

## Newport City Council – Supplementary Planning Guidance

### Security Measures for Shopfronts & Commercial Premises – January 2012

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## 1.0 GENERAL CONSIDERATIONS

- 1.1 The **purpose** of this Supplementary Planning Guidance is to provide advice to businesses on how premises can be secured to a satisfactory level whilst maintaining a high quality environment that people want to shop in and can feel proud of.
- 1.2 The Council realises that commercial premises are at risk of break-ins and vandalism and that it is sometimes necessary to provide additional security measures. External shutters are often favoured by businesses as a quick and cost effective method of providing this. External shutters and their housings **require planning permission** when installed on commercial premises and will also require Listed Building Consent if installed on a Listed Building.
- 1.3 Shutters are not always acceptable in planning terms and if you are intending to install them you should contact the Council's Planning Section for advice **beforehand**. You should always consider security measures other than shutters in the first instance. For example toughened glass or internal shuttering (which in many instances will not need planning permission, see Section 06, Internal Shutters and Grilles). Gwent Police can offer advice on 'Designing Out Crime' and should be consulted on the best way to secure your business especially if you have been the victim of a crime<sup>1</sup>.
- 1.4 Other solutions may involve the provision of stall risers (the area of wall beneath a shop window) with reduced window areas above. Windows elevated above ground level are less easy for thieves or vandals to break and smaller and less prominent areas of shuttering would be needed to protect such windows. Works that alter the appearance of a shop front would also need planning permission.
- 1.5 However if you decide external shuttering is the best solution for you then you should take the advice in this SPG into account before applying for planning permission. You should not order or install any shutters **before** you have planning permission.
- 1.6 You should **minimise** the area of shuttering installed, for example covering the window but not the solid parts of the shopfront. Unnecessarily large and prominent shutters will be **refused** permission on design grounds.
- 1.7 If you make a planning application to provide or retain a shutter it is essential that you provide:
- High quality drawings at appropriate (1:50) scale showing the shutter, its housing and any guide rails. You will need a drawing showing the shutter open and a drawing showing the shutter closed. The drawings should show how the shutter relates to the whole building and not just the ground floor. You will also need a

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<sup>1</sup> See Paragraph 9.3 for contact details

drawing showing a section through the shutter and its housing so it is clear how far the housing will stick out from the shop front.

- Your Design & Access Statement (DAS) which will form part of your application should explain why the shutter and its housing and guide rails are an appropriate security solution for your premises and preferable to other security solutions available such as those mentioned in Paragraphs 1.3 & 1.4.
- Information on how the shutter and its housing and guide rails will relate to the building and the wider area should be included in your DAS. General guidance on writing a DAS can be found on the Council's website at: <http://www.newport.gov.uk/dc/index.cfm?fuseaction=planning.developmentcontrol&contentid=CONT414603>

1.8 Not all shutters are the same and some types are unacceptable, see Table 01, pages 4 & 5. In this guidance note the terms used are:

- Solid Shutter – completely solid and lets no light through.
- Pinhole shutter – looks solid from a distance but has a lot of tiny holes or perforations in it.
- Punched or Letter Box shutter – semisolid but with rectangular 'letter box' sized holes punched out of it.
- Grille or Lattice Shutter – the most open type.

1.9 The presence of unacceptable shutter types near your business will **not** be a justification for further unacceptable shutters which will have a poor impact on the appearance of your premises or the street in general.

1.10 **Policy Note SM1:**

**Shutters, their housing and guiderails should be designed to have the minimum possible adverse impact on the appearance of the premises, the whole building and the street in general.**

1.11 This guidance sets out which shutter types are acceptable and where each type is acceptable. Tighter levels of control apply to Listed Buildings (Section 2) and in Conservation Areas (Section 3). In some cases the Council will allow shutter types that would normally be unacceptable if the applicant **can show** there are exceptional circumstances (Section 8).

Table 01 – Shutter Types

<p>Solid Shutter</p>		
<p>Pinhole Shutter</p>		

Punched Shutter (letter box)



Grille (lattice)



## **2.0 LISTED BUILDINGS**

- 2.1 External security shutters will **never** be acceptable on Listed Buildings.
- 2.2 When considering a Listed Building consent application, by law the Council must show “special regard to the desirability of preserving the building or its setting or any features of special architectural or historic interest which it possesses.”
- 2.3 If a proposal is detrimental to the architectural or historic interest of a listed building then it will not be acceptable and any application submitted will be refused. External shutters are not acceptable.
- 2.4 You should remember that the inside of a Listed Building is also listed – internal security measures are highly likely to need Listed Building consent just as external measures do.
- 2.5 Important Points to Consider:
- If you are not sure whether your building is listed then you should contact the planning section for advice.
  - Carrying out unauthorised works to a Listed Building is a criminal offence and you could be prosecuted – if in doubt check!
  - You should contact the Council’s Building Conservation Officer who will be able to advise on acceptable security measures for Listed Buildings. See Section 9.0 for contact details.

## **2.6 Policy Note SM2:**

**External shutters are never acceptable on Listed Buildings.**

## **3.0 CONSERVATION AREAS**

- 3.1 Newport has 15 Conservation Areas including most of the city centre. In Conservation Areas, by law “special attention shall be paid to the desirability of preserving or enhancing the character or appearance of that area”. This means that the Council at the least, has to make sure that development in conservation areas does not cause harm to that conservation area. Preferably development should improve the conservation area.

**You should check with the Council’s Planning Section or online to find out if your business is in a Conservation Area if you are not sure.**

3.2 In practical terms this means that applications in Conservation Areas will usually need to be of a higher design standard than normal and should pay attention to the characteristics of the area. Many of Newport's traditional shopping areas date back to Victorian times and are often well preserved. As a result highly **prominent** shutter types such as solid, pinhole and punched (letter box) type shutters will **not** be acceptable.

### 3.3 **Policy Note SM3:**

**Highly prominent shutter types such as solid, pinhole and punched (letter box) type shutters will not be acceptable within or near to Conservation Areas.**

## 4.0 **THE CITY CENTRE AND THE DISTRICT CENTRES**

4.1 The City Centre and the District Centres are the main shopping areas in Newport and they are identified in the Development Plan. Solid and pinhole shutters are **not** normally acceptable in these areas. It is important to remember that much of the City Centre and some parts of some District Centres are also Conservation Areas where control on shutters is tighter and the punched (letter box) type is **also** unacceptable.

### 4.2 **Policy Note SM4:**

**Under normal circumstances solid and pinhole shutters are not acceptable in the City or District Centres.**

## 5.0 **SHUTTER HOUSING AND GUIDE RAILS**

5.1 Shutter housing and guiderails should be integrated as much as possible into the shopfront of the building which will minimise their impact on the appearance of the building and the street in general. This will be especially true in the City's **Conservation Areas** where the need for good design is especially important. In your design you should achieve the following:

- If the shutter is being added to an existing shopfront you should minimise the forward projection of the housing and guiderails. Ideally the housing and guiderails should not project further forward than the shopfront itself. If this is not possible you will be expected to explain why in your planning application as part of the Design and Access Statement.
- Wherever possible the shutter housing and guiderails should be built into the shopfront so they are hidden. It may be possible to integrate the housing within the signage on the shopfront which normally makes the shopfront appear less 'busy' and more in keeping with traditional shopping streets.

- The housing and guiderails should be colour coated to match the rest of the shopfront and the shutter. Planning conditions will normally require this to be done if it isn't part of your original design. Bare metal will not be acceptable.
- Think about the appearance of the building as a whole and the appearance of the street. A shutter scheme that takes into account the appearance of the whole building and the character of the area is more likely to be acceptable than one which has been done with little thought.

5.2 **Bulky and / or prominent shutter housing and guiderails** will be a reason to **refuse** planning permission for a security shutter unless it can be shown in your DAS that this was the only practical solution.

5.3 The best schemes integrate security measures into the shopfront. If you are installing a new shopfront think about security measures and signage at the same time.

#### 5.4 **Policy Note SM5:**

**Housing and guiderails should not project forward of the existing shopfront unless it can be demonstrated this was the only practical solution.**

### 6.0 **INTERNAL SHUTTERS AND GRILLES**

6.1 Due to their proximity to the shop window and resultant visibility shutters fitted to the interior of your business may require planning permission if they have a material affect upon the external appearance of the building.

6.2 Where you wish to install internal shutters please contact the Planning Department for further advice.

6.3 Internal shutters or grilles are **highly likely** to need Listed Building Consent if installed in a Listed Building.

### 7.0 **SHUTTER TYPES**

7.1 Shutters come in a variety of types. The Council favours some types over others. Table 02 shows the acceptability of shutter types in different areas of the City. In general terms the more solid looking a shutter is, then the less acceptable it is. This is because solid looking shutters prevent views into and out of properties which can facilitate crime and also leads to a forbidding fortress like appearance in the streetscene. This can actually increase fear of crime and lead to shopping areas losing vitality as they become less attractive to shoppers.

Security is not the sole issue for shopkeepers who need to be aware of the need to maintain a high quality and attractive environment to attract customers.

7.2 If you are intending to install an **unacceptable** shutter type (see Table 02) then it will **not** receive planning permission **unless** you can demonstrate an **exceptional need** for the shutter proposed (or installed). Some shutter types will **never** be acceptable in certain areas, see Table 03.

### 7.3 **Policy Note SM6:**

**Solid shutters are only acceptable in industrial areas and nowhere else.**

### 8.0 **EXCEPTIONAL NEED**

8.1 In exceptional circumstances, pinhole type shutters will be accepted in most places but never on a Listed Building or in (or near to) a Conservation Area. The exceptional need criteria are:

- Your premises have been broken into via the window / door that is proposed to be shuttered at least twice in the 12 month period preceding the application for the shutter (or its installation if you are trying to retain the shutter). **Or;**
- Your premises have been vandalised to the extent the window / door to be shuttered has had to be replaced at least twice in the 12 month period preceding the application for the shutter (or its installation if you are trying to retain the shutter). **And;**
- **All** instances of break-in or vandalism will **always** need to be documented by crime reports, insurance claims or receipts / invoices for repair of damage and must clearly relate to the window / door to be shuttered.

8.2 **Vandalism** that does not result in the breakage of glazing, for example graffiti will not justify unacceptable shutter types. It should be remembered that solid shutters provide a 'canvas' for graffiti and will not be a solution for this problem.

8.3 **Even** if exceptional circumstances are shown external **shutters of any type** will not be acceptable in **Listed Buildings**.

8.4 **Punched (Letter Box) shutters** will not be acceptable in or near Conservation Areas even under exceptional circumstances.

8.5 **Pinhole Shutters** will only be acceptable **outside** industrial areas if exceptional circumstances are shown. They will **never** be acceptable on Listed Buildings or in (or near) Conservation Areas.

8.6 See Table 03 for a summary of acceptability of shutter type by area **if** exceptional circumstances have been shown.

**8.7 Policy Note SM7:**

**Pinhole shutters are only acceptable outside industrial areas if exceptional circumstances have been shown. They are never acceptable on Listed Buildings or in, or near to Conservation Areas.**

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## **9.0 FURTHER ADVICE & CONTACTS**

- 9.1 For general advice contact:  
Newport City Council Planning Section, Civic Centre, Newport, South Wales  
NP20 4UR; 0163 656 656; [planning@newport.gov.uk](mailto:planning@newport.gov.uk)
- 9.2 For advice on Listed Buildings and Conservation Areas contact:  
The Building Conservation Officer, Economic Regeneration & Policy, Newport  
City Council, Civic Centre, Newport, South Wales NP20 4UR; 01633 656 656;  
[planning@newport.gov.uk](mailto:planning@newport.gov.uk)
- 9.3 For Police advice on security contact:  
The Community Safety Department (Secured by Design), Maindee Police  
Station, 81 Chepstow Road NP19 8BY; 01633 247 925 / 926; e-mail  
[communitysafety@gwent.pnn.police.uk](mailto:communitysafety@gwent.pnn.police.uk)
- 9.4 A record of Listed Buildings in Newport can be found at the web address below,  
please note the list is accurate as of 27 July 2011 but it can change so it is  
always advisable to check with the Council's Conservation Officer:  
[http://www.newport.gov.uk/xpedio/groups/public/documents/web\\_text/n\\_064374.pdf](http://www.newport.gov.uk/xpedio/groups/public/documents/web_text/n_064374.pdf)
- 9.5 Information on Newport's Conservation Areas including where they are can be  
found at the web address below but it can change so it is always advisable to  
check with the Council's Conservation Officer:  
<http://www.newport.gov.uk/dc/index.cfm?fuseaction=planning.conservation&contentid=CONT295610>

**Table 02 – Shutter Types, Acceptability by Area (No Exceptional Circumstances)**

	TOWN CENTRE (not conservation area)	DISTRICT CENTRE (not conservation area)	CONSERVATION AREAS (or near to)	LISTED BUILDING	INDUSTRIAL AREAS	EVERYWHERE ELSE
<b>Solid Shutter</b>	X	X	X	X	✓	X
<b>Pinhole Shutter</b>	X	X	X	X	✓	X
<b>Punched Shutter / Letter box type</b>	✓	✓	X	X	✓	✓
<b>Grille/Lattice Shutter</b>	✓	✓	✓	X	✓	✓

Key



Unacceptable



Acceptable

**Table 03 – Shutter Types, Acceptability by Area (Exceptional Circumstances shown)**

	TOWN CENTRE (not Conservation Area)	DISTRICT CENTRE (not Conservation Area)	CONSERVATION AREAS (or near to)	LISTED BUILDING	INDUSTRIAL AREAS	EVERYWHERE ELSE
<b>Solid Shutter</b>	X	X	X	X	✓	X
<b>Pinhole Shutter</b>	✓	✓	X	X	✓	✓
<b>Punched or Letter box Shutter</b>	✓	✓	X	X	✓	✓
<b>Grille/Lattice Shutter (rounded profile)</b>	✓	✓	✓	X	✓	✓

Key



Unacceptable



Acceptable

Table 03 – Other Documents you should look at

	Listed Buildings	Conservation Areas	Town Centre / District Centres	General Considerations (all areas)
<b>National Guidance</b> Planning Policy Wales (Edition 4)	#4.10.10 #6.1.1 #6.5.8 - 6.5.11	#6.1.1 #6.5.17	#10.1.1	#4.10
<b>National Guidance</b> (Technical Advice Notes)	TAN 7 - #18  TAN 12 - #5.6 TAN 12 - #5.17.2	TAN 7 - #16-17  TAN 12 - #5.6 TAN 12 - #5.17.2	TAN 12 - #5.17.2	Technical Advice Note 7: Outdoor Advertisement Control  Technical Advice Note 12: Design
<b>Newport UDP</b>	Policy CE15 Policy CE18	Policy CE20 Policy CE21 Policy CE24	Policy CE42	Policy SP2 Policy CE32 Policy CE38 Policy CE41 Policy CE42 Policy CE43
<b>Supplementary Planning Guidance (Newport)</b>	Repairs and Alterations to Listed buildings	Town Centre Shopfront Policy – A Design Guide	Town Centre Shopfront Policy – A Design Guide	
<b>Application Advice (Newport)</b>				Advisory Note: Design & Access Statements (DAS)