

Development Management – Delegated Officer Report

Application Number: AWDM/0826/26 **Recommendation:** – REFUSE

Site: **Unit 2 Muir House 125 Broadwater Road Worthing**

Proposal: **Proposed new shop front to include service hatch and roller shutter**

Date of Site Visit:

Neighbours Checked: y

Additional Neighbours Notified: N

Site and Surroundings

The property comprises a newsagent and off licence on the west side of Broadwater Road within Broadwater District Centre.

The property is a long-established shop with a blue metal framed shopfront with a large pane window and door with glazing on either side. The shopfront is predominantly glazed.

The site is within a row of retail units with a mixture of commercial and residential units above.

Broadwater Conservation Area is on the opposite side of the road.

Proposal

The proposal comprises:

- Installation of a horizontally sliding service hatch within the existing front window to the right hand side of the door; The hatch opening measures approximately 540 mm in width and 410 mm in height and is positioned approximately 1200 mm above external ground level. The proposed service hatch comprises a vertically sliding glazed aluminium-framed window
- The proposal includes the installation of an externally mounted perforated metal roller shutter. The shutter box projects approximately 200 mm from the face of the building and will be powder-coated in a colour matching the existing shopfront.

The applicant indicates that the proposal has been developed to improve operational flexibility and staff security.

Relevant Planning History: None relevant.

Consultations: None undertaken

Neighbour Representations: None received

Relevant Planning Policies:

Worthing Local Plan policies (WBC 2023): SP1, SP3, DM5, DM6, DM13
National Planning Policy Framework (MHCLG 2026)
National Planning Practice Guidance

Planning Assessment:

Policy Context

DP3 paragraph 1 of the NPPF indicates that Development proposals should respond to their context (the history, character and features of their site and its setting), so that they integrate with and enhance their surroundings and that development proposals should be refused if, without clear justification, they conflict with paragraph 1 of this policy or with any explicit design standards set out in the development plan (including those in locally specific policies, guides, codes or masterplans). Substantial weight should be given to compliance with relevant development plan policies when assessing the design quality of proposals.

Policy DM5 – Quality of the Built Environment, of the Worthing Local Plan requires that; *All new development (including extensions, residential annexes, alterations, ancillary development, change of use and intensification) should:*

- i) be of a high architectural and design quality and respect and enhance the character of the site and the prevailing character of the area. This will include consideration of proportion, form, design, context, massing, siting, layout, density, height, size, scale, materials, detailed design features and landscaping;*
- ii) enhance the local environment by way of its appearance and character, with particular attention being paid to the architectural form, height, materials, density, scale, orientation, landscaping, tree canopy, impact on street scene and layout of the development;*
- iii) make a positive contribution to the sense of place, local character and distinctiveness of an area;*

DM6 indicates that new shop fronts can have a significant impact on the street scene. The design and materials of shopfronts should respect the character of the area and the building.

DM13 seeks amongst other things to ensure that all proposals make a positive contribution to the vitality, viability and diversity of the centre, positively restore and /or enhance the character and appearance of the frontage, maintain the continuity of active frontages.

Visual Amenity

The application site is with Broadwater District Centre with its range of shops. The west side of Broadwater Road comprises two and three storey buildings with a range of shops and shopfronts at ground floor.

The application site is a long-established newsagent and off licence with commercial units either side. The shopfront is painted blue and is predominantly glazed. The proposal to insert a serving hatch would not impact on the style of the existing shopfront.

The roller shutters are proposed to cover the whole of the shop front and would be perforated; they are proposed to be a matching blue to the blue metal shopfront. The applicant has indicated that the roller shutters are required for additional security and would maintain an active frontage. A submitted photo montage shows that the shopfront can be seen partially behind.

The property is situated on an active retail front age which has vibrancy and interest. Although a perforated shutter is proposed, the example submitted would still portray an unattractive, largely closed structure which would have a negative impact on the appearance of the building, appearing as unwelcoming and unattractive feature that would harmfully detract from the visual amenity and vibrant character of the shopping centre.

Residential Amenity

No adverse impact upon neighbouring occupiers is anticipated.

Recommendation:

REFUSE for the reason: -

The external roller shutters form an obtrusive and unsympathetic addition to the building, appearing as an unwelcoming and unattractive feature that would detract from the character and appearance of the streetscene and negatively impact the vibrant character and vitality of Broadwater District Shopping Centre. It is therefore contrary to policies DM5, DM6 and DM13 of the Worthing Local Plan and the relevant policies of the National Planning Policy Framework.

Informative

The Local Planning Authority has acted positively and proactively in determining this application by identifying matters of concern with the proposal and discussing those with the Applicant. However, the issues are so fundamental to the proposal that it has not been possible to negotiate a satisfactory way forward and due to the harm which has been clearly identified within the reason(s) for the refusal, approval has not been possible.

Is recommendation contrary to letter(s) of representation? N

Case Officer: Jackie Fox Date: 02.09.26

Authorised by: Jo Morin Date: 03.09.2026