

London Borough of Croydon

Shopfront Security Addendum

To Supplementary Planning Guidance No 1
(SPG No 1)



Adopted April 2012

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1.0 Introduction

- 1.1 A review of the former Shopfront Security addendum to Supplementary Planning Guidance No.1 (SPG No.1) was undertaken to provide a more succinct document to align with the Council's policy requirements, reflect new shopfront security technology and innovation and provide greater clarity regarding acceptable forms of shopfront security. This document supplements Replacement Unitary Development Plan policy UD4 Shopfront Design (2006) and should be read in conjunction with Shop fronts and Signs Supplementary Planning Guidance No.1 published on 12 July 2004.
- 1.2 Croydon is one of the top retail and commercial centres in London. Croydon Metropolitan Centre and many of its main roads are lined with commercial premises and shops. Elsewhere there are important groups of shops and shopping parades in District and Local centres. These are often busy and well known public spaces and destinations each with its own unique history and local character.
- 1.3 Changes in retail methods that demand larger shop units together with the widespread use of relatively inappropriate materials and security systems, have resulted in gradual changes in shopping centres resulting in some cases the loss of local character, distinctiveness and appearing an unwelcoming environment.
- 1.4 This guidance is engaged from adoption and any previous inappropriate development does not set a precedent in terms of the application of this guidance.
- 1.5 This guidance aims to set out basic principles of good design and to:
 - Provide clearer guidance to shop owners and fitters on various design solutions that Croydon Council would prefer to be used to protect retail and business frontages, whilst maintaining a welcoming environment and public realm.
 - Provide additional technical guidance on how to appraise proposals with regard to obtaining Planning Permission, Listed Building Consent, Advertisement Consent and Local Areas of Special Character (LASC).
 - Provide additional technical guidance on innovative construction methods and security technologies that can be integrated into shopfronts, to restrict the scope for criminal damage in the future.
 - Familiarise applicants both with the challenges in shopfront design and with the Councils policies.
 - Encourage applicants to produce attractive, secure, high quality designs in shopping areas.
 - Potentially speed up the planning application process and furthermore indicate when planning permission will not be necessary.

- Provide clear advice regarding what does not require planning permission to achieve shopfront security.

2.0 Planning Permissions and Consents

- 2.1 The Council is in the advanced stages of developing its Core Strategy, the strategic part of the spatial planning framework for the borough. The Core Strategy once adopted will set out the spatial vision, development objectives and policy direction for the borough for the next twenty years.
- 2.2 This guidance is non-statutory planning guidance and is supplementary to the Saved Policies of the Croydon Replacement Unitary Development plan (RUDP) 2006, which sets out the Council's planning policies and proposals for the borough.
- 2.3 Planning legislation states that supplementary planning guidance may be taken into account as a material consideration in determining planning applications. The weight accorded to it being increased if it has been prepared in consultation with the public and has been the subject of a Council resolution. However, the extent of weight is ultimately a matter for the decision maker.
- 2.4 Planning permission is **not** required for the installation of glazing and internal shutters within a shopfront and the repainting and repairing of an existing shopfront, where there is no material change in appearance. However, it should be noted Listed Buildings and buildings within Conservation Areas may require Listed Building/Conservation Area Consent.
- 2.5 The Council **will not** accept the installation of external solid shutters or perforated/pinhole shutters in shopfronts.
- 2.6 Planning permission **is** required for any works or alterations that materially affect the appearance of a shopfront such as:
- External security shutters and grilles
 - Removal of architectural features e.g. (stallriser & pilaster)
 - Permanent awnings and canopies
 - Some signs including illuminated and non illuminated may require advertisement consent (refer to SPG No1 Shopfronts & Signs)
 - New entrances
 - Replacing the whole shopfront or frame
 - New fascia

Note: *This is not an exhaustive list.*

When proposing alterations to the building fabric or the use of a shop you should contact the Planning Department for advice on whether consent is required on : Tel 0208 726 6000 or speak to a duty planning officer available Monday, Wednesday and Friday (excluding Bank Holidays) between 09:00-13:00 at Access Croydon, Taberner House, Park Lane, Croydon, CR9 1JT.

3.0 Design Challenges and Solutions

3.1 Many retail frontages have been blighted by long stretches of solid aluminium shutters and perforated/ pinhole shutters. At night these can shut off light from within the shops and create dead, blank walls of frontage, potentially creating an intimidating environment. External shutters often retract into external boxes below the fascia and vertical runners attached to the pilasters. These features can harm the appearance of a shopping streetscape. However, a careful appraisal of the premises and its context should help overcome challenges such as those outlined above and lead to positive design solutions. This addendum seeks to provide guidance that will aide the appraisal of premises where planning permission is required and should result in positive design solutions.



Acceptable shutters



Unacceptable shutters

- 3.2 **Styles of Shopfront Design:** There are a huge variety of styles of shopfront design depending on the age of the shopfront, the type and function of shop and the specific context of an individual development. Older shopfronts often use materials such as painted timber, glass, steel, render, stone and glazed tiles and where they have been maintained, are attractive and valuable additions to the streetscene. In well established shopping areas with historic interest, painted timber, combined with other traditional materials is often the most appropriate material, usually matching the features of the upper floors and the characteristics of the specific age of the building.
- 3.3 Older shopfronts often have an entrance door setback from the back edge of the pavement. They generally consist of pilasters, with architectural details such as capital and plinth, a corbel or console bracket and an entablature with cornice and frieze or fascia, which generally has a hand painted sign with downlights. It will be made of timber and sit within the traditional architectural framework around the opening.
- 3.4 In many instances, especially in a Conservation Area, Local Area Special Character or where a proposal affects a Listed or Locally Listed Building, a design approach that respects or replicates the way shopfronts were in the past is appropriate. However careful attention should be paid to the specific context, style, function and history of a premises, as design solutions should be tailored to the specifics of the site in question.



Use of traditional materials

- 3.5 In many instances, a more contemporary design approach is appropriate, where it can be shown to respond positively to the surrounding context. In these situations, there are a wide range of materials to choose from. Aluminium is a modern material that comes in a variety of powder coated finishes which may be acceptable as an alternative to steel where a contemporary design is appropriate. Natural or anodized aluminium weathers badly and is not appropriate for shopfront frames, doors or windows. Aluminium would not normally be used in a setting where sensitive design is required, such as on a Listed Building or within a Conservation Area. However, there are a number of steel-framed shopfronts in the borough. The use of steel can in some limited circumstances result in elegant simple modern designs that embrace contemporary design as seen in the images below.
- 3.6 **Construction Material and Finish:** All materials should be selected to harmonise with the character of the building and its context. As a general principle the type and number of materials should be kept to a minimum and should be durable and easy to maintain.



Use of contemporary materials

- 3.7 **Colour:** can be used to emphasise important elements of the design to reinforce certain aspects and to pick up details such as mouldings, lettering etc. Traditional timber shops were often painted using more colours than is normal today.
- 3.8 It is helpful to emphasise the location of shop entrances for people with visual impairment. This can be done through use of colour and textural contrast, on the vertical plane between the entrance and the rest of the shop front and underfoot, emphasizing the change from pavement to shopfloor.
- 3.9 Many attractive traditional shopfronts have been lost throughout the borough and replaced by the standardised aluminium type shopfronts, often with large areas of glass, deep fascias and unattractive materials and/or heavy roller shutters. In cases where unsuitable replacements have been installed the Council will encourage shopowners to repair or re-establish appropriate shopfronts.

4.0 How to Start Appraising your building

4.1 Existing shopfront

Before deciding on the next steps for designing, altering or replacing a shopfront always consider the following:

- The character of the existing shopfront.
- Whether the building is Listed, Locally Listed or within a designated area e.g. Conservation Area or Local Area of Special Character.
- Whether existing architectural features such as corbels pilasters etc. can be repaired or retained.
- When considering the design of a new shopfront ensure the proposed design is appropriate to its proposed use.

4.2 The rest of the Building

- Identify the architectural qualities and proportions of the rest of the building to ensure an appropriate design approach and use of appropriate materials.
- Ensure that the proposed shopfront fits in with the rest of the building.

4.3 Streetscene and local context

- Assess the rhythm of the street elevation in which the shopfront will be located. Looking down a street whilst the buildings may look the same it is important to understand how the rhythm changes in a visual manner e.g. colour, texture, size, etc.
- Assess the materials and colours used in the buildings in the locality.
- Ensure that the proposed shopfront fits in with the streetscene.
- Where the premises are Listed, Locally listed or located in a Conservation Area or Local Area of Special Character the Council recommends you choose an architect who has knowledge of the requirements of working within this context.

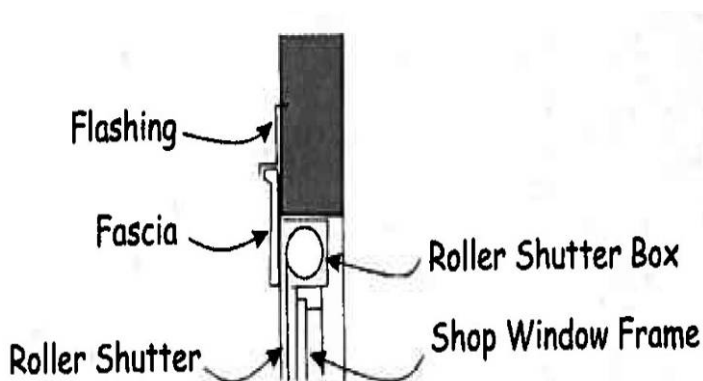
5.0 Shopfront Security Products

5.1 **Security Glazing** is an ideal solution with no detrimental effect on the appearance of the shop. Great care must be taken to ensure that the measures taken comply with planning regulations, are appropriate, cost effective and complementary. Today the performance of conventional PVB laminated and toughened 'security glass' products has been superseded by innovative advances in 'security glass' technology which utilises a novel interlayer that provides a range of benefits over existing protection solutions, ranging from security level 1-5 against extreme manual and terrorist attacks. The security industry recommend LPS 1270 glass/polycarbonate blends which have glass on both faces so they can be treated like normal windows using normal cleaning materials and range from 11mm thickness to bullet proof resistance. Independent testing and approval of all products by an approved body e.g. Loss Prevention Certificate Board (LPCB) is essential.

- 5.2 **Internal Shutters do not require planning permission**, these are available in a variety of designs. Open link grille designs allow a clear view into the shop and an open appearance from the street. Solid internal shutters located behind glazing and lit shop displays provide more robust secondary security measures whilst maintaining an open appearance from the street. Internal grilles work well in all areas particularly LASC, Conservation Areas and on Listed and Locally Listed Buildings.
- 5.3 **Removable External Shutters do not require planning permission.** These types of shutters can be securely temporarily locked into position to protect vulnerable shopfronts and released to allow access delivering security which is quick and easy to install, yet highly effective in a range of locations. However, careful consideration will be required in a Local Area of Special Character, and Conservation Areas.

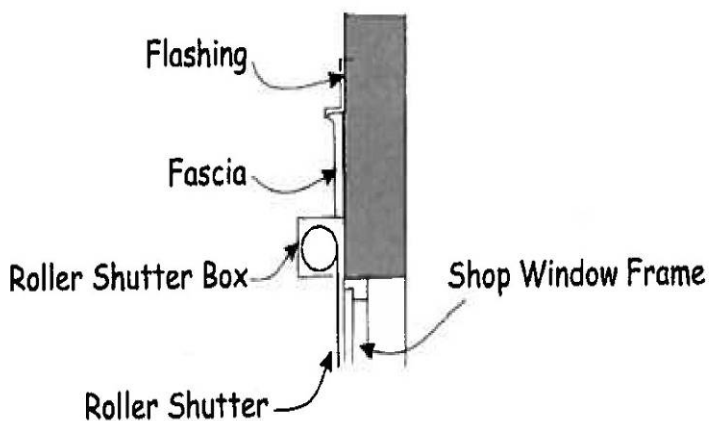
5.4 **External Roller Shutters will** require planning permission. External solid shutters and perforated/pin hole shutters may be acceptable in exceptional circumstances as they adversely affect the character of the building, street scene, undermine the public realm and the desire for welcoming and vibrant places. Non solid shutters with open link grille design should be considered. The housing box for the shutter must be contained within the design of the shopfront, preferably behind the fascia with runners built into the frame of the shop and should not be separate and external to it. Solid shutters are only acceptable if these are made from transparent material e.g. Perspex or polycarbonate. This design allows a clear view into the shop and provide an open appearance from the street. The polycarbonate panels remain in perfect condition for the duration of the life of the shutter if maintained properly and kept clean.

Internally fitted shutter



Acceptable shutter box housing.

Externally fitted shutter



Unacceptable shutter box housing.

5.5 The Council may take enforcement action on solid roller shutters that do not comply with current planning policy guidance. This may include shopfront shutters that have been in existence for 4 years or more without planning permission.

6.0 Acceptable external shutters

6.1 Various types of external shutters and security protection systems

6.2 **Open, Tube & Link grille, Brick Bond parallel pattern lattice type grilles and shutters:** Provide adequate protection of goods and reasonable visibility of window displays encouraging a welcoming environment. These shutters are constructed from traditional steel laths, extruded aluminium, steel insulated laths or tube and link grilles. Aluminium laths are available with open punched slots and with an option for glazing in between punched slots. These grilles must be held securely using an end lock to suit the shutter configuration to prevent lateral movement and to provide additional security.

6.3 **Concertina or scissor grilles:** These can be fitted to door recesses and entrance areas to older or traditional shop premises. This will prevent potential burglars/muggers from hiding in doorways and allows adjoining window areas to remain uncluttered by any kind of external shutter.

6.4 For additional security, security glazing can be used such as glass/polycarbonate blend, together with an internal grill or shutter.

6.5 In exceptional circumstances an appropriate mix of solid and open grille shutters may be considered acceptable.



Acceptable internal and external shutters



Mixed solid &, open grille external shutters and external grille glazed shutters. (May be acceptable) and internal concertina/scissor grille shutters (acceptable)

7.0 Unacceptable external shutters

7.1 Externally fitted Solid and Perforated shutters: These types of shutters are constructed from either traditional steel laths, extruded aluminium or aluminium insulated lath dependant on the security rating required. Solid or perforated shutters, however well designed will not be acceptable on the grounds that they adversely affect the character of the building and streetscene, thereby contributing to an unwelcoming and hostile environment and public realm. Applications for solid and perforated shutters may be considered acceptable in exceptional circumstances. Where shutters are proposed in locations such as large retail and open green spaces, the Council will assess each case on its own merits.



Unacceptable external shutters



Unacceptable a mix of solid and open grille design external shutter



*Retail park context where solid shutters **may** be acceptable*

8.0 Secondary line of defence

- 8.1 **CCTV** security systems range from simple video surveillance systems for small shops and business premises to large complex projects offering town centre surveillance systems. Utilising the latest in CCTV security technology, Video Analytics, ANPR (Automatic Number Plate Recognition), High Definition cameras and IP (Internet Protocol) based CCTV provide solutions that are tailor made to meet the requirements of each premises and provide effective shopfront security. These may require planning permission, always seek advice on whether planning permission is required from the Council's Planning Department.
- 8.2 **Alarms and DNA Sprays:** Installing the right business security system is one of the most important parts of protecting your business. Installation of simple 'Bells Only Alarms' with speech dialler facility to fully monitored systems with a police response, are effective secondary defence measures to consider when installing new shopfront security. DNA sprays are one of the most effective ways to deter commercial burglaries and smash-and-grab raids. Premises protected with DNA spray boxes immediately become hard targets as criminals are wary of DNA technology - they know that DNA links them to crimes they commit. The DNA Spray is used by retail outlets, schools, jewellers, petrol stations, even major International banks, to protect their valuable stock and assets.

9.0 Technical Guidance

- 9.1 Unfortunately too many suppliers provide inappropriate products resulting in the widespread use of inadequate levels of shopfront security.
- 9.2 The LPCB List of Approved Fire & Security Products and Services can be found in "The Red Book" which is an essential reference for specifiers, architects, government, insurers and underwriters, planners, designers and end users of fire and security products and services. The Red Book is available free of charge in hard copy, CD and memory stick. It is also available online at www.RedBookLive.com. The website gives you the most up to date information on listings which are constantly under review.
- 9.3 The Building Research Establishment Global encourage the use of Loss Prevention Standards (LPS) in conjunction with rules/regulations and any other design specifications used by the Council. LPS is the approval brand operated by Building Research Establishment Global for fire and security products and services and address risks not adequately covered by national and international standards and cover issues faced by specifiers requiring tailored solutions such as:
- Resistance to forced entry of any barrier or enclosure designed to prevent unauthorised human access.
 - LPS approved bodies e.g. LPCB testing and approval of products independently to LPS.
 - LPS approved and tested products are designed to withstand attacks using simple hand tools through to prolonged attacks with a wide range of power tools in accordance with the standards of LPS.

9.4 The use of or application of methods set out in section 9 are not a material consideration to the determination of a planning application.

10.0 Shopfront Security Policy

This is a borough wide policy to be applied to all shopfronts within the borough. The policy approach will be applied in tandem with other planning policy considerations outlined in this guidance and the borough's Development Plan.

Blanket Policy

Proposals for new shopfronts and/or related alterations, within the Croydon Metropolitan Centre (CMC), Local Centres, District Centres, Conservation Areas, Local Areas of Special Character, for Listed Buildings and for Locally Listed Buildings will be permitted provided:

- (i) the proposal does not include solid, perforated/pinhole external shutters; or
- (ii) the proposal is deemed to be an appropriate mix of solid and open grille; and
- (iii) accords with the up to date development plan, particularly the shopfront policy; and
- (iv) conforms generally with other relevant guidance outlined in this shopfront security guidance document.

ANNEX 1

11.0 Croydon Council Policy (Replacement Unitary Development Plan 2006)

11.1 The Council's planning policies about shopfronts taken from the adopted RUDP. The Council will require a high standard of appearance of shopfronts and associated roller shutter grilles. When dealing with applications the Council will apply the policies listed below with regard to the design of shopfront.

11.2 Shopfront Design

UD4 The Council will require new shopfronts and alterations to existing shopfronts to:

- (i) Respect the scale, character, materials and features of the buildings of which they form part.**
- (ii) Respect the character and proportions of upper floors and surrounding buildings in the street; and**
- (iii) Accommodate security measures in the form of internal shutters, laminated glass or external open grille shutters only.**

An attractive environment is crucial in enhancing the commercial prospects and retail vitality of shopping centres. New or altered shopfronts should respect and enhance the building of which they form part and should not conceal or destroy any features of merit. The Council's adopted SPG "Shopfronts and Signs" sets out detailed guidance on shopfront design and the broad principles to be followed. A badly sited or poorly designed sign, fascia, blind or security shutter can have a detrimental effect on the character of an area and collectively can result in visual clutter. However, if sensitively designed, they can make a positive contribution.

Solid security shutters obscure details of the shopfront, the window display is not visible and additional illumination for the street is lost.

11.3 The council will also publish Design Guidelines for shopfronts which will provide more detailed advice in the framework of the emerging Core Strategy, Development Management, Site Allocations and Development Plan Documents to inform determinations of planning applications in the borough from its adoption in 2015 up to 2031.

11.4 CS4 Urban Design and Local Character

Where we are now

The key issues to be addressed to ensure Croydon's spatial vision is realised are:

- Improving the image of Croydon is important in attracting new investment and encouraging people to want to live and work in the borough.

- Poor public realm, due to dominance of the car, vacant sites and empty shops and street furniture and adverts accumulating over the years make it unattractive and difficult to navigate and add to perceptions of poor safety.
- With growth, the public realm needs to be sustainable, adapting to climate change, robust and multifunctional, providing well designed, connected open spaces where people want to be, and assisting in the establishment of healthy, safe and cohesive communities.
- Croydon needs to ensure protection of its heritage assets and their settings, to retain local distinctiveness and character. New development will need to be designed to respect the local character and distinctiveness.

Strategic Objective 4: Reduce social, economic and environmental deprivation, particularly where it is spatially concentrated, by taking priority measures to reduce unemployment, improve skills and education and renew housing, community and environmental conditions.

Strategic Objective 5: Ensure that high quality new development both integrates respects and enhances the borough's natural environment and built heritage.

Strategic Objective 7: Conserve and create spaces and buildings that foster safe, healthy and cohesive communities.

Strategic Objective 9: Ensure the responsible use of land and natural resources and management of waste to mitigate and adapt to climate change.

12.0 A summary of what to do:

Make a decision to install or alter existing shopfront

Appraise the requirements for the building and consult an architect

Find out from the Planning Department whether consent is required

Prepare a design

Submit a planning application

Submit drawings to Building Control

On receipt of planning consent obtain tenders from builders

Install new shopfront/ commence repairs or alterations to shopfront

Community languages

If you find it easier to read large print, use an audio tape or Braille or need to communicate in a language other than English, please let us know. ☎ 020 8726 6000.

Bengali

যদি ইংলিশ ছাড়া আর অন্য কোনো ভাষায় সহজে যোগাযোগ করতে পারেন তবে দয়া করে তাই করবেন। দোভাষীর এক অনুবাদকের [ট্রান্সলিটারেটর] ব্যবস্থা করা যেতে পারে। টেলিফোন করুন **020 8726 6000**.

Chinese

如果你覺得說用除英語以外的另一種語言能夠更容易溝通的話，可作這樣選擇的。若是需要，你可以得到安排傳譯員及翻譯員的幫助。詳情請打電話號碼 **020 8726 6000** 查詢。

Francais

Vous avez la possibilité de communiquer dans une autre langue que l'anglais, si cela est plus facile pour vous. Des interprètes et traducteurs sont à votre disposition: 020 8726 6000.

Gujarati

અંગ્રેજી સિવાયની બીજી કોઈ એક ભાષામાં તમે આસાનીથી વાતચીત કરતા હો તો એવું કરવા વિનંતી છે. દુભાષિયાની અને ભાષાંતરકારની સહાયતા તમને પણ મળી શકે છે. આ માટે ટેલિફોન નંબર **020 8726 6000** પર સંપર્ક કરવો.

Hindi

यदि आपको अंग्रेजी के अलावा किसी और भाषा में आसानी से बात कर सकते हैं तो कृपया अवश्य करें। दोभाषिया और अनुवादक का प्रबन्ध किया जा सकता है। टेलिफोन : **020 8726 6000**.

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ, ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਵਿਚ ਗੱਲ ਕਰਨੀ ਆਸਾਨ ਲਗਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਜ਼ਰੂਰ ਕਰੋ। ਦੋ-ਭਾਸ਼ੀਏ ਅਤੇ ਤਰਜਮਾ ਕਰਨ ਵਾਲਿਆਂ ਦਾ ਪ੍ਰਬੰਧ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਟੈਲੀਫੋਨ ਨੰਬਰ ਹੈ: **020 8726 6000**.

Somali

Haddii ay kula tahay in si fudud laguugu fahmi karo luqo aan ahayn Ingiriisi, Fadlan samee sidaa. Afceliyeyaal iyo tarjubaano ayaa lagu qaban. Telifoonku waa 020 8726 6000.

Tamil

உங்களுக்கு ஆங்கிலம் தவிர வேறு மொழியில் பேசுவதற்கு எளிதாக இடமுந்தால், தயவு செய்து பேசவும். மொழி பெயர்ப்பாளர்கள் வழங்கப்படுவார்கள். தொ. **020 8726 6000**.

Turkish

İri yazılmış harfleri okumayı, ses kaseti veya Braille (kör) alfabesi kullanmayı daha kolay buluyorsanız, veya bizimle İngilizceden başka bir dilde iletişim kurmak istiyorsanız bu imkanı sağlayabiliriz. Yazılı ve sözlü tercüman temin edilir. Telefon **020 8726 6000**.

Urdu

اگر آپ انگریزی کے علاوہ کسی اور زبان میں بات کرنے میں آسانی محسوس کرتے ہیں تو آواز راہ کرم ایسا ہی کیجئے۔ آپ کیلئے ترجمان اور تحریری ترجمہ کرنے والے فراہم کیے جاسکتے ہیں۔ ٹیل فون نمبر: **020 8726 6000**.