Planning, Design and Access Statement

Nov 2026

Alterations to the existing shopfront to install a vertically sliding, aluminum-framed glazed service hatch within the front window to the right-hand side of the entrance door, powder-coated to match the existing shopfront AT 125 Broadwater Road BN14 8HY

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1. Introduction

This statement supports a revised planning application for a single, small alteration to the shopfront of Diya Newsagent and Off License: a glazed service hatch set within the existing front window. No roller shutter of any kind is proposed.

The description of development is:

Alterations to the existing shopfront to install a vertically sliding, aluminum-framed glazed service hatch within the front window to the right-hand side of the entrance door, powder-coated to match the existing shopfront.

The application follows the refusal of application AWDM/0826/26 on 3 September 2026. That refusal related solely to the externally mounted perforated roller shutter. The delegated officer's report found that the service hatch "would not impact on the style of the existing shopfront" and raised no objection to it. The shutter, its housing and its guide rails have now been removed from the scheme in full.

The statement has been prepared by Zaman ArchiHomes Ltd on behalf of the applicant. It should be read with drawings 26-15-P11, P12 and P13 (schedule at Section 11).

2. Site and surroundings

The application site is Unit 2, Muir House, 125 Broadwater Road, Worthing BN14 8HY. It is a ground floor retail unit trading as Diya Newsagent and Off License, on the west side of Broadwater Road within Broadwater District Centre.

The unit occupies the ground floor of a three-storey building, with residential accommodation above. It sits within a row of two and three-storey buildings with shops at ground floor and a mix of commercial and residential uses above. Broadwater Conservation Area lies on the opposite side of the road; the site itself is not within it and the building is not listed.

The existing shopfront is a long-established, predominantly glazed, blue metal-framed frontage. It comprises a large display window to the left, a central glazed entrance door with a transom light, and narrow glazed side panels either side of the door, beneath a full-width fascia. The unit has a gross internal area of approximately 55.4 m², with a rear office, kitchen and WC opening onto a rear car park.

3. Planning history

Reference	Proposal	Decision
AWDM/0826/26	Proposed new shop front to include service hatch and roller shutter	Refused under delegated powers, 3 September 2026

The single reason for refusal was:

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 street scene 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.

The reason refers only to the roller shutters. In assessing the service hatch, the officer's report states that "the proposal to insert a serving hatch would not impact on the style of the existing shopfront". The report also records no neighbour representations and concludes that no adverse impact on neighbouring occupiers is anticipated.

4. The revised proposal

The revised scheme is the refused scheme with every shutter element removed. The only external change now proposed is a small glazed service hatch in the narrow glazed side panel immediately to the right of the entrance door.

Element	Refused scheme (AWDM/0826/26)	Revised scheme
Service hatch	Proposed	Proposed, unchanged in size and position
External perforated roller shutter	Proposed, full width of shopfront	Removed
Shutter box and housing	Projecting approx. 200 mm above shopfront	Removed
Shutter guide rails	Proposed	Removed
Display window, door, fascia and signage	Retained	Retained, unaltered
Floor area and use	No change	No change

The service hatch comprises:

- a vertically sliding, aluminum-framed glazed sash: the lower sash is pushed up to open and drawn down to close;
- a clear opening of 540 mm wide by 410 mm high, with its sill approximately 1,200 mm above external ground level;
- a fixed glazed panel of matching size above the hatch, into which the sash slides when open;
- an internal locking system, so the hatch is secured from inside and presents only glass and frame to the street;
- integrated drainage channels with weep slots in the bottom rail;

- a polyester powder-coated finish in a color to match the existing blue shopfront.

The hatch sits within the line of the existing glazing. Nothing projects beyond the face of the shopfront or over the public footway. The rest of the shopfront, including the display window, door, fascia and signage, is retained as existing.

5. Response to the reason for refusal

The reason for refusal has been overcome in full, because the element it objects to no longer forms part of the proposal.

The officer's concern was that the perforated shutter would "portray an unattractive, largely closed structure" and appear unwelcoming in an active retail frontage. The revised scheme proposes no shutter, no shutter box and no guide rails, whether solid, perforated or internal. The shopfront will therefore look the same during and outside trading hours: an open, glazed and illuminated frontage that keeps the vitality the officer identified as important to Broadwater District Centre.

The only remaining element, the service hatch, was assessed in the refused application and found acceptable. Its size, position, materials and colour are unchanged from that assessment. As no new element is introduced, there is no change in circumstances that would justify a different conclusion on the hatch.

6. Design

Use. The lawful retail use is unchanged. The hatch allows staff to serve customers through the frontage at quieter or later times while the door is kept closed, improving staff safety without altering how the shop trades.

Amount. No floorspace is created and none is lost. The gross internal area remains approximately 55.4 m². The hatch opening is about 0.22 m², a small fraction of the glazed frontage.

Layout. The internal layout is unchanged. The hatch is placed in the side panel next to the door, where it can be supervised from the entrance and does not interrupt the main display window.

Scale. The hatch is 540 mm by 410 mm and is set within the existing frame. It does not alter the height, width or proportions of the shopfront, the fascia or the building above.

Appearance. The hatch is a slim aluminium glazed sash, powder-coated to match the existing blue frame. When closed it reads as part of the existing glazing grid. The main display window is retained in full, so views into the shop and the active character of the frontage are kept.

Landscaping. No landscaping is affected; the works are confined to the shopfront.

7. Access

Access to the shop is unchanged. Customers continue to enter through the existing entrance door, and the internal circulation and step arrangement at the threshold are not altered.

The hatch is an additional way of serving customers, not a replacement for entry to the shop. During normal trading the door remains open to all customers, including wheelchair users and people with pushchairs, who can be served at the internal counter. Where the hatch is in use, staff can come to the door to serve anyone who cannot comfortably use it.

The hatch sits within the line of the shopfront and nothing projects over the footway. Pedestrian movement along Broadwater Road is unaffected, and no works are proposed to the public highway. Vehicle access, parking and servicing arrangements at the rear are unchanged.

8. Planning policy assessment

The proposal accords with the development plan, which for this site is the Worthing Local Plan 2020 to 2036 (adopted March 2023), and with the National Planning Policy Framework. The policies below are those listed in the officer's report on AWDM/0826/26.

Policy SP1: Presumption in favour of sustainable development. The proposal is a minor alteration that supports an established local business. It accords with the development plan and should be approved without delay.

Policy SP3: Healthy communities. The hatch improves staff safety and helps a local convenience shop, which serves residents within walking distance, to keep trading.

Policy DM5: Quality of the built environment. The hatch is small, set within the existing frame, and finished to match. It respects the proportion, materials and detailing of the shopfront and the host building. The officer has already found that it would not affect the style of the shopfront.

Policy DM6: Public realm (shopfronts). The policy seeks shopfronts whose design and materials respect the building and the area. The revised shopfront remains a predominantly glazed, blue metal-framed frontage. No shutter, box or projection is added, so the conflict with DM6 identified in the refusal no longer arises.

Policy DM13: Retail and town centre uses. The retail use and floorspace are retained, and the frontage stays open and active at all times. The proposal therefore maintains the continuity of active frontage and supports the vitality and viability of Broadwater District Centre, which the refusal found the shutter would harm.

National Planning Policy Framework (2026). The officer's report refers to the Framework's design policy, which requires development to respond to its context and to integrate with its surroundings. The revised proposal does so: it is a modest, sympathetic change to an existing shopfront that keeps its character and its contribution to the street. The Framework also supports the vitality of town centres and the creation of safe places, both of which the proposal assists.

Broadwater Conservation Area. The conservation area is on the opposite side of the road. Given the small scale of the hatch, its position within the existing glazing and the removal of the shutter, the setting of the conservation area is preserved.

9. Other matters

Residential amenity. The officer found no adverse impact on neighbouring occupiers from the previous scheme, which included the hatch. The revised scheme adds no plant, lighting, extension or new opening facing a dwelling. Opening hours are not proposed to change, so no change in noise or activity is expected.

Highways. No works affect the highway and the hatch does not project over the footway. Floorspace and customer capacity are unchanged, so no additional trips or parking demand arise.

Security and crime prevention. The hatch lets staff complete transactions without opening the door, which reduces risk to staff at quieter times. Security is achieved through the internal locking system rather than an external shutter. The fully glazed frontage keeps views into and out of the shop, supporting natural surveillance of the street in line with Secured by Design principles.

10. Conclusion

The revised application removes the roller shutter, its housing and guide rails, which were the sole reason for refusing AWDM/0826/26. What remains is a small, glazed service hatch that the Council has already found acceptable.

The proposal keeps the shopfront open and active, respects the building and the street, causes no harm to neighbours or highway safety, and supports a long-established local business. It accords with Policies SP1, SP3, DM5, DM6 and DM13 of the Worthing Local Plan and with the National Planning Policy Framework. It is respectfully requested that planning permission is granted.

11. Schedule of submitted drawings

Drawing no.	Title	Scale	Revision
26-15-P11	Existing and proposed ground floor plan	1:50 @ A1	00
26-15-P12	Existing and proposed front elevation	1:50 @ A1	00
26-15-P13	Proposed section and hatch details	1:20 and 1:5 @ A1	00