ADUR & WORTHING PLANNING SERVICES	
PLAN	AWDM/ 0470/14
DATE VALID	- 9 APR 2014

DESIGN AND ACCESS STATEMENT
TOWN AND COUNTRY PLANNING ACT 1990

MCDONALDS RESTAURANT
Eastern Avenue
Shoreham-by-Sea

Reconfiguration of the drive thru lane, with the inclusion of a side-by-side ordering system.

April 2014

MCND store 1256

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1. Assessment of the Site & its Surrounding Area

1.1 The McDonald's Restaurant is situated on Eastern Avenue and Brighton Road.

1.2 The McDonald's Restaurant is easily accessible to the public from footpath's surrounding the site. Accessible entrances also allow for ease of access to the site with ample parking provisions.

1.3 The entrance to the site is from Eastern Avenue.

1.4 Accessible parking is situated outside the main entrance along with ample car parking bays for the site surrounding the restaurant.

2. Design Issues & Principles

2.1 McDonald's Restaurants have long been considered one of the major influences in the quick service industry, constantly re-inventing themselves to the ever-changing public and social values/needs.

2.2 The McDonald's concept has captured the imagination of the public with its vast choice of food, and is now further improving the concept and operation of their restaurants.

2.3 The restaurant has been recently refurbished, approved in January 2011 (Ref ADC/0463/10), with a subsequent non-material amendment approved in May 2011 (Ref AWDM/0046/11). This application includes a reconfiguration of the car park and drive thru lane to introduce side-by-side ordering at the rear of the existing McDonald's restaurant. In essence the inclusion of the side-by-side lane provides an additional order point in the drive thru lane for customers to purchase meals.

2.4 Historically this process has been managed on an ad hoc basis using the existing drive thru lane with two members of staff using hand held computers taking orders from customers in "parallel" (one vehicle in front of another other).

2.5 The intention of the alteration of the existing parallel process is to streamline and formalise the ordering process during peak trading times without the need to have members of staff outside of the building. This will also assist in reducing the length of the potential queue, by increasing the speed of preparing the orders and thus reducing congestion within the site during those busy periods.

2.6 The operation itself is strictly controlled and allows cars to order meals, and then approach the collection point "out of sequence" whilst still obtaining the correct order.

2.7 During quieter periods, customers can use either order point.

2.8 The proposed design will be viewed in six sub-headings relating to the site and it's surrounds. These are- **Amount, Scale, Layout, Appearance, Landscaping and Security**.

2.8.1 **Amount:** The application relates to the reconfiguration of the drive thru lane to reduce the buildup of cars on the site, with a 4 sqm dry store extension and a freezer/chiller extension within the corral area. The additional works will include a new island and change to kerb lines allow for the changes to the signage suite.

2.8.2 The proposed changes to the drive thru lane are limited, with the relocation of existing signs and the inclusion of a few additional signs and Customer Order Display, canopies to ensure that the drive thru operates affectively. The signs are obviously subject to a separate application, but have been submitted alongside this proposal for your complete consideration. The addition of the side-by-side lane has no material effect in the context of the site and surrounding area.

2.8.3 **Scale:** As mentioned above, the building will change minimally in shape and size within the existing corral area.

2.8.4 **Layout:** There are no new uses to the building. All existing space in and around the site will be unaltered and unaffected with the exception of the car park and drive thru configuration, and therefore, no new access routes are required as there is ample access to the site.

2.8.4.1 Careful consideration has been given to the location of the side-by-side lane. This is based on a number of car lengths, distance between the order points and the collection point, and the positioning of requisite menu price boards. New kerb lines and drive thru lane finishes will match the existing material used in the current drive thru lane. As a matter of maintenance, any damage to kerbs or finishes on the existing lane will be repaired during the proposed work.

Example of the Proposed Drive Thru Configuration



2.8.4.2 A new island is to be included and reconfiguration of the kerb line for the erection of the additional signage, which will be constructed to match existing.

2.8.4.3 The reconfiguration of the drive thru lane has led to the loss of two car parking spaces and two grill bays. This provision has been reviewed and is acceptable for the successful operation of the store. The accessible bays and grill bays are to be minimally relocated to accommodate the new site layout.

2.8.4.4 New back to back kerbing will be introduced to separate the drive thru lane from the rest of the car park, with alterations to the pedestrian crossing situated across the drive thru lane to suit. Several lampposts will also be relocated to allow for the new site layout.

2.8.5 **Appearance:** The introduction of the side by side ordering will have a minimal impact on the building. A 4sqm dry store extension and freezer/chiller extension is proposed within the existing corral area to improve operations. This will have a negligible impact on the overall appearance of the restaurant.

2.9 **Landscaping:** The existing landscaping will be minimally affected, as the development is predominantly restricted to the existing hard standing. Two trees will need to be removed and one tree relocated for the reconfiguration of the drive thru lane, but the overall appearance that the landscaping portrays on the site will be maintained.

2.10 **Security:** The building was originally designed with natural security and surveillance in mind, so far as is reasonably practicable. The dining area benefits from extensive areas of glazing which allow views both into and out of the building, promoting natural surveillance by customers and staff alike. The drive thru lane is operated via staff located in two service windows, thus covered by natural surveillance. A CCTV system is installed externally to cover the site with monitors linked into the managers' office and kitchen areas.

2.10.1 The building footprint and site was designed to minimise any potential hiding spaces and lighting proposed has been designed to avoid any dark spots.

2.10.2 External lighting will be provided to ensure good access and reduce crime risk and levels shall be designed to meet the requirements of the CIBSE Lighting Guide for the Outdoor Environment and follow guidance on inclusive mobility.

3. **Access Issues & Principles**: The revisions to the drive thru lane have been designed to allow sufficient maneuvering within the lanes and at the point where they rejoin. The relocated height restrictor controls the size of vehicles entering both lanes.

3.1 All other points of access to the restaurant for pedestrians, cyclist and vehicles will remain as existing.

3.2 The accessible parking spaces are to be relocated nearer to the restaurant entrance to allow for improved access to the store and the special order gill bay will also be minimally relocated to suit the new site layout.

3.3 In accordance with Part M of the Building Regulations, disabled access to McDonald's has been accommodated within company policy.