for-disabled-people/">https://www.citizensadvice.org.uk/law-and-courts/discrimination/what-are-the-different-types-of-discrimination/duty-to-make-reasonable-adjustments-for-disabled-people/</a> Historic England: Easy Access to Historic Buildings <a href="https://historicengland.org.uk/images-books/publications/easy-access-to-historic-buildings/">https://historicengland.org.uk/images-books/publications/easy-access-to-historic-buildings/</a> Department for Communities Local Government: Outdoor Advertisements and Signs, a Guide for Advertisers June 2007. <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/11499/326679.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/11499/326679.pdf</a> Department for Transport: Manual for Streets 2007. Available at: <a href="http://www.dft.gov.uk/pgr/sustainable/manforstreets/pdfmanforstreets.pdf">http://www.dft.gov.uk/pgr/sustainable/manforstreets/pdfmanforstreets.pdf</a>		
<b>Other Useful Addresses</b>		
Lancashire County Council <a href="https://www.lancashire.gov.uk/">https://www.lancashire.gov.uk/</a> Tel: 0300 123 6701	Historic England (Manchester Office) <a href="https://historicengland.org.uk/advice/">https://historicengland.org.uk/advice/</a>	
<b>The following organisations publish guidance for historic properties:</b>		
SPAB 37 Spital Square, London, E1 6DY <a href="http://www.spab.org.uk">www.spab.org.uk</a>	The Georgian Group 6 Fitzroy Square, London <a href="http://www.georgiangroup.org.uk">www.georgiangroup.org.uk</a>	The Victorian Society 1 Priory Gardens, Bedford Park, London, W4 1TT <a href="http://www.victoriansociety.org.uk">www.victoriansociety.org.uk</a>







## RECYCLING COLLECTIONS

### REPORT TO EXECUTIVE



<b>DATE</b>	<b>18th June 2019</b>
<b>PORTFOLIO</b>	<b>Community &amp; Environmental Services</b>
<b>REPORT AUTHOR</b>	<b>Sean Spencer</b>
<b>TEL NO</b>	<b>Ex. 3402</b>
<b>EMAIL</b>	<b>sspencer@burnley.gov.uk</b>

#### PURPOSE

1. To seek approval to implement changes to the recycling service that is undertaken as part of the current Waste and Cleansing Contract following a review of current arrangements.

#### RECOMMENDATION

The Executive is recommended to:

2. approve the move to the introduction of wheeled recycling bin service for 22,000 properties across the Borough as edged in green in Appendix One – Proposed recycling service changes;
3. approve a two-year extension of the current Waste and Cleansing Contract, in line with the existing Contract provision;
4. delegate authority to the Head of Streetscene in consultation with the Executive Member of Community and Environmental Services to accept the most economically advantageous tender for procurement of the recycling bins following the results of a mini- competition undertaken through Yorkshire Purchasing Organisation “Supply of Wheeled Bins” Framework;
5. authorise the Head of Streetscene to undertake the procurement of replacement recycling equipment for the collection of paper and card for the areas edged in red in Appendix One – Proposed recycling service changes;
6. authorise the Head of Legal and Democratic Services to execute all documentation necessary to implement the above decision; and
7. recommend to Full Council/ the Chief Executive to use urgency powers to add a capital budget of £720k for the procurement of wheeled bins and paper and card collection equipment in the 2019/20 capital budget.

#### REASONS FOR RECOMMENDATION

8. To equip the Council going forward to deliver the priorities that have been identified in the Government’s recently published Waste and Resources Strategy, by increasing the Council’s recycling capacity.

9. To implement the proposed service change to reflect the housing stock and storage provision of the Borough.
10. To enhance performance and improve the customer experience of the recycling services in Burnley.
11. The extension of the current Waste and Cleansing Contract is recommended considering the positive performance of the Contractor and as the most viable means to part fund the capital provision of the introduction of wheeled recycling bins.
12. For Officers to review and source improved provision of the existing paper and card recycling equipment to improve collection, resident satisfaction and increase recycling participation.

## **SUMMARY OF KEY POINTS**

### **Background:**

The Council's Scrutiny Committee considered a report on the 13<sup>th</sup> March 2019 following the receipt of a public petition that requested the Council to consider the introduction of a change to wheeled bins for the collection of recyclate. The Council's Executive committed to review current arrangements for the Recycling service. The following priorities were agreed to be included within the scope of the review:

- a. An analysis of the national waste strategy.
- b. A review of current waste collection and recycling operations within Burnley. The overall objectives include; increasing recycling rates, making recycling easier for residents and improving street cleanliness.
- c. Development of options for a tailored waste collection and recycling service, which meets the different needs of the different types of property within Burnley.
- d. Recommended way forward for a tailored waste collection and recycling service for Burnley residents.

### **The National Waste Review:**

13. The Council has taken into account the main considerations of the Government's Waste and Resources Strategy that was published in December 2018. The key themes of the national strategy are in the main;
  - The Circular Economy and reform aim at manufacturers to reduce the supply and use of non-recyclable packaging
  - Single Use Plastics (SUPs)
  - Deposit Return Schemes
  - Waste crime
  - Re-use and waste management
  - Surplus food reduction and redistribution (primarily commercial activities and not resident)
  - Improved technology and performance measurement to manage waste

14. In conjunction with Lancashire County Council (as the waste disposal authority), Lancashire collection authorities and the Local Authority Recycling Advisory Council (LARAC) the Council have responded to the Government's recently published Consultations regarding Recycling and the national Consistency Agenda. The proposed actions to implement wheeled bins by the Council as a phased programme is in accordance with the direction of travel that advocates increasing recycling capacity and opportunities.
15. The Government's recently published Waste Strategy makes the ambitious commitment to achieve a national recycling rate of 65% by 2035. Nationally the current recycling rate is 44.8% and locally 32.8%.

### **LGA Peer Review**

16. The Peer Review that was undertaken in conjunction with the Local Government Association to assess the quality of Council services, back in 2016, highlighted and recommended the Council reviewed how its recycling performance could be increased. There are many contributory factors to the lower local performance, however the introduction of the proposed service change for recycling is expected to increase participation and Burnley's recycling performance.

### **Waste and Cleansing Contract**

17. The current Waste and Cleansing Contract was awarded to Urbaser and commenced in June 2015 as an 8-year Contract. The Contract included options for two one-year extensions. A Service Change Fund of £250k was established as part of the Contract to support the implementation of any significant service changes that the Council would need to implement in response to changing service requirements and operating environment. The full £250k service change fund was based upon the Contract being extended by an additional 2 years.

### **Recycling Service Review**

18. The Council's existing recycling collection service has been reviewed by Officers over recent months. The existing refuse and garden waste collections are not 'in-scope' for the purpose of this review and will remain unaffected across the whole borough and will remain as fortnightly collections.
19. Currently recycling is collected across the Borough as a fortnightly collection of recycling in 55l containers for glass, cans and plastics and white sacks for paper and card. The current collection cycle is as follows:

- Week 1: Refuse
- Week 2: Recycling collections (blue boxes and white sacks)
- Week 3: Refuse
- Week 4: Recycling collections (blue boxes and white sacks)

20. Whilst the current recycling service method outlined above is generally regarded within the industry as an efficient method for frequent collections, the Council has recognised ongoing concerns with regards to spillage and the limits on recycling

capacity of the containers that is often raised by residents. The potential benefits of the introduction of wheeled recycling bins would look to increase recycling capacity and performance, whilst reducing collection frequency. However, Officers are fully aware of the 'geography' and diverse housing stock within the borough, particularly the high concentration of high-density terraced housing with limited storage provision and the concerns that some residents have raised previously regarding lack of storage space and the potential imposition of additional 240l wheeled bins.

- 21.** As part of the review, it was identified that it would be beneficial to approach any roll-out of wheeled bins within those areas where physical factors (limited storage provision etc.) will not restrict the introduction. Appendix One highlights in green the indicative areas that have been identified as suitable for wheeled bin provision. This equates to approximately 22,000 properties across the borough
- 22.** The initial high-level round modelling exercise assessed the impact of the roll out of a wheeled recycling bin collection system to the designated areas outlined in Appendix One collected on a 4-weekly cycle. The main findings were that:
  - There would be no increase in collection costs
  - There would be significant benefits relating to resource planning and staff rota
  - There would be significant benefits (i.e. reduced demand) linked to street cleansing from this improved methodology
- 23.** A revised methodology to the street cleaning services would be implemented in the areas identified as suitable in Appendix One for wheeled bins. The areas that move to a wheeled bin collection system for recycling would receive a cleanse every 2 weeks following their refuse collections. The Waste and Cleansing Contract already provides a flexible resource that would remain across all the borough and would provide a service response, should this be required to continue to deal with additional reports of littering / fly tipping on a reactive basis that may occur in between scheduled cleansing.
- 24.** It should also be noted, that there are benefits relating to service improvements by moving to wheeled bins. There is a demand from residents who regularly recycle to replace our current containers with wheeled bins, so this would certainly be seen as a service enhancement.
- 25.** The proposed recycling collection methods would see approximately 22,000 properties (approx. 50% of the borough move away from boxes/sacks to larger wheeled bin containers for recycling collected every 4 weeks. Within this proposal households would receive 2 additional 240l bins for the separate collection of glass, cans and plastics and paper and card. The collection cycle for households with wheeled bins would be as outlined below:
  - Week 1: Refuse
  - Week 2: No Collection
  - Week 3: Refuse
  - Week 4: 2 x Recycling wheeled bins (One for Glass / Cans / Plastics and One for Paper/Card)

- 26.** The initial provision of wheeled bin containers for recycling will be provided to residents free of charge. Any subsequent requests for replacement containers will be administered in accordance with the Council's current bin charging policy.
- 27.** Any implementation of recycling wheeled bins would be limited to the identified designated area in Appendix One due to managing the operational impact. Those properties that have not been initially identified within the recycling review will continue to benefit from existing collection arrangements. There will be no change or adverse impact. Fortnightly recycling collections will remain.
- 28.** However; an additional part of this proposal is the introduction of alternative equipment for the collection of paper and card for the areas highlighted in red in Appendix One. This equates to approximately 20,000 properties. As part of the planned service change, the areas that have not been identified at this stage as moving onto a wheeled bin service for recycle will be issued with replacement containers for the collection of paper and card. The review identified that the current white sacks are not popular with residents and complaints are received that they regularly go missing after collection. In response to these issues, it is proposed that the remaining white sacks are replaced with an improved sealable provision.
- 29.** In conjunction with any potential rollout of re-cycling wheeled bins a comprehensive communications plan will support the project implementation and delivery. Ongoing updates and information will be provided via a variety of sources. For instance, roadshows, information leaflets, social media FAQs and the Council's website. This activity will be similar to the hugely successful communication plan that was delivered as part of the introduction of the chargeable green waste service back in 2017.
- 30.** It should be noted that the map provided within Appendix One, is an initial high-level overview of how the Recycling Service change will be implemented. At this stage, Appendix One is for illustrative implementation purposes only. Elected ward members have been consulted and have been given the opportunity to raise any specific queries relating to the proposal outlined in Appendix One. This has been undertaken via scheduled Member Briefings and a separate email to All Members that has given the opportunity for all address related queries to be raised. All address related queries will be investigated prior to final implementation.
- 31.** The finalised details will be made available to residents via the detailed Communications plan identified above. As part of the communication plan to support the project, residents will have the ability to check on the Council's website for future recycling equipment relating to their property. To assist and inform residents about any recycling service changes, households will be able to access the Council's website via an address search which will confirm any changes. This will be available from July as part of the planned publicity activity.
- 32.** Officers will undertake a full community impact assessment to ensure the proposed round collection changes maintain existing accessibility and recycling participation and do not adversely impact those that currently benefit from assisted collections.

## Market Testing

- 33.** Officers have market tested pricing for wheeled bins to meet Council requirements using the Yorkshire Purchasing Organisations “Supply of Wheeled Bins” Framework open to all municipal authorities. Taking this approach removes the need for a costly tender process and is compliant with the 2015 Public Contract Regulations. In taking this approach there is no binding requirement upon the Council. It is proposed that the Head of Streetscene shall award the Contract for the procurement of the wheeled bins to the most economically advantageous tender in consultation with the Executive Member for Community services.
- 34.** Quotations have also been obtained for replacement paper and card provision. Suitable replacement equipment is approximately between £40 - £45k. for 20,000 properties.

## Rollout Timetable

- 35.** An indicative timetable of key dates for the procurement and rollout has been identified as follows;

Activity	Date
Award Contract for bin provision	W/C 8 <sup>th</sup> July 2019
Resident Communication / publicity activity	July - Sept 2019
Receipt of wheeled bins	W/C 26 <sup>th</sup> August 2019
Distribution of bins and equipment for paper and card to households	2 <sup>nd</sup> Sept – 27 <sup>th</sup> Sept 2019
Implement wheeled bin recycling collections	1 <sup>st</sup> Oct 2019

## FINANCIAL IMPLICATIONS AND BUDGET PROVISION

### 36. Capital Budget

There will be a potential capital budget requirement of £720k for the procurement of wheeled bins for recycling, delivery of the containers (and the provision of alternative equipment for paper and card collections weighted white sacks for the rollout of this scheme. The budget will be funded as follows;

£250k Urbaser’s Service Change Fund  
£470k BBC Prudential Borrowing



37. It is not anticipated that there will be any additional revenue costs from the proposed roll-out.

38. The revised cleansing methodology and the two-year Contract extension should provide service efficiencies and financial benefits for the Council. A saving on the current Waste and Cleansing Contract from the adoption of the proposal would see circa £200k reduction in the current Waste and Cleansing Contract price. The savings on cleansing would be realised from the reduction of spillage from the proposed methodology. It is proposed the realised efficiencies of the Contract will help towards balancing the Councils revenue budget. The Council would retain a service contingency budget to support the implementation / transition to the revised service and to ensure existing collection and cleansing standards are maintained. This practice has been adopted for other significant service changes including; the Urbaser appointment for the Waste and Cleansing Contract, the establishment of the Leisure Trust and the Liberata partnership.

#### **POLICY IMPLICATIONS**

39. The proposal supports the commitment in the strategic plan to *“implement a range of initiatives to maintain a clean, safe, attractive and environmentally friendly borough”*.

#### **DETAILS OF CONSULTATION**

40. As follows;

- A briefing has been provided to all relevant Group Leaders and Members that requested a briefing on the proposals. The Group Leader briefings were undertaken during May 2019.
- The proposals have been presented to an All Member Briefing, delivered on the 29<sup>th</sup> May 2019
- Reported to the Scrutiny Committee on the 17<sup>th</sup> June 2019.

#### **BACKGROUND PAPERS**

41. None

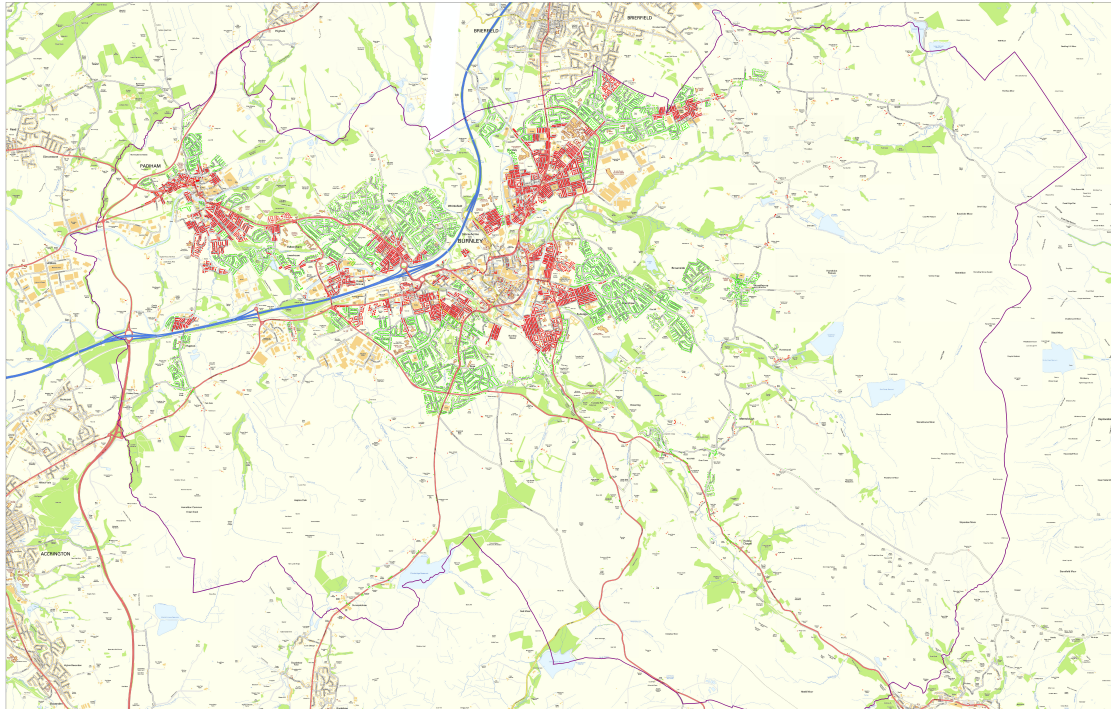
#### **FURTHER INFORMATION**

**PLEASE CONTACT: Tom Omerod –  
Contracts Manager**

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### Proposed recycling service changes (Appendix One)



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## REPORT TO EXECUTIVE



<b>DATE</b>	<b>18<sup>th</sup> June 2019</b>
<b>PORTFOLIO</b>	<b>Housing and Environment</b>
<b>REPORT AUTHOR</b>	<b>Clare Jackson</b>
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## Rogue Landlord Database and Banning Orders

### PURPOSE

1. To implement the new enforcement powers contained in the Housing and Planning Act 2016 (Part 2). In particular the Database of Rogue Landlords and Property Agents and the use of Banning Orders.

### RECOMMENDATION

2. To approve the Council's Policy and Matrix for the use of Rogue Landlord Database and Banning Orders (Appendix 1).
3. To note that authority rests with the Leader regarding amending Part 3 (Executive ) Functions relating to the addition of a delegation of the Head of Housing and Development Control regarding the following power:

"To exercise all powers to in relation to the Rogue Landlord Database and issue, use and enforce Banning Orders as detailed in the Housing and Planning Act 2016 (and any regulations made there under)".

### REASONS FOR RECOMMENDATION

4. The use of these new powers will support and complement the work that the Council continues to deliver to tackle rogue landlords. The use of the Rogue Landlord database and in particular Banning Order could be a powerful deterrent to rogue landlord behaviour through the Banning Orders which would prevent them operating as a landlord in England.

### SUMMARY OF KEY POINTS

5. **Rogue Landlord Database**  
The database is maintained through the Ministry of Communities and Local Government. It has been designed to help local authorities to keep track of rogue landlords who may be operating across England.

6. Local authorities must issue the person with a decision notice before making an entry on to the database. This notice must specify the period for which the entry will remain.
7. Local Authorities have a mandatory duty to register a banning order on the rogue landlord database. In addition local authorities have discretion to record banning order offences that were committed when the person was a residential landlord or property agent; and/or received two or more financial penalties in respect of a banning order offence within a period of 12 months committed at a time when the person was a residential landlord or a property agent.
8. There are currently six entries in the database from mainly London Borough authorities. The offences recorded are mainly in relation to Houses in Multiple Occupation.
9. **Banning Orders**  
The Housing and Planning Act 2016 and The Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017 introduced Banning Orders for certain types of offences.
10. If a landlord or property agent commits certain types of offences (see appendix 1 for a full list of the relevant offences) the local authority can apply to the First Tier Tribunal to ban that person from:
  - Letting houses in England;
  - Engaging in English letting agency work;
  - Engaging in English property management work;
11. The Tribunal can make the order for a minimum of 12 months, and there is no maximum period. The Tribunal determines the length of time of the banning order; the Council can only make recommendations. Breaching a banning order is a Criminal Offence.

#### **FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

12. None directly. There will however be a cost of defending Banning Orders or entries on the Rogue landlord database at any Tribunal hearing.

#### **POLICY IMPLICATIONS**

13. None directly

#### **DETAILS OF CONSULTATION**

14. None.

**BACKGROUND PAPERS**

15. None

**FURTHER INFORMATION**

**PLEASE CONTACT: Clare Jackson**

**ALSO: Paul Gatrell**

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## **Banning Orders and the Rogue Landlord Database**

**9/04/2019**

### **Purpose**

This policy explains how the Council will use new powers under the Housing and Planning Act 2016 to ban landlords from renting out property in the private rented sector and to record banning order offences in the Government's Rouge Landlord database.

### **Introduction**

The Housing and Planning Act 2016 and The Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017 introduced Banning Orders for certain types of offences. See appendix 1 for a full list of the relevant offences. These offences include those that are enforced by other statutory agencies such as the Police and the Fire Service.

Local Authorities can apply to the First-Tier Tribunal to ban a landlord from:

- Letting housing in England;
- Engaging in English letting agency work;
- Engaging in English property management work;

The database is designed to be a tool which will help local housing authorities to keep track of rogue landlords and focus their enforcement action on individuals and organisations who knowingly flout their legal obligations. Local housing authorities must issue the person with a decision notice before making an entry, specifying the period for which the entry will be maintained

Local Authorities have a mandatory duty to register a banning order on the rogue landlord database. In addition local authorities have discretion to record banning order offences that were committed when the person was a residential landlord or property agent; and/or received two or more financial penalties in respect of a banning order offence within a period of 12 months committed at a time when the person was a residential landlord or a property agent.

Breaching a banning order is a Criminal Offence, the Tribunal can make the order for a minimum of 12 months, and there is no maximum period. The Tribunal determines the length of time of the banning order; the Council can only make recommendations.

In order to make use of banning order powers the Council is required to have in place its own policy on when to pursue a banning order and to decide which option it wishes to pursue on a case-by-case basis in line with that policy.

This policy takes account of the non-statutory guidance issued by the Government which makes clear that banning orders are aimed at rogue landlords who flout their legal obligations and rent out accommodation which is substandard, and which also confirms the Government's expectation that banning orders will be used for the most serious offenders.

The Council will reserve Banning Orders for the most serious offences and where a landlord or managing agent continues to commit offences.

Through the use of the Rogue Landlord database the Council will work in partnership with other local authorities to serve banning orders on landlords where they have committed banning order offences in multiple local authority areas.

The process for applying for a banning order is set out in section 15 of the Housing and Planning Act 2016. Prior to making an application the process includes serving a notice of intent on the landlord and provision for consideration of representations made by the landlord.

#### **Factors to consider when determining whether to make an entry on the data base and when to apply for a banning order**

As recommended by the Government's guidance, the Council will consider the following factors when deciding:

- Whether to make an entry on the database and for how long that entry should remain
- Whether to apply for a banning order and when recommending the length of any banning order:

<p><b>The seriousness of the offence.</b></p> <p>All banning order offences listed in Appendix 1 are serious</p>	<p>When considering whether to apply for a banning order the Council will consider the sentence imposed by the Court or the Civil Penalty in respect of the banning order offence itself.</p> <p>The more severe the sentence imposed by the Court or the higher the Civil Penalty</p>
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	<p>amount, the more appropriate it will be for a banning order to be made.</p> <p>The more serious the offence, the stronger the justification for including the offender on the database.</p>
<b>Previous convictions/rogue landlord database</b>	<p>Officers should check the rogue landlord database in order to establish whether a landlord has committed other banning order offences or has received any civil penalties in relation to banning order offences.</p> <p>A longer ban may be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be aware of their legal obligations. For example, in the case of property agents, they are required to be a member of a redress scheme and any evidence of noncompliance could also be taken into account.</p> <p>Conversely, where it is a first offence the Council may decide that it is not appropriate to record a person's information on the database.</p>
<b>The harm caused to the tenant</b>	<p>The greater the harm or the potential for harm (this may be as perceived by the tenant), the longer the ban should be. Banning order offences include a wide range of offences, some of which are more directly related to the health and safety of tenants, and could therefore be considered more harmful than other offences (such as fraud).</p>
<b>Punishment of the offender</b>	<p>A banning order is a severe sanction. The length of the ban should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending. It is, therefore, important that it is set at a high enough level to remove the worst offenders from the sector. It should ensure that it has a real economic impact on the offender and demonstrate the consequences of not complying with their responsibilities.</p>
<b>Deterring the offender</b>	<p>The ultimate goal is to prevent any further offending. An important part of deterrence is the</p>

<b>from repeating the offence</b>	<p>realisation by the offender that (a) the Council has the tools and is proactive in recording the details of rogue landlord and property agents and (b) that they will be unable to simply move from one local housing authority to another and repeat the same offences as the information will be available to other local housing authorities.</p> <p>The length of the ban should prevent the most serious offenders from operating in the sector again or, in certain circumstances; help ensure that the landlord fully complies with all of their legal responsibilities in future. The length of ban should therefore be set at a long enough period such that it is likely to deter the offender from repeating the offence</p>
<b>Deterring others from committing similar offences</b>	<p>Knowing that they may be included on the database if they are convicted of a banning order offence or receive multiple financial penalties, may deter some landlords from committing banning order offences in the first place.</p> <p>An important part of deterrence is the realisation that (a) the local authority is proactive in applying for banning orders where the need to do so exists and (b) that the length of a banning order will be set at a high enough level to both punish the offender and deter repeat offending.</p>
<b>Mitigating factors.</b>	<p>Where there are mitigating factors, the Council may decide not to make an entry on the database or apply for a banning order. Mitigating factors could include personal issues, for example, health problems or a recent bereavement. It is for the Council to decide on a case by case basis whether mitigating factors are strong enough to justify a decision not to record a person's details on the database or make a banning order.</p>

In line with the policy a decision to make a discretionary entry will be confirmed by the Private Sector Housing Manager and a Decision Notice served. The decision notice is subject to appeal to the First Tier Tribunal.

In line with the policy a decision to commence the banning order procedure in any case will be confirmed by the Head of Housing and Development Control.

The Private Sector Housing Manager will be responsible for considering any representations made by a landlord or managing agent served with a notice of intention and in consultation with the Head of Housing and Development Control for the decision to make an application to the Tribunal for a banning order, including the recommended duration of the ban.

The Council must make an entry on the database when a banning order is made by the Tribunal.

### **Publication of the Banning Orders**

Subject to its own legal advice and guidance provided by the Ministry of Justice, the Council will consider publishing details of successful banning orders including the names of individual landlords. The Council will also consider making information on banned landlords available on request by a tenant.

### **Further Information**

MCLG Guidance - Database of rogue landlords and property agents under the Housing and Planning Act 2016

MCLG Guidance - Banning Order Offences under the Housing and Planning Act 2016

## Appendix 1

### Banning Order Offences under Schedule 1 of The Housing and Planning Act 2016

#### (Banning Order Offences) Regulations [2017]

#### Relevant housing offences

Protection from Eviction Act 1977	Section 1(2), (3) and (3A)	Unlawful eviction and harassment of occupier
Criminal Law Act 1977	Section 6(1)	Violence for securing entry
Housing Act 2004	Section 30(1)	Failing to comply with an Improvement Notice
Housing Act 2004 Section	32(1)	Failing to comply with a prohibition order
Housing Act 2004 Section	72(1), (2) and (3)	Offences in relation to licensing of Houses in Multiple Occupation
Housing Act 2004 Section	95(1) and (2)	Offences in relation to licensing of houses under Part 3 of the Act
Housing Act 2004 Section	139(7)	Contravention of an overcrowding notice

Housing Act 2004	Section 234(3)	Failure to comply with management regulations in respect of Houses in Multiple Occupation
Housing Act 2004	Section 238(1)	False or misleading information
Regulatory Reform (Fire Safety) Order 2005	Article 32 paragraphs (1) and (2)	Fire safety offences
Health and Safety at Work Act 1974	Section 33(1)(c)	where a person contravenes Regulation 36 of the Gas Safety (Installation and Use) Regulations 1998

### **Immigration Offences**

Letting to someone disqualified from renting as a result of their immigration status, resulting in an offence under Part 3 of the Immigration Act 2014 (as amended)

Immigration Act 2014	Section 33A(1) and (10)	Residential tenancies – landlord offences
Immigration Act 2014	Section 33B(2) and (4)	Residential tenancies – agent offences

### **Serious Criminal Offences**

These are serious criminal offences for which an offender may have received a custodial sentence upon conviction.

Fraud Act 2006	Section 1(1) Section 6(1) Section 7(1) Section 9(1)	Fraud offences
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	Section 11(1) Section 12(2)	
Criminal Justice Act 2003	Schedule 15	Specified violent and sexual offences
Misuse of Drugs Act 1971	Section 8 Section 9 Section 9A(1) and (3) Section 18(1), (2), (3) and (4) Section 19 Section 20 Section 21	Offences involving the misuse of drugs
Proceeds of Crime Act 2002	Section 327	Concealing criminal property
Proceeds of Crime Act 2002	Section 328	Arrangements
Proceeds of Crime Act 2002	Section 239	Acquisition, use and possession
Protection from Harassment Act 1997	Section 2	Offence of harassment
Protection from Harassment Act 1997	Section 2A	Offence of Stalking
Anti-social behaviour, Crime and Policing Act 2014	Section 30	Breach of criminal behaviour order
Anti-social behaviour,	Section 48	Failure to comply with Community



Crime and Policing Act 2014		Protection Notice
Criminal Damage Act 1971	Section 1(1)	Destroying or damaging property
Criminal Damage Act 1971	Section 2	Threats to destroy or damage property
Criminal Damage Act 1971	Section 3	Possessing anything with intent to destroy or damage property
Theft Act 1968	Section 7	Theft
Theft Act 1968	Section 9	Burglary
Theft Act 1968	Section 21	Blackmail
Theft Act 1968	Section 22	Handling stolen goods



**REPORT TO THE EXECUTIVE**



<b>DATE</b>	<b>18/06/2019</b>
<b>PORTFOLIO</b>	<b>Housing and Leisure</b>
<b>REPORT AUTHOR</b>	<b>Clare Jackson</b>
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**DISCRETIONARY DISABLED FACILITIES GRANT (DFG)**

**PURPOSE**

1. The purpose of this report is to seek approval for amendments to the Private Sector Housing Renewal Policy 2012. To implement discretionary DFG assistance to ensure the Council continue to offer adaptations that improve the health and well-being of disabled people.

**RECOMMENDATION**

2. To amend the Housing Renewal Policy 2012 and approve the discretionary disabled facilities assistance of £10,000, giving a maximum assistance of £40,000 (Appendix 1). The discretionary assistance will be funded through Burnley's allocation of the Better Care Fund.

**REASONS FOR RECOMMENDATION**

3. To continue to fully assist disabled people in Burnley to live independent and safe lives within their home.
4. To effectively use the increase in funding, provided by the Better Care Fund to local housing authorities for home adaptations.
5. The existing upper limit for major disabled adaptations has not increased since 2008. Since then there has been an increase in the complexity of needs for disabled applicants, particularly for children, which are accommodated by property extensions. In addition, there have been significant building cost increases over the last 11 years, which cannot be met by the current grant threshold.

**SUMMARY OF KEY POINTS**

6. DFGs are the only mandatory grants available to disabled people when works to adapt their home are judged necessary and appropriate to meet their needs and when it is reasonable and practicable to carry them out having regard to

the age and condition of the dwelling. With the exception of child cases, DFGs are generally subject to a test of resources which means that the applicant's income and savings have to be assessed. The maximum amount of DFG is currently set by statute at £30,000 and has been at this level since 2008.

7. The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO) gave local housing authorities the power to adopt discretionary policies with regard to housing interventions to promote independent living and wellbeing.
8. The Private Sector Housing Renewal Policy was updated in 2012 and sets out Burnley's policies in relation to the forms of assistance it is able to offer, based on local priorities and the level of resources available. At this time there was no provision for discretionary disabled facilities assistance as historically there was insufficient government funding to meet the demand for mandatory DFGs and local housing authorities had to operate a waiting list.
9. Since the introduction of the Better Care Fund (BCF) in 2015, capital funding for DFGs is now paid directly to upper tier authorities (LCC), but the statutory duty continues to sit with the local housing authority. Currently the upper tier authorities have to allocate funding to their respective housing authorities as directed by Government. Since the introduction of the BCF, budgets for DFGs have significantly increased in Burnley to the point where there is role forwards of funds to the next financial year.
10. Today adaptations are much more complex, with specialist equipment being required. In addition building costs have increased over the last 11 years. Applying inflation or the retail price index supports the proposal of introducing discretionary disabled facilities assistance at £10,000 giving a maximum assistance of £40,000.
11. Examples of required assistance that exceed the current £30,000 limit are those where the extensions are required to be larger to accommodate a disabled person who in the main is confined to a bed or wheel chair. Ramped access is required to both level access sleeping and bathing facilities on the ground floor with specialist toilets, rise and fall baths and ceiling track hoists.
12. Paragraph 5.6.8 of appendix 1 to this report contains the amendment.

## **FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

13. The cost of the discretionary disabled facilities assistance will be funded through the Burnley's allocation of the Better Care Fund.

## **POLICY IMPLICATIONS**

14. As detailed in the report.

## **DETAILS OF CONSULTATION**

15. Executive member for Housing and Leisure and the Executive Member for Resources

and Performance Management.

**BACKGROUND PAPERS**

**FURTHER INFORMATION**

**PLEASE CONTACT: Clare Jackson**

**ALSO: Paul Gatrell**

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## **Appendix A – Amendments to the Private Sector Housing Renewal Policy 2012**

### **TYPES OF ASSISTANCE AVAILABLE**

#### **5.5. MANDATORY GRANTS**

##### *POLICY PRIORITY*

(iv) Providing disabled people with adaptations to their homes through the provision of mandatory grants.

##### *ASSISTANCE AVAILABLE*

#### **5.6. DISABLED FACILITIES GRANTS**

5.6.1. The provisions governing mandatory disabled facilities grants (DFGs) are contained in the Housing Grants, Construction and Regeneration Act 1996 as amended by the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. Advice on delivery of DFG's and the role and responsibility of the council and Social Services is contained in the Department for Education and Skills/Department of Health good practice guides "Delivering Housing Adaptations for Disabled People".

##### *Eligibility*

5.6.2. All owner-occupiers, tenants, licensees or occupiers who can satisfy the criteria in sections 19-22 of the 1996 Act are eligible. Private tenants may apply following approval by the landlord to the adaptation work. Housing Association tenants are also eligible and are assessed for need and means tested on the same basis as private owners and tenants. The eligible works are set out in section 23(1) of the 1996 Act. The grant is limited to a maximum of £30,000.

##### *Prioritisation*

5.6.3. The council's policy is to prioritise, for DFG assistance, urgent cases as defined by the Occupational Therapist. Non-urgent cases may still qualify for a DFG but are referred to a general waiting list and dealt with as soon as resources permit. The council accepts referrals from Housing Associations for urgent cases but non-urgent cases are dealt with by Housing Associations themselves. Minor adaptations are dealt with by Social Services and implemented through a local Home Improvement Agency.

### *Grant Conditions*

5.6.4. The amount of assistance in each case will be determined in accordance with the means test as set out in statutory regulations. The grant will also be subject to conditions as set out in Regulations and it is the council's policy to require a certificate of owner occupation or a certificate of future letting as a condition of the grant being approved. Where these conditions are breached, the grant funding awarded may be recovered in line with the statutory regulations.

### *Repayment of grant*

5.6.5. The Disabled Facilities Grant (Conditions relating to approval or payment of Grant) General Consent 2008 set 10 year grant conditions from the certified date (the date works are completed) based on ownership and occupation of the property. If the grant conditions are breached during this period, any Grant award that exceeds £5,000 will become repayable where the applicant has an owners interest in the property. The council may demand the repayment by the recipient of the grant of such part of the grant that exceeds £5,000 if—

(i) the recipient disposes (whether by sale, assignment, transfer or otherwise) of the premises in respect of which the grant was given within 10 years of the certified date; and

(ii) the Council, having considered—

a) the extent to which the recipient of the grant would suffer financial hardship if they were required to repay all or any of the grant;

b) whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of their employment;

c) whether the disposal is made for reasons connected with the physical or mental health or well-being of the recipient of the grant or of a disabled occupant of the premises; and

d) whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, which the recipient of the grant is intending to provide, or who is intending to provide care of which the recipient of the grant is in need by reason of disability or infirmity,

e) is satisfied that it is reasonable in all the circumstances to require the repayment.

5.6.6. Taking the above factors into account, the council has determined that it will not be the policy to register the disabled facilities grant as a land charge nor to reclaim disabled facilities grants under the above legislation.



### *Relocation assistance*

5.6.7. The council may not approve a grant where the work required to adapt a property is not reasonable and practicable. In these circumstances, applicants will be advised of the options open to them, including relocating to a more suitable or more easily adapted property. The council may provide financial assistance towards the cost of the move.

### *Discretionary Disabled Facility Assistance (DDFA)*

5.6.8. The Council will consider applications for discretionary Disabled Facilities Assistance where the costs of the eligible works exceeds the maximum grant amount of £30,000. DDFA may be awarded and will be subject to the availability of resources. An extra £10,000 may be available as a top-up to those applicants that are eligible for a DFG.

5.7.8 In cases where a disabled facilities grant is unable to proceed due to the poor condition of the property, the council may provide the applicant with an Emergency Work Grant. It is a discretionary grant available to owner-occupiers in need where works of repair have been identified as being Category 1 hazards under the Housing Health and Safety Rating System that pose an imminent threat to the occupants of a property. The grant can be administered quickly to remedy urgent action. The grant is not for larger scale home improvements but can help to facilitate the implementation of a disabled facilities grant. The works could include:-

- providing essential repairs to electrical wiring where this has been assessed as dangerous.
- making essential repairs to heating or hot water systems in times of cold weather
- To qualify a person must be an owner-occupier (including a Park Home owner) in receipt of income related benefits and aged 60 and over or must be a disabled person in receipt of Disability Living Allowance or Attendance Allowance, who is also in receipt of income related benefits.

### *Minor Adaptations*

5.6.9. The council supports the administration of minor adaptations through the work of the Home Improvement Agency with individual referrals funded by Social Services. The policy has worked well since its introduction and is considered to be an effective way of delivering minor and urgent adaptations to those people most in need, including urgent hospital discharges. The criteria for minor adaptations are

those eligible works of adaptation up to £500. Above this amount, adaptations are dealt with through referrals for a disabled facilities grant.

**Details of the council's mandatory disabled facilities grant assistance and assistance towards relocation and minor adaptations are attached to the main policy as Appendix 4.**

10/05/2019

**Future Value Calculation £30,000 statutory Maximum Grant amount set in 2008**

Inflation	£30,000	2008
	30660	2009
	31671.78	2010
	33097.0101	2011
	34023.72638	2012
	34908.34327	2013
	35431.96842	2014
	35431.96842	2015
	35679.9922	2016
	36643.35199	2017
	37559.43579	2018
	<b>38235.50563</b>	2019

Year	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	ann
<b>2019</b>	1.80%	1.80%	1.90%										1.8
<b>2018</b>	3%	2.70%	2.40%	2.40%	2.40%	2.40%	2.50%	2.60%	2.40%	2.40%	2.30%	2.10%	2.50%
<b>2017</b>	1.80%	2.30%	2.30%	2.70%	2.90%	2.70%	2.60%	2.90%	2.90%	3%	3.10%	2.90%	2.70%
<b>2016</b>	0.30%	0.30%	0.50%	0.30%	0.30%	0.40%	0.60%	0.60%	1%	0.90%	1.20%	1.60%	0.70%
<b>2015</b>	0.30%	0%	0%	-0.20%	0.10%	0%	0.10%	0.10%	-0.10%	-0.10%	0.20%	0.20%	0%
<b>2014</b>	2%	1.70%	1.60%	1.80%	1.50%	1.90%	1.60%	1.50%	1.20%	1.30%	0.90%	0.50%	1.50%
<b>2013</b>	2.60%	2.80%	2.80%	2.40%	2.70%	2.90%	2.80%	2.70%	2.70%	2.20%	2.10%	2%	2.60%
<b>2012</b>	3.60%	3.40%	3.50%	3%	2.70%	2.40%	2.50%	2.50%	2.20%	2.60%	2.70%	2.60%	2.80%
<b>2011</b>	4%	4.30%	3.90%	4.50%	4.50%	4.20%	4.50%	4.50%	5.10%	5%	4.80%	4.30%	4.50%
<b>2010</b>	3.40%	3%	3.40%	3.70%	3.50%	3.20%	3%	3.20%	3.10%	3.20%	3.20%	3.60%	3.30%
<b>2009</b>	3%	3.10%	2.90%	2.40%	2.10%	1.80%	1.90%	1.50%	1.20%	1.50%	2%	2.90%	2.20%

2009 to 2018 inflation change 0.3%

RPI

214	Apr-08
285.1	Mar-19
<b>39967</b>	

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