

Report of the Head of Development Management and Building Control Committee Report

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| Case Officer: Samuel Patten | 36969/APP/2025/2303 |
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|-------------------------|-------------------|--|-------------------|
| Date Application Valid: | 03.09.2025 | Statutory / Agreed Determination Deadline: | 30.01.2026 |
| Application Type: | Full | Ward: | Ruislip |

Applicant: **Waitrose Ltd.**

Site Address: **9 Kingsend, Ruislip**

Proposal: **Facade alteration for the installation of On Demand Grocery Hatch (ODG) at ground floor level, with associated parking space for delivery vehicles.**

Summary of Recommendation: **GRANT planning permission subject to conditions**

Reason Reported to Committee: **Required under Part 6 of the Planning Scheme of Delegation (the Council has a financial liability)**



Summary of Recommendation:

GRANT planning permission subject to the conditions set out in Appendix 1.

1 Executive Summary

- 1.1 Planning permission is sought for the installation of an On-Demand Grocery hatch to the exterior of a supermarket building, currently occupied by Waitrose Ltd. The proposal would also include the allocation of a dedicated parking space for delivery vehicles in the supermarket's customer car park, accessed off Wood Lane, Ruislip.
- 1.2 The purpose of the On-Demand Grocery hatch is to allow online orders to be collected by delivery drivers without needing to enter into the store, with the dedicated parking space offering a place for riders to safely park their bikes and reducing the risk of fly/illegal parking.
- 1.3 The Freehold of the customer car park is owned by the London Borough of Hillingdon. Therefore, whilst the Council is not the applicant, for transparency and in accordance with the Council's Scheme of Delegation, the application is referred to the Planning Committee for determination.
- 1.4 In terms of design, the proposed On-Demand Grocery hatch and dedicated parking space are considered to be minor additions to the site, with both being located on the southern side of the site. The southern elevation of the supermarket building is facing away from the nearby Ruislip Village Conservation Area and is located close to the London Underground railway line. Therefore, Officers consider that the proposal would not have a detrimental impact upon the character and appearance of the building nor the surrounding local area.
- 1.5 In terms of impacts upon neighbouring amenity, the collection of online orders currently occurs at the site. The closest residential properties would be located along Kingsend, with a separation distance of circa 40m. Therefore, there is likely to be minimal disruption to amenities of adjacent neighbouring properties. A condition restricting operating hours has been recommended. A further condition requiring an Operational Management Plan providing further detail on the management of the delivery service has been recommended prior to the delivery hatch becoming operational. This would provide further controls on how the delivery drivers would access the site, thereby mitigating against wider impact on the pedestrian pathways and nearby residents.
- 1.6 Hillingdon Council's Highways Team raised concerns regarding potential fly/illegal parking of bike riders. Following these comments, the applicant provided amended details which included the allocation of a dedicated parking space within acceptable distance from the delivery hatch. The Highways Officer has reviewed these additional details and is satisfied that the proposal would not lead to

Hillingdon Planning Committee – 14th January 2026

PART 1 – Members, Public & Press

significant harm to highway safety both for pedestrians and vehicles. A condition requiring the installation of signage and anchor points for the parking space prior to use of the On-Demand Delivery hatch has also been recommended, to ensure the drivers are aware of the dedicated parking area. Subject to the parking and adverts being installed prior to the use of the hatch, it is considered that the proposal would not lead to any wider highway concerns.

- 1.7 It is concluded that the proposal complies with the Development Plan, and no material considerations indicate that a contrary decision should be taken. Therefore, this planning application is recommended for approval subject to the conditions set out in Appendix 1.

2 The Site and Locality

- 2.1 The application site comprises a part single, part two storey supermarket building, with an associated customer car park located to the west, which is accessed via Wood Lane, and a staff/store delivery entrance to the north, which is accessed via Kingsend.
- 2.2 To the south of the site runs the London Underground and to the east is Ruislip Underground station and a block of residential flats, separated from the site by West End Road. In relation to West End Road, the supermarket site is located at lower level, due to the railway bridge over the underground line. There is a pedestrian access to the site from West End Road.
- 2.3 The site is located on the fringes of the Ruislip Village Conservation Area, with the boundary of the conservation area being located on the northern side of the site along Kingsend. This site is also classified as being with Ruislip Town Centre, which is designated a primary shopping area.

Figure 1: Aerial View of Application Site



Figure 2: Location Plan (Locations of proposal outlined in red, and entire site outlined in blue)



Figure 3: Image from customer car park facing towards supermarket building.



3 Proposal

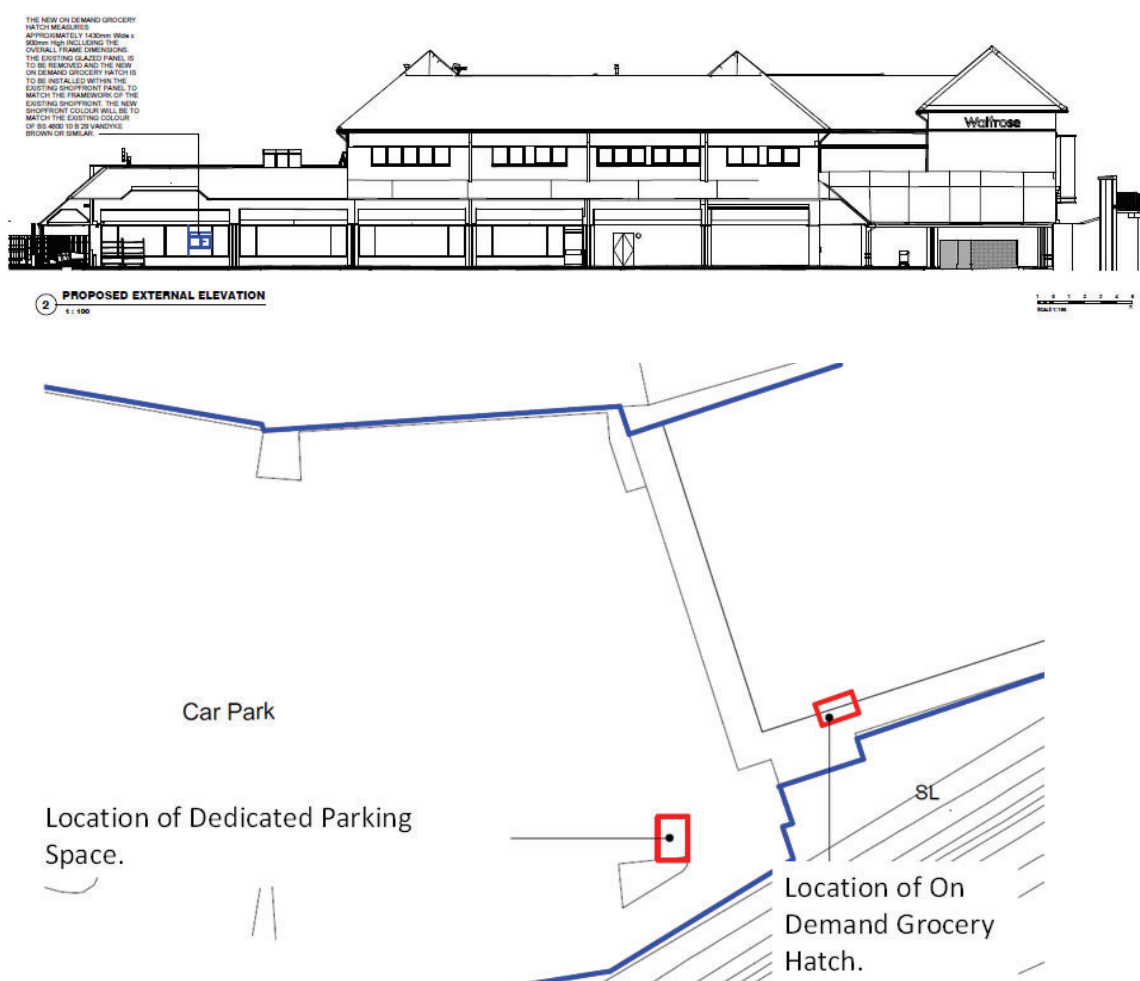
- 3.1 Planning permission is sought for the installation of an On-Demand Grocery hatch with associated parking space for delivery vehicles.

Hillingdon Planning Committee – 14th January 2026

PART 1 – Members, Public & Press

- 3.2 The purpose of the On-demand Grocery hatch is to allow online orders to be collected without the need for the delivery drivers to enter the store. These delivery collections will take place between the hours of 07:00 - 22:30 Monday to Sunday. This would mean that some collections would lie outside of regular store opening hours which are 08:00 - 21:00 Monday to Saturday, and 10:00 - 16:00 Sunday. It should be noted that the hatch will only be used for the collection of online orders from approved delivery apps by delivery riders/drivers and not directly by the customers.
- 3.3 During the application process, amendments were made to the proposal following initial comments made by Hillingdon Council's Highways Team regarding concerns around highway safety. This included the allocation of a dedicated parking space within the customer car park that would be used by delivery riders when collecting from the On-Demand Grocery hatch. The proposed parking space would be located in close proximity to the hatch, with a separation distance of around 18.00m.

Figure 4: Proposed Plan (please note – larger version of plan can be found in the Committee Plan Pack)



4 Relevant Planning History

- 4.1 A list of the relevant planning history related to the property can be found in Appendix 2.

5 Planning Policy

- 5.1 A list of planning policies relevant to the consideration of the application can be found in Appendix 3.

6 Consultations and Representations

- 6.1 10 Neighbouring Properties, Ruislip Residents Association, Hillingdon Council's Highways Team, and Hillingdon Council's Conservation and Urban Design team were initially consulted by letter for 21 days from 17-09-2025 until 08-10-2025.
- 6.2 Re-consultation letters were sent to those neighbouring properties and Ruislip Residents Association, and additional neighbouring properties were included in the consultation following amendments made to scheme. These amendments included the allocation of a dedicated parking space for delivery drivers and the expansion of the blue line for the application site. 2no. site notices were also displayed around the application site. This re-consultation period lasted from 19-11-2025 until 31-12-2025. All internal consultees were reconsulted during this process. A revised location plan which omitted properties Nos 7-11 Kingsend from the blue line (as not within the Ownership of the applicant) was received on 8th December 2025. It was not considered necessary to re-consult on this amendment, given it was not originally within the red line.
- 6.3 Representations received in response to public consultation are summarised in Table 1 (below). Consultee responses received are summarised in Table 2 (below). Full copies of the responses have also separately been made available to Members.

Table 1: Summary of Representations Received

| Representations | Summary of Issues Raised | Planning Officer Response |
|---|--|--|
| 1no. Individual letter has been received from a resident. | 1. Concerns around the use of a footpath by delivery drivers as a shortcut. This footpath is located towards the | A condition has been attached requiring an Operational Management Plan to be submitted detailing how the Applicant will control delivery bikes from utilising this pathway. This provides an |

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| | <p>northern side of the site adjacent to side and rear boundary of No.11 Kingsend and the northern flank of the Waitrose Building. This footpath provides a shortcut pedestrian access point which links Kingsend with the Waitrose customer entrance and car park. Concerns raised regarding the safety of pedestrians from its use by delivery cyclists.</p> | <p>appropriate mitigation control going forward. The delivery hatch shall not be used until this Operational Management Plan detail has been approved.</p> |
| | <p>2. Request for barriers to be installed to prevent riders using this footpath.</p> | <p>This matter is discussed at paragraphs 7.17-7.19 of this report. In summary, the request to install a barrier along a pedestrian footpath would be considered unreasonable/unnecessary. Matters related to cycle traffic for the delivery service can be satisfactorily captured through the Operational Management Plan condition.</p> |
| Ruislip Residents Association Comments | <p>1. Clarification was sought on the blue line which initially included properties Nos 5, 7, 7a Kingsend.</p> | <p>A revised Location Plan has been received which reflects the applicant's current leasehold/freehold arrangement.</p> |
| | <p>2. Clarification was sought regarding ownership of the public footpath</p> | <p>The footpath between Kingsend and the customer car park is under the ownership of the</p> |

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| | which links Kingsend to the Waitrose customer car park. | Freeholder of the supermarket site, which is currently Waitrose Ltd. |
| | 3. Request for barriers to be installed to prevent riders using this footpath. | This matter is discussed at paragraphs 7.17-7.19 of this report. In summary, the request to install a barrier along a pedestrian footpath would be considered unreasonable/unnecessary. Matters related to cycle traffic for the delivery service can be satisfactorily captured through the Operational Management Plan condition. |
| | 4. Clarification on why there are 2no. red boxes on the site location and block plans. | The 2no. red boxes on the site location and block plans are the areas that relate to this application. The red box on the supermarket building is where the delivery collection hatch will be located and the red box within the car park is where the dedicated parking space will be located. |
| | 5. Request for a dedicated bike safety route to be shown on the plans. | Following consultation with Highways Officers, they are satisfied that the car park is safe for bike riders to use with a 10mph speed limit, advisory walkways and has compliant car park aisle widths. |

Table 2: Summary of Consultee Responses

| Consultee and Summary of Comments | Planning Officer Response |
|--|------------------------------------|
| Hillingdon Council's Highways Team No objection to the proposal subject to a pre-operation condition being added to the final decision | Noted – Issues surrounding highway |

Hillingdon Planning Committee – 14th January 2026

PART 1 – Members, Public & Press

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| <p>notice related to the allocation of the dedicated parking space for delivery riders.</p> <p>This condition requires the details of signage and anchor points for the dedicated parking space to be submitted to the Local Planning Authority for approval prior to the hatch becoming operational.</p> | <p>safety will be discussed further in the report below and the required condition has been drafted as shown in Appendix 1.</p> |
| <p>Hillingdon Council's Conservation and Urban Design Team.</p> <p>No objection from a design perspective.</p> | <p>Noted – Design matters will be discussed further in Section 7.2 of this report.</p> |
| <p>Hillingdon Council's Property Services</p> <p>No objection to the proposal as it fits within the current user clause of the lease.</p> | <p>Noted</p> |

7 Planning Assessment

Principle of Development

- 7.1 The proposal is for minor alterations to a supermarket building and to an associated customer car park. As such, the principle of development is supported by national, regional and local planning policies, subject to the considerations set out below.

Design / Character and Impact on the adjacent Conservation Area.

- 7.2 The application site lies on the fringes of the Ruislip Village Conservation Area and any application should ensure the setting of the conservation area is preserved. The National Planning Policy Framework (Chapter 16), the London Plan (2021) Policy HC1 and the Hillingdon Local Plan Parts 1 and 2 (including policies HE1, and DMHB 1 and DMHB 4 respectively) seek to protect, conserve and enhance heritage assets.
- 7.3 In addition to the above, Policy BE1 of the Hillingdon Local Plan Part 1 – Strategic Policies (2012), DMHB 11 and DMHB 12 of the Hillingdon Local Plan Part 2 – Development Management Policies (2020) are all directly relevant to the proposal. These policies can be read in full in the Committee Report Part 3 - Policy Appendix, and in summary, seek to secure a high quality of design that enhances and contributes to the area in terms of form, scale and materials, is appropriate to the identity and context of the townscape and would improve the quality of the

Hillingdon Planning Committee – 14th January 2026

PART 1 – Members, Public & Press

public realm and respect local character. These aims are also supported by Chapter 12 of the NPPF.

- 7.4 In terms of design, the proposed On-Demand Grocery hatch and dedicated parking space are considered to be minor additions to the site. Both of these alterations would be located on the southern side of the site. The proposed on-demand grocery delivery hatch would be formed by the replacement of an existing glazed shopfront panel and would be integrated within the established shopfront. The hatch measures approximately 1.4m wide by 0.9m high (including frame) and is modest in scale relative to the host building, ensuring that it reads as a subordinate alteration rather than a visually prominent or discordant feature.
- 7.5 The proposed hatch would integrate within the existing fenestration to the existing supermarket building and be set in from the main customer car park located below a canopy. The elevation drawing demonstrates that the hatch would be set flush within the existing shopfront framework, maintaining the established proportions, alignment and fenestration pattern of the ground floor elevation. No projection beyond the existing building line is proposed, and the installation of a hatch would not result in any additional bulk, enclosure or visual clutter to the frontage.
- 7.6 Materials and colour treatment have been carefully considered. The proposed shopfront finish would match the existing, ensuring visual consistency with the remainder of the store frontage. In the context of the existing frontage, the material would ensure a visually cohesive addition to the building and avoids the introduction of contrasting or incongruous materials that could otherwise detract from the streetscene.
- 7.7 The southern elevation of the supermarket building is facing away from the nearby Ruislip Village Conservation Area and is located close to the London Underground railway line. Therefore, officers consider that the proposal would not have a detrimental impact upon the character and appearance of the building nor the surrounding local area or the setting of the adjoining Ruislip Village Conservation Area.
- 7.8 The proposal includes the allocation of an existing car parking space in close proximity to the on-demand grocery delivery hatch to support its operation. The works associated with the demarcation of this space would be minimal in nature and limited to minor surface markings and discreet signage and anchor points to identify its specific use. Given the modest scale of the works and their functional necessity, these works associated with the use would not result in visual harm or adversely affect the character or appearance of the car park or wider site. The signage and anchor points can be appropriately controlled by condition, as requested by the Highway Authority, to ensure that it remains proportionate, unobtrusive and acceptable in visual terms.
- 7.9 Overall, in terms of design and protection of the adjacent heritage asset of Ruislip Village Conservation Area, the proposal respects the architectural language of the existing Waitrose building and would not harm the character or appearance of the host property or the wider townscape. Officers consider that the development

Hillingdon Planning Committee – 14th January 2026

PART 1 – Members, Public & Press

would be in accordance with Policy BE1 and HE1 of the Hillingdon Local Plan: Part One- Strategic Policies (2012), Policies DMHB 1, DMHB 4, DMHB 11 and DMHB 12 of the Hillingdon Local Plan: Part 2 - Development Management Policies (2020), Policies HC1 of the London Plan (2021) and the National Planning Policy Framework (2024).

Residential Amenity

- 7.10 Policy DMHB 11 of the Hillingdon Local Plan: Part 2 - Development Management Policies (2020) seeks to ensure a satisfactory relationship with adjacent properties with no unacceptable loss of outlook, amenity, daylight and sunlight to neighbouring occupiers.
- 7.11 Due to the scale and location of the proposed alterations to the supermarket building and car park, officers consider that there will be no significant harm to amenities of adjacent properties. The closest residential properties would be located on Kingsend, with No. 11 Kingsend being separated from the proposal by circa 40m. The proposed use of the hatch would be related to the existing use of the building, with online delivery collections already taking place on site during current opening hours
- 7.12 In order to minimise disruption to local residents, a condition has been recommended restricting the hours of operation of the hatch to between 07:00 - 22:30 Monday to Sunday, which is set out in Appendix 1. A further condition in relation to the management of the delivery service has also been recommended. This would require an Operational Management Plan to be submitted prior to operation of the use. This would ensure that operational details on how the commercial operator would manage the delivery service and ensure that it would not cause any significant amenity concerns to the wider neighbouring properties would be submitted to the Local Planning Authority for approval.
- 7.13 Having regard to the above and subject to conditions, it is considered that the proposal would not cause undue harm to the living conditions of neighbouring properties in accordance with Policies DMHB 11 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020).

Highways and Parking

- 7.14 Policies T4, T6, T6.3 of the London Plan (2021), and DMT 1, DMT 2, DMT 5 and DMT 6 of the Hillingdon Local Plan: Part 2 (2020) are relevant to the proposed development. These policies can be read in full in the Committee Report Part 3 - Policy Appendix, and in summary, seek to deliver development which is sustainable in transport terms and safeguards highway and pedestrian safety.
- 7.15 The proposed On-Demand Grocery hatch will have a dedicated parking space in close proximity as shown in Figure 2 and on the proposed plans in Figure 3. This space will provide a safe place for riders to park their bikes, whilst also reducing the risk of fly/illegal parking along the pedestrian routes around the car park and store. The location of this space is within acceptable distance to ensure it would

Hillingdon Planning Committee – 14th January 2026

PART 1 – Members, Public & Press

be practical for use by riders. The works associated with the demarcation of this space would be minimal in nature and limited to minor surface markings and discreet signage and anchor points to identify its specific use.

- 7.16 The Highways Officer has also recommended further details on secure anchor points to be submitted. These would be fixed or permanent features within the parking area that riders can secure their vehicles to while waiting or collecting orders. This would mitigate against any bikes or mopeds being left freely and potentially causing disruption to the footways or access routes thereby ensuring public and vehicular safety. Given the modest scale of the works and their functional necessity, the demarcation would not result in visual harm or adversely affect the character or appearance of the car park or wider site. Signage for its location would also be included, and it is sufficiently set in from the highway to not cause any impact on the surrounding highway network.
- 7.17 Highways officers have reviewed the scheme and are satisfied that following the addition of a dedicated parking space that highway safety concerns have been addressed. The Highways Officer has requested that a pre-operational condition be added to ensure that signage and anchor points are provided for the parking space. Planning officers have drafted this condition which is set out in Appendix 1.
- 7.18 Comments received during the consultation raised concern regarding the potential use of the adjacent pedestrian footpath by delivery riders and suggested the installation of a physical barrier to prevent such use. The pedestrian footpath in question provides a right of way for pedestrians from Kingsend adjacent to No 11 Kingsend. The pathway runs adjacent to the side boundary of No 11 Kingsend running to the rear of this neighbouring property. It provides a further pedestrian access point from Kingsend along the northern side of the Waitrose to the customer parking area associated with the building. In this instance given the modest nature of the application, it would not be reasonable or necessary to request a barrier to be installed. There is also a concern that such additional barrier could lead to accessibility issues were this element to be installed.
- 7.19 Given the modest nature of the proposal, which comprises a small-scale delivery hatch within an existing shopfront, the installation of a physical barrier would be disproportionate and unrelated to the physical impacts of the development itself. Instead, Officers consider a condition on the operation management of the service could mitigate against any potential anti-social behavioural issues.
- 7.20 To address these concerns, it is proposed that an Operational Management Plan be secured by condition prior to the use of the delivery hatch. This Plan would require the applicant to set out appropriate measures to control delivery activity, including clear instructions to drivers and cyclists prohibiting use of the pedestrian footpath and identifying appropriate access arrangements within the site. Officers are satisfied that this approach represents a reasonable and effective means of mitigating potential highway and pedestrian safety impacts.

- 7.21 Comments from the consultation also requested that a dedicated cycle safety route be shown on the submitted plans. This request has been reviewed by the Highway Authority, which has confirmed that such a measure is not necessary. The site already benefits from established access arrangements that allow cyclists to enter and manoeuvre within the car park safely. In addition, the car park operates with a low-speed environment, including a 10mph speed limit, and incorporates advisory pedestrian walkways, which collectively provide an appropriate level of safety for all users.
- 7.22 In light of the above, officers are satisfied that the existing site measures are sufficient and that the modest scale and nature of the development does not justify the introduction of a formalised or segregated cycle route. As such, the absence of a dedicated cycle safety route is not considered to give rise to highway safety concerns, and the proposal is acceptable in transport and highway terms.
- 7.23 Having regard to the above and subject to conditions, it is considered that the proposal would not lead to significant harm to the highway safety of the area and supermarket site. Therefore, the proposal complies with the objectives of Policies T4, T6, T6.3 of the London Plan (2021), and DMT 1, DMT 2, DMT 5 and DMT 6 of the Hillingdon Local Plan: Part 2 (2020).

Advertisement

- 7.24 Hillingdon Council's Highways Team have asked for signage to be erected adjacent to the dedicated parking space to ensure all users of the car park are made aware of this space's allocation. These details would be secured via condition, and the nature of the adverts means they are considered to have deemed consent under the Advert Regulations (2007) Class 2: miscellaneous advertisements on any premises.

8 Other Matters

Human Rights

- 8.1 The development has been assessed against the provisions of the Human Rights Act, and in particular Article 1 of the First Protocol and Article 8 of the Act itself. This Act gives further effect to the rights included in the European Convention on Human Rights. In arriving at this recommendation, due regard has been given to the applicant's reasonable development rights and expectations which have been balanced and weighed against the wider community interests, as expressed through third party interests / the Development Plan and Central Government Guidance.

Equality

- 8.2 Due consideration has been given to Section 149 of the Equality Act with regard to the Public Sector Equality Duty in the assessment of this planning application. No adverse equality impacts are considered to arise from the proposal.

Hillingdon Planning Committee – 14th January 2026

PART 1 – Members, Public & Press

Local Finance Considerations and CIL

- 8.3 Not applicable. The proposed development is not CIL liable.

9 Conclusion / Planning Balance

- 9.1 The proposal is considered to comply with the Development Plan, and no material considerations indicate that a contrary decision should be taken. Consequently, the application is recommended for approval subject to the conditions set out in Appendix 1.

10 Background Papers

- 10.1 Relevant published policies and documents taken into account in respect of this application are set out in the report. Documents associated with the application (except exempt or confidential information) are available on the [Council's website here](#), by entering the planning application number at the top of this report and using the search facility. Planning applications are also available to inspect electronically at the Civic Centre, High Street, Uxbridge, UB8 1UW upon appointment, by contacting Planning Services at planning@hillingsdon.gov.uk.

APPENDICES

Planning Application

36969/APP/2025/2303

Appendix 1: Recommended Conditions and Informatives

Conditions

1. HO1 Time Limit

The development hereby permitted shall be begun before the expiration of three years from the date of this permission.

REASON

To comply with Section 91 of the Town and Country Planning Act 1990.

2. HO2 Accordance with approved

The development hereby permitted shall not be carried out except in complete accordance with the details shown on the submitted plans, numbers:-

11469-BAR-CR-ZZ-DR-T-01001_S2-P03 (Site Location Plan)

11469-BAR-CR-ZZ-DR-T-01010_S2-P03 (Block Plan)

11469-BAR-CR-XX-DR-T-03130_S2-P00 (Existing and Proposed Elevations)

11469-BAR-CR-00-DR-T-03110_S2-P00 (Proposed Ground Floor Plan)

REASON

To ensure the development complies with the provisions of the Hillingdon Local Plan Part 1 (2012) and Part 2 (2020), and the London Plan (2021).

3. HO4 Materials

The materials to be used in the construction of the external surfaces of the development hereby permitted shall match those used in the existing building and shall thereafter be retained as such.

REASON

To safeguard the visual amenities of the area and to ensure that the proposed development does not have an adverse effect upon the appearance of the existing building in accordance with Policy DMHB 11 of the Hillingdon Local Plan Part 2 (2020).

4. NONSC Signage and Anchor Points for Parking Space

Prior to the approved delivery hatch becoming operational, details of the signage and anchor points that will be provided for the parking space dedicated for use by delivery riders, as shown on approved plan ref. 11469-BAR-CR-ZZ-DR-T-01010_S2-P03, shall be submitted to and approved in writing by the Local Planning Authority. The signage should convey the message that the parking space is for the exclusive use by delivery riders. The approved signage and anchor points shall be installed and made available for use prior to the first operation of the delivery hatch and thereafter they shall be maintained and retained for the

Delegated -

lifetime of the development.

REASON

In the interest of highway safety and traffic management, in accordance with the requirements of policies DMT 1, DMT 2, DMT 5 and DMT 6 of the Hillingdon Local Plan Part 2 (2020).

5. NONSC Operational Management Plan

Prior to the approved delivery hatch becoming operational, an Operational Management Plan for the use and monitoring of the delivery hatch shall be submitted to and approved in writing by the Local Planning Authority. The approved Operational Management Plan shall thereafter be implemented in full and retained for the lifetime of the development.

The Operational Management Plan shall include (but not be limited to) details of:

- a) How the delivery collection hatch will be operated by the store, including operation hours.
- b) The collection procedure that delivery collection riders must follow in order to utilise the delivery hatch, which should include but not be limited to the parking of cycles within the designated parking space and not loitering in and around the site for long periods of time around collection of deliveries.
- c) The enforcement procedure to be put in place by the store to deal with delivery riders who do not follow the collection procedure requested under point b.
- d) Measures to be put in place to prevent the improper use of pedestrian footpaths that run through the site by delivery riders, including but not limited to riding bikes through these spaces.
- e) The methods of communication that will be utilised between the parties of interest, including the relevant delivery apps and riders, in order to implement and maintain compliance with procedures requested under points b.) and c.).
- f) A review and monitoring procedure, including how complaints relating to behaviour of delivery riders will be logged and addressed.

REASON

To ensure the safe and convenient use of the site by all users, and to prevent detrimental harm to the amenities of the neighbouring properties to the site, in accordance with policies DMHB 11, DMT 1, DMT 2, DMT 5 and DMT 6 of the Hillingdon Local Plan Part 2 (2020).

6. COM22 Operating Hours

The delivery hatch shall not be used except between:-
07:00 - 22:30 Mondays - Sundays, Public or Bank Holidays.

REASON

To safeguard the residential amenity of the occupiers of adjoining and nearby properties in accordance with policy DMHB 11 of the Hillingdon Local Plan Part 2 (2020).

Informatives

1. I15 Control of Environmental Nuisance from Construction Work

Nuisance from demolition and construction works is subject to control under The Control of Pollution Act 1974, the Clean Air Acts and other related legislation. In particular, you should ensure that the following are complied with:-

A. Demolition and construction works which are audible at the site boundary shall only be carried out between the hours of 08.00 and 18.00 hours Monday to Friday and between the hours of 08.00 hours and 13.00 hours on Saturday. No works shall be carried out on Sundays, Bank or Public Holidays.

B. All noise generated during such works shall be controlled in compliance with British Standard Code of Practice BS 5228:2009.

C. Dust emissions shall be controlled in compliance with the Mayor of London's Best Practice Guidance' The Control of dust and emissions from construction and demolition.

D. No bonfires that create dark smoke or nuisance to local residents.

You are advised to consult the Council's Environmental Protection Unit (www.hillingdon.gov.uk/noise Tel. 01895 250155) or to seek prior approval under Section 61 of the Control of Pollution Act if you anticipate any difficulty in carrying out construction other than within the normal working hours set out in (A) above, and by means that would minimise disturbance to adjoining premises.

2. I52 Compulsory Informative (1)

The decision to GRANT planning permission has been taken having regard to all relevant planning legislation, regulations, guidance, circulars and Council policies, including The Human Rights Act (1998) (HRA 1998) which makes it unlawful for the Council to act incompatibly with Convention rights, specifically Article 6 (right to a fair hearing); Article 8 (right to respect for private and family life); Article 1 of the First Protocol (protection of property) and Article 14 (prohibition of discrimination).

I53 Compulsory Informative (2)

The decision to GRANT planning permission has been taken having regard to the policies and proposals in the Hillingdon Local Plan Part 1 (2012) and Part 2 (2020) set out below, including Supplementary Planning Guidance, and to all relevant material considerations, including The London Plan (2021) and national guidance.

DMHB 1 Heritage Assets

Delegated -

| | |
|------------|---|
| DMHB 11 | Design of New Development |
| DMHB 12 | Streets and Public Realm |
| DMHB 4 | Conservation Areas |
| DMT 1 | Managing Transport Impacts |
| DMT 2 | Highways Impacts |
| DMT 5 | Pedestrians and Cyclists |
| DMT 6 | Vehicle Parking |
| LPP HC1 | (2021) Heritage conservation and growth |
| LPP T4 | (2021) Assessing and mitigating transport impacts |
| LPP T6 | (2021) Car parking |
| LPP T6.3 | (2021) Retail parking |
| NPPF12 -24 | NPPF12 2024 - Achieving well-designed places |
| NPPF16 -24 | NPPF16 2024 - Conserving and enhancing the historic environment |
| NPPF4 -24 | NPPF4 2024 - Decision making |

Appendix 2: Relevant Planning History

36969/AC/94/1248 Waitrose Supermarket, 9 Kingsend Ruislip

Variation of condition 10 of planning permission ref. 36969C/88/982 dated 15/09/89; condition 8 of planning permission ref. 36969G/89/2037 dated 30/11/93; condition 13 of planning permission ref. 36969C/88/982 dated 15/09/89; and condition 9 of planning permission ref. 36969G/89/2037 dated 30/11/93 to allow Sunday/Bank Holiday opening and deliveries

Decision: 01-03-1995 Approved

36969/ADV/2001/102 Waitrose Supermarket, 9 Kingsend Ruislip

INSTALLATION OF SEASONAL DECORATIVE BANNERS ON EXISTING LAMP POSTS

Decision: 29-10-2001 Approved

36969/ADV/2003/89 Waitrose, 9 Kingsend Ruislip

INSTALLATION OF VARIOUS REPLACEMENT AND NEW SIGNAGE ON BUILDING

Decision: 28-01-2004 Approved

36969/ADV/2009/71 Boots The Chemist, Waitrose Supermarket 9 Kingsend Ruislip

Installation of 1 non-illuminated projecting sign and 1 non-illuminated logo sign.
Retrospective Application

Decision: 16-12-2009 Approved

36969/ADV/2025/39 9 Kingsend Ruislip

Replacement of existing signage with 2no. internally illuminated letter signs, 3no. externally illuminated flag banners, 1no. non-illuminated totem sign, 1no. non-illuminated fence mounted sign, 1no. non-illuminated car park entrance sign and 1no. non-illuminated free standing sign (Description Amended).

Decision: 19-11-2025 Approved

36969/ADV/2025/39 9 Kingsend Ruislip

Replacement of existing signage with 2no. internally illuminated letter signs, 3no. externally illuminated flag banners, 1no. non-illuminated totem sign, 1no. non-illuminated fence mounted sign, 1no. non-illuminated car park entrance sign and 1no. non-illuminated free standing sign (Description Amended).

Decision: 19-11-2025 Approved

Delegated -

36969/AE/94/3127 Waitrose, 9 Kingsend Ruislip
Refurbishment and replacement of various internally illuminated signs
Decision: 10-04-1995 Approved

36969/AF/94/1827 Bounded By Kingsend, West End Road And Wood Lane Ruislip
Amendments to erection of 13-unit shopping mall with staff/storage accommodation and extension to Waitrose supermarket with additional new proposal to erect offices above, incorporating additional car parking
Decision: 26-04-1995 Approved

36969/AH/96/0275 Waitrose, 9 Kingsend Ruislip
Installation of external security shutters
Decision: 21-05-1996 Approved

36969/AJ/96/0410 Bounded By Kingsend, West End Road And Wood Lane Ruislip
Amendments to planning permissions ref. 36969C/88/ 982 dated 15/09/89, 36969G/89/2037 dated 30/11/93 and 36969AC/94/1248 dated 01/03/95 to include Class A2 and Class A3 uses, enlarged first floors to Units 6,7,8 and 9, minor changes to elevations and reduction in the number of parking spaces from that approved in planning permission ref. 36969C/ 88/982 dated 15/09/89; Erection of 13 unit shopping mall and extension to supermarket
Decision: 08-01-1997 Approved

36969/AK/97/1819 Bounded By Kingsend, West End Road And Wood Lane Ruislip
Relaxation of condition 18 of planning permission ref.36969AJ/96/410 dated 08/01/97 to allow use of Units 6, 7, 8 and 9 as a public house
Decision: 21-01-1998 Approved

36969/AL/98/0343 Waitrose Supermarket, 9 Kingsend Ruislip
Installation of security shutters
Decision: 06-05-1998 Approved

36969/AM/98/3034 Moss Chemists, Waitrose Store, 9 Kingsend Ruislip
Installation of 2 non-illuminated pole mounted poster signs and one internally illuminated projecting box sign
Decision: 06-05-1998 Approved

36969/AN/99/0285 Bounded By Kingsend, West End Road And Wood Lane Ruislip
Removal of conditions 15 and 16 (to close gates to the shopping area and service yard at specified times) of planning permission ref.36969AJ/96/410 dated 08/11/97; Erection of 13 unit shopping mall and extension to supermarket

Decision: 05-05-1999 Approved

36969/AP/99/0287 Adj To Kingsend Court & Waitrose Store West End Road Ruislip
Erection of nine single domestic garages for Kingsend Court

Decision: 05-05-1999 Refused

36969/APP/2001/1664 Waitrose, 9 Kingsend Ruislip
INSTALLATION OF ADDITIONAL LIGHT TO CAR PARK EXTENSION, REPLACEMENT OF CAR PARKING SIGNAGE, INSTALLATION OF CAR PARK CONTROL SYSTEM AND TICKET MACHINE, REPLACEMENT OF LIGHTING HEADS TO EXISTING LOCAL AUTHORITY LIGHT COLUMNS

Decision: 11-09-2001 Approved

36969/APP/2001/295 Waitrose, 9 Kingsend Ruislip
VARIATION OF CONDITION 9 (TO ALLOW DELIVERIES BETWEEN 0600 HOURS AND 2000 HOURS MONDAY TO SATURDAY) OF PLANNING PERMISSION REF.36969/G/89/2037 DATED 30/11/93; RETAIL DEVELOPMENT

Decision: 25-07-2001 Approve Limited
Time

36969/APP/2001/296 Waitrose, 9 Kingsend Ruislip
VARIATION OF CONDITIONS 3 AND 4 (TO ALLOW DELIVERIES BETWEEN 0800 AND 1700 HOURS ON SUNDAYS AND BANK HOLIDAYS) OF PLANNING PERMISSION REF.36969AC/94/1248 DATED 01/03/95; RETAIL DEVELOPMENT

Decision: 25-07-2001 Approve Limited
Time

36969/APP/2002/133 Waitrose Supermarket Kingsend Ruislip
REMOVAL OF CONDITION 13 OF PLANNING PERMISSION REF.36969C/88/982 AND CONDITION 9 OF PLANNING PERMISSION REF. 36969G/89/2037 BOTH SUBSEQUENTLY VARIED BY CONSENTS REF.36969AC/94/1248, 36969/APP/2001/295 AND 36969/APP/2001/1296 AND THEIR REPLACEMENT BY A CONDITION TO PERMIT DELIVERIES BETWEEN 0600 HOURS AND 2000 HOURS MONDAYS TO SATURDAYS AND 0800 HOURS AND 1700 HOURS SUNDAYS AND BANK HOLIDAYS, AND TO ALLOW DELIVERIES BY FREEZER CONTAINER VEHICLES, ARTICULATED HGVS AND

OTHER HGVS ON A PERMANENT BASIS

Decision: 10-07-2002 Approved

36969/APP/2004/2834 Waitrose Supermarket, 9 Kingsend Ruislip

DETAILS OF SCHEME FOR MONITORING NOISE LEVELS IN COMPLIANCE WITH
CONDITION 2 OF PLANNING PERMISSION REF. 6969/APP/2004/803 DATED
21.07.2004: VARIATION OF CONDITION 2 (TO ALLOW SUNDAY/BANK HOLIDAY
OPENING BETWEEN 09.00 AND 16.00 HOURS INCLUSIVE) OF PLANNING
PERMISSION REF. 36969AC/94/1248 DATED 1 MARCH 1995 (TO ALLOW FOR
SUNDAY AND BANK HOLIDAY OPENING)

Decision: 04-01-2005 Approved

36969/APP/2004/803 Waitrose Supermarket, 9 Kingsend Ruislip

VARIATION TO CONDITION 2 (TO ALLOW SUNDAY/BANK HOLIDAY OPENING
BETWEEN 0900 AND 1600 HOURS INCLUSIVE) OF PLANNING PERMISSION
REF.36969/AC/94/1248 DATED 01/03/1995 (TO ALLOW FOR SUNDAY AND BANK
HOLIDAY OPENING)

Decision: 13-07-2004 Approve Limited
Time

36969/APP/2005/1565 Waitrose, 9 Kingsend Ruislip

REMOVAL OF CONDITION 2 OF PLANNING PERMISSION REF.36969/AC/94/1248
DATED 21/07/1994, TO ALLOW PERMANENT OPENING BETWEEN 08:30 AND 18:00
HOURS ON SUNDAYS AND BANK HOLIDAYS

Decision: 04-08-2005 Approved

36969/APP/2007/275 Waitrose, 9 Kingsend Ruislip

INSTALLATION OF 4 ADDITIONAL CHILLER SYSTEM PLANT UNITS.

Decision: 26-03-2007 Approved

36969/APP/2011/2450 Waitrose, 9 Kingsend Ruislip

Variation of condition 8 of planning permission ref. 36969/G/89/2037 dated 30/11/1993 to
extend Saturday opening hours (Erection of 13 unit shopping mall; extension to
supermarket; and provision of additional parking (involving demolition of Kingsend Court
and 5 & 7 Kingsend))

Decision: 02-12-2011 Approved

36969/APP/2013/918 Waitrose, 9 Kingsend Ruislip

Variation of condition 1 of planning permission ref: 36969/APP/2011/2450 dated 02/12/2011

Delegated -

PART 1 - MEMBERS, PUBLIC & PRESS

to extend opening hours (Variation of condition 8 of planning permission ref. 36969/G/89/2037 dated 30/11/1993 to extend Saturday opening hours (Erection of 13 unit shopping mall; extension to supermarket; and provision of additional parking (involving demolition of Kingsend Court and 5 & 7 Kingsend)))

Decision: 07-08-2013 Approved

36969/APP/2015/2159 Waitrose, 9 Kingsend Ruislip

Variation of condition 9 (Delivery Times) of planning permission ref: 36969/APP/2013/918, dated 16/03/2013, to extend the stores delivery hours (Variation of condition 1 of planning permission ref: 36969/APP/2011/2450 dated 02/12/2011 to extend opening hours).

Decision: 28-10-2015 Approved

36969/APP/2015/2167 Waitrose, 9 Kingsend Ruislip

Variation of condition 1 (Delivery Times) of planning permission ref: 36969/APP/2002/133, dated 10-07-02, to extend the stores delivery hours (Removal of condition 13 of planning permission ref: 36969C/88/982 and condition 9 of planning permission ref: 36969G/89/2037, and replacement delivery hours condition)

Decision: 28-10-2015 Approved

36969/APP/2015/4251 Waitrose, 9 Kingsend Ruislip

Installation of new window to north east elevation

Decision: 19-01-2016 Approved

36969/APP/2022/816 9 Kingsend Ruislip

Variation of Condition 7 (opening hours) of planning permission ref. 36969/APP/2015/2159 (dated 03/11/2015) to extend store opening hours

Decision: 20-05-2022 Approved

36969/APP/2025/2390 9 Kingsend Ruislip

Proposed removal of existing plant units at roof level and installation of 2no. new DAC Units, 6no. new LT & HT CUBO Condenser units and 2no. Air Source Heat Pumps, at existing roof level.

Decision: 06-11-2025 Approved

36969/C/88/0982 Waitrose, 9 Kingsend Ruislip

Erection of a supermarket and retail unit with associated parking; and erection of Health Centre with associated parking (by conversion/extension of "Pax")

Decision: 15-09-1989 Approved

Delegated -

PART 1 - MEMBERS, PUBLIC & PRESS

10 of 12

- 36969/F/89/2025 Bounded By West End Rd, Wood Lane & Kingsend Ruislip
 Details of materials in compliance with condition 12 of Planning permission ref
 36969c/88/982 dated 15th September 1989 Erection of a supermarket and retail unit with
 associated parking, and erection of health centre with associated parking
Decision: 29-11-1989 Approved
- 36969/G/89/2037 Kingsend Court 5-7 And Rear Of 13-25 Kingsend Ruislip
 Erection of 13 unit shopping mall; extension to supermarket; and provision of additional
 parking (involving demolition of Kingsend Court and 5 & 7 Kingsend)
Decision: 30-11-1993 Approved
- 36969/P/91/3582 Rear Of Kingsend Court West End Road Ruislip
 Erection of advertisement hoarding
Decision: 11-10-1991 Approved
- 36969/R/91/1454 Waitrose Supermarket, 9 Kingsend Ruislip
 Siting of 3 Durabank bottle banks
Decision: 02-06-1992 Approve
 Deemed Hill.
- 36969/W/92/2069 Waitrose Car Park, Wood Lane Ruislip
 Installation of one can bank, one paper bank and one textile bank
Decision: 25-03-1993 Approve Limited
 Time
- 36969/Z/93/3130 Rear Of Kingsend Court West End Road Ruislip
 Retention of two advertisement hoardings
Decision: 15-12-1993 Approved

Appendix 3: List of Relevant Planning Policies

The following Local Plan Policies are considered relevant to the application:-

Part 1 Policies:

Part 2 Policies:

| | |
|------------|---|
| DMHB 1 | Heritage Assets |
| DMHB 4 | Conservation Areas |
| DMHB 11 | Design of New Development |
| DMHB 12 | Streets and Public Realm |
| DMT 1 | Managing Transport Impacts |
| DMT 2 | Highways Impacts |
| DMT 5 | Pedestrians and Cyclists |
| DMT 6 | Vehicle Parking |
| LPP HC1 | (2021) Heritage conservation and growth |
| LPP T4 | (2021) Assessing and mitigating transport impacts |
| LPP T6 | (2021) Car parking |
| LPP T6.3 | (2021) Retail parking |
| NPPF4 -24 | NPPF4 2024 - Decision making |
| NPPF12 -24 | NPPF12 2024 - Achieving well-designed places |
| NPPF16 -24 | NPPF16 2024 - Conserving and enhancing the historic environment |

Delegated -

PART 1 - MEMBERS, PUBLIC & PRESS