NL Jones Planning
Duke House Business Hub
Duke House
Skipton
BD23 2HQ
07774 652426
www.nljonesplanning.com

19 October 2021

Development Management
Manchester City Council
Town Hall Extension
Albert House
PO Box 532
Manchester
M60 2LA

Dear Sir / Madam,

Retrospective Planning Application - InPost Parcel Locker – 318 Barlow Moor Road, Chorlton Cum Hardy, Manchester M21 8AY

I am instructed by my client InPost UK to submit a retrospective full planning application for the siting of an InPost Locker at 318 Barlow Moor Road, Chorlton-cum-Gardy, Manchester M21 8AY.

This application has been submitted via the Planning Portal. This letter in conjunction with the enclosed application form, planning drawings and the requisite planning fee comprise the applicant's full planning application.

The planning application package comprises of the following:

- Site Location Plan ref. L(00) 001 P1;
- Existing Elevations ref. L(02) 001 P1;
- Proposed Elevations ref. L(01) 101 P1;
- Existing Plans L(01) 001 P1; and
- Proposed Plans L(01) 101 P1

In addition to the above enclosures, I will be grateful if you could take the contents of this support statement covering letter into consideration.

Background

The InPost Locker was installed on 4th February 2021, on the understanding that this did not constitute operational development, or a material change of use, and therefore planning permission should not be required. Subsequently, correspondence from Mr Adam Neil in the Council's Enforcement Team advised that the siting of the locker does, in the Council's opinion, require planning permission. This application therefore seeks to regularise the position in accordance with the correspondence with Mr Neil to date.

The details of the In Post Parcel Locker to which this application relates are as follows.

DATE OF ORIGINAL INSTALLATION	LOCKER DIMENSIONS		
	NEW WIDTH	HEIGHT	DEPTH
4.02.21	2.011m	2.424m	0.919m

Site Location

The InPost Locker is located within the front curtilage of no 318 Barlow Moor Road), a commercial property at ground floor which accommodated retail and business uses – use class E). The property is located on a part of Barlow Moor Road which features predominantly commercial properties at ground floor level, which includes a range of retail, commercial and business premises.

Figure 1- Site Location Plan

The InPost Parcel locker is located immediately to the front of the commercial property frontage within the curtilage of the property. The siting is shown in the extract from the proposed elevations below.

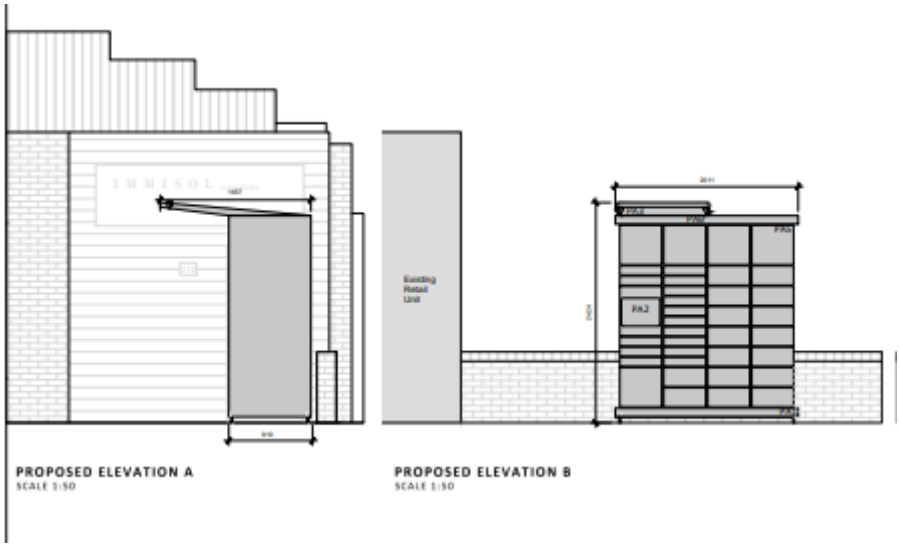


Figure 2 – Proposed Elevations (extract)

The existing building at No. 318 Barlow Moor Road is not listed and the site is not in a Conservation Area. The site is located within the designated Chorlton District Centre.

Proposal

This application seeks retrospective permission for the siting of an InPost Locker.

The material specifications of the locker are as follows:

- Base: steel zinc-coating (RAL 7016), painting and concrete B20;
- Lockers: magnelis/ stainless steel (RAL 7016);
- Roof: metal sheet roof and zinc-coating (RAL 9010);
- Locker door: magnelis/ stainless steel (RAL 9010);
- Shelfs: stainless steel without coating/magnelis;
- External panels: magnelis/ stainless steel (RAL 9010); and
- Main door: galvanized steel (RAL 7016).

The Locker incorporates 3x integral CCTV cameras, two housed on the canopy and one in the touchscreen, to ensure customer safety and security. Further information on the specification of the InPost parcel lockers is provided in the Locker Overview information included at **Appendix 1**.

In terms of deliveries, Hermes carry out one delivery a day, during normal day time hours. On average, it takes the delivery driver 15 minutes to fill/empty a machine using a transit style van. In terms of customer usage, InPost data indicates that customers take 15 seconds on average to collect or return a parcel. This demonstrates that both delivery drivers and customers will only be visiting the site for a limited time.

InPost Lockers provide a convenient way for customers to collect or return goods at a time which suits them rather than having to wait for goods to be delivered to their home or place of work. They offer

many benefits in terms of sustainability, reducing the total number of trips required by both delivery drivers and customers, who often make 'linked trips' combining various activities with their collection, therefore reducing overall trip numbers. Further information on the sustainability benefits of the lockers is set out below and is contained within the Sustainability Benefits Statement included at **Appendix 2**.

Relevant Planning Policy

The National Planning Policy Framework (NPPF), at paragraph 47 confirms that planning law requires that applications for planning permission be determined in accordance with the Development Plan, unless material considerations indicate otherwise. Section 12 of the NPPF provides a focus on achieving well designed places. The NPPF also sets out, at paragraph 11, the presumption in favour of sustainable development and as such, development proposals which accord with an up-to-date Development Plan should be approved without delay.

The Development Plan for Manchester consists of the following:

- The Core Strategy (2012)
- Saved policies of the Unitary Development Plan

Unsurprisingly, it is understood that there are no policies contained within the Development Plan which specifically relate to Click and Collect Lockers. Nevertheless, there are a number of general policies, within the Core Strategy, against which the application proposals should be assessed.

The Core Strategy 2012

Policy SP1 Spatial Principles states that development in all parts of the City should:

- Make a position contribution to neighbourhoods of choice, including (inter alia);
- Creating well designed places that enhance or create character
- Making a positive contribution to the health, safety and wellbeing of residents
- Protect and enhance the built and natural environment
- Minimise emissions, ensure efficient use of natural resources and reuse previously developed land wherever possible
- Improve access to jobs, services, education, and open space by being located to reduce the need to travel

Policy C 2 District Centres supports new development proposals that will thriving district centres.

Policy C 6 – South Manchester District Centres – Chorlton – confirms that development proposals which support retailing will be direct to Chorlton to support more sustainable shopping patterns.

Policy CC 9 Design and Heritage requires proposals to be of the highest standard of design in terms of appearance and function.

Policy T1 Sustainable Transport sets out the Council's support for proposals that promote a sustainable, high quality, integrated transport system and support the needs of residents and businesses, including proposals that promote economic vitality, by relieving traffic congestion and improving access to services.

Policy EN 1 Design Principles and Strategic Character Areas states that all development will be expected to follow the seven principles of urban design, including, inter alia, 'ease of movement' 'adaptability', 'diversity' and 'quality of the public realm'.

Policy EN 16 Air Quality confirms that the Council will seek to improve the air quality within Manchester and when assessing the appropriateness of locations for new development the Council will consider the impacts on air quality.

Policy DM1 Development Management states that all development should have regard to the following specific issues (inter alia):

- Appropriate siting, layout, scale, form, massing, materials, and detail.
- Impact on the surrounding areas in terms of the design, scale, and appearance of the proposed development. Development should have regard to the character of the surrounding area.
- Effects on amenity, including privacy, light, noise, vibration, air quality, odours, litter, vermin, birds, road safety and traffic generation. This could also include proposals which would be sensitive to existing environmental conditions, such as noise.
- Accessibility: buildings and neighbourhoods fully accessible to disabled people, access to new development by sustainable transport modes.
- Community safety and crime prevention.
- Design for health.
- Refuse storage and collection.
- Vehicular access and car parking.
- Green Infrastructure including open space, both public and private.

Key Planning Considerations & Assessment

Principle of Development

National Planning Practice Guidance on Town Centres and Retail (008 Reference ID: 2b 002 20190722) recognises click and collect facilities specifically as supporting the operation of shops, financial and professional services. Given the site's location in the designated District Centre for Chorlton, Policies C 6 and C8 of the Core Strategy both support new development proposals which will support the retail function of the Centre. The principle of development, which supports the operation of shops, financial and professional services is considered to be acceptable.

Design

In terms of size, the locker measures 2m in width and 1m in depth. It has a maximum height of 2.42m. Its height, depth and width are therefore in keeping with the existing structures on site.

In terms of design, InPost lockers are designed in a high-quality format to be specifically suited for the needs of the customers both in terms of ease of operation and security. The design specification provides high quality materials, with the locker being specified in Magnelis / stainless Steel, chosen specifically to provide the optimum levels of corrosion resistance for long term durability.

The neutral colour scheme finish of the InPost locker, with limited, yet clean and simple branding is also deliberately chosen to ensure ease of recognition and use by the customer, whilst minimising any adverse visual impacts through 'over-cluttered' branding or unsympathetic colour choices. The appearance of the InPost locker because of this neutral colour scheme, clean, simple and unobtrusive branding and uncluttered user-friendly style is therefore reflective of its function. It represents a modern, clean, simple, user friendly and functional design finished in high quality materials specified for durability, longevity and security.

The character of the area is defined by a range of uses including the retail and business use of the 'host' site, and other commercial properties in this wider Chorlton District Centre. The locker is located on an existing commercial site, therefore being in keeping with the existing commercial use of the adjacent properties, which include structures and car parking on the forecourt areas to the front of these properties. In these terms, it is not an incongruous, or alien feature in the street scene, but rather

is located on an existing commercial site, and is of a scale that is in keeping with the adjacent structures. In this respect, the locker is integrated with its local character.

In this regard, the locker is a high-quality functional structure which has been appropriately located on an existing commercial site in a designated District Centre. It is therefore considered to be of a high standard of design, that respects the existing character of the area. It is not considered to have a harmful impact on the character and appearance of the area. It is in accordance with Policies CC 9, EN 1 and DM 1 in particular.

Amenity Impacts

The locker is situated within an existing commercial shopping frontage. It is not located in close proximity to any residential properties upon which it may give rise to adverse amenity impacts. It is therefore in accordance with Policy DM1.

Security

The locker incorporates CCTV within its structure, to ensure the safety and security of customers.

Highways

Hermes carry out one delivery a day, during normal day time hours. On average, it takes the delivery driver 15 minutes to fill/empty a machine using a transit style van. In terms of customer usage, InPost's data indicate that customers take 15 seconds on average to collect or return a parcel. This demonstrates that both delivery drivers and customers will only be visiting the site for a limited time and therefore there is no adverse impact on the highway network.

Sustainability Benefits

Central Government has acknowledged the importance of Click & Collect facilities generally, including Parcel Lockers, which are recognised by the Government as important logistical facilities that meet the needs of retailers and consumers in today's dynamic retail environment.

InPost parcel lockers can achieve significant sustainability benefits which can be summarised as follows:

- Reductions in CO2 emissions
- Reduced congestion
- Reduced delivery mileage
- Air quality improvements
- Encouraging linked trips

InPost Parcel Lockers contribute to sustainability objectives by enabling multiple deliveries to one single location which is of direct benefit to the road network by helping to reduce trip generation and congestion in the wider area, with resultant environmental benefits.

The location of the lockers also allows for the combination of collection of goods with the use of the other services and facilities (linked trips). Not only does this reduce the number of trips in total by both

delivery driver and customer, but it also enables a more efficient use of the 'host' site and can support the longevity and vitality of the existing site or location.

InPost Lockers provide a convenient way for customers to collect or return goods at a time which suits them rather than having to wait for goods to be delivered to their home or place of work. They offer many benefits in terms of sustainability, reducing the total number of trips required by both delivery drivers and customers, who often make 'linked trips' combining various activities with their collection, therefore reducing overall trip numbers.

The proposal therefore accords with Policies T1 and EN 16.

Further information on the sustainability benefits of the lockers is set out in the Sustainability Benefits Statement included at **Appendix 2**.

Summary & Conclusion

After consideration of the relevant policies, it is demonstrated that this retrospective application for the siting of an InPost Locker is policy compliant and is therefore acceptable in planning terms. There is therefore a compelling case for the granting of permission without delay.

I trust that the enclosed information is sufficient to enable you to validate the application and look forward to receiving your confirmation in due course. Please contact the undersigned in the first instance should you require any further information.

Yours sincerely

Neil Jones

Neil Jones
BA (Hons)DipTP MRTPI AssocRICS
Director
NL Jones Planning
E / neil.jones@nljonesplanning.com
M / 07774 652426

APPENDIX 1

Locker Overview Information

InPost – Locker Overview

Tried and Tested, Reliable and Secure Construction

Our off-the-shelf lockers range from 2m-6m long (typically 4m-6m), with option to extend to 260 compartments

Roof with 2 cameras
(version with or without roof and cameras)

Fully outdoor, tested in a climate chamber

Shock and flood sensor

Polymer concrete base

DIMENSIONS/WEIGHT	
Width	2011 mm
Height	2221-2424 mm
Depth	919 mm
Weight	~900 - 1000 kg

Standard locker module

- **Small boxes:** 89 x 410 x 667 mm
- **Medium boxes:** 171 x 410 x 667 mm
- **Large Boxes:** 385 x 410 x 667 mm

Optional equipment

- Banner with backlight
- Label and receipt printer

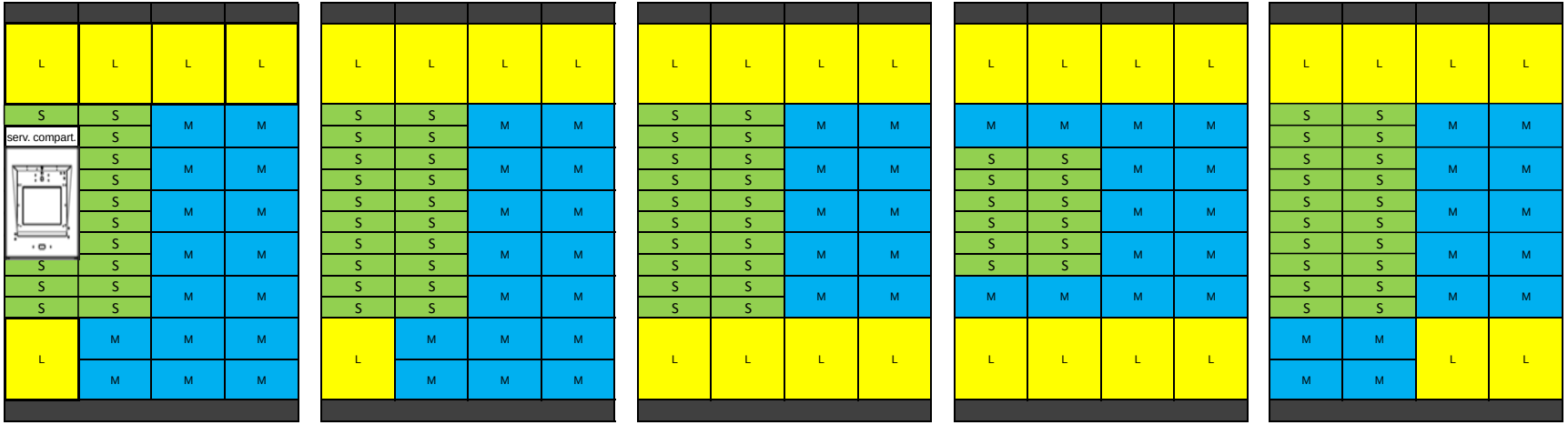
Media equipment

- 12.1 inch vertical touch screen

Source: InPost

We have 26 Pre-Defined Locker Layouts, like the Below

These are based on years of proprietary analysis of parcel mix



NFM			
L: 5	M: 16	S: 14	LMS: 35

AFMM			
L: 5	M: 16	S: 20	LMS: 41

AABB			
L: 8	M: 10	S: 20	LMS: 38

GGBB			
L: 8	M: 14	S: 12	LMS: 34

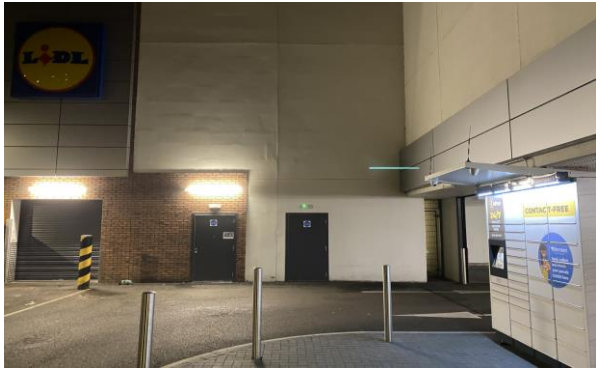
FFBB			
L: 6	M: 14	S: 20	LMS: 40

Source: InPost

Locations –Rail

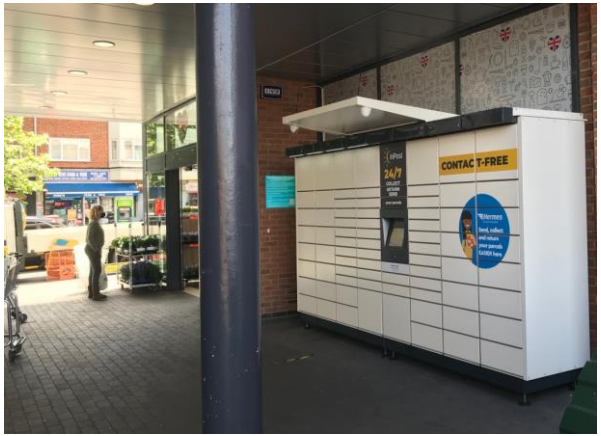
38 stations:
c.78,000 passengers
41 million entries & exits per year

Locations – Retail



62 stores, including all London:

c.300,000 weekly footfall



Locations – Forecourt and Independents

Kingston

Dulwich

Marylebone

Watford

APPENDIX 2

Sustainability Benefits Statement

InPost Parcel Lockers – Sustainability Benefits Statement

Prepared by NL Jones Planning on behalf of InPost UK.

Introduction

This statement has been prepared in support of a planning application for the siting of the InPost parcel locker.

It is important to identify the key sustainability benefits that InPost parcel lockers can achieve, as these benefits constitute a material consideration that should be given significant weight in favour of the application.

Key Sustainability Benefits – Greener Delivery

The importance of Click & Collect facilities such as the InPost parcel lockers are recognised by Government as an important and legitimate facility that meets the needs of consumers in today's dynamic retail environment.

Parcel deliveries are a major contributor of harmful emissions, congestion, and road accidents in the UK. The key benefit of InPost parcel lockers is that rather than driving from one home to the next, couriers cover fewer miles by delivering multiple parcels in a single trip.

InPost Lockers are available 24/7, so parcels are always delivered first time. This means no wasted journeys or extra trips for re-deliveries. If more parcels are delivered to lockers, we would have fewer vans on our roads and only a 1/3 of the emissions.

With more and more of us going online instead of heading out to the shops, there are more delivery vehicles on the roads than ever before. As a result, congestion and transport-related emissions have risen significantly, particularly in cities with large populations where grid-locked roads have become the norm. At the same time local Councils are working hard to reach cleaner air targets and lockers help reduce CO2 emissions by up to two-thirds compared to home delivery.

As the popularity of online shopping is unlikely to wane anytime soon, change is needed to prevent a continued toll on the environment. Traditional home delivery involves couriers delivering individual parcels to individual households, whereas locker delivery enables couriers to deliver multiple parcels to a single location. This means couriers can spend less time travelling from home-to-home and make their journeys more efficient (e.g., one stop with 50 drops versus 50 different stops). Locker deliveries also do not rely on people being in to receive their parcels. Parcels can be delivered first-time without any need for second and third delivery attempts, or trips to depots when parcels cannot be delivered. These changes alone could cut CO2 emissions by up to two-thirds.

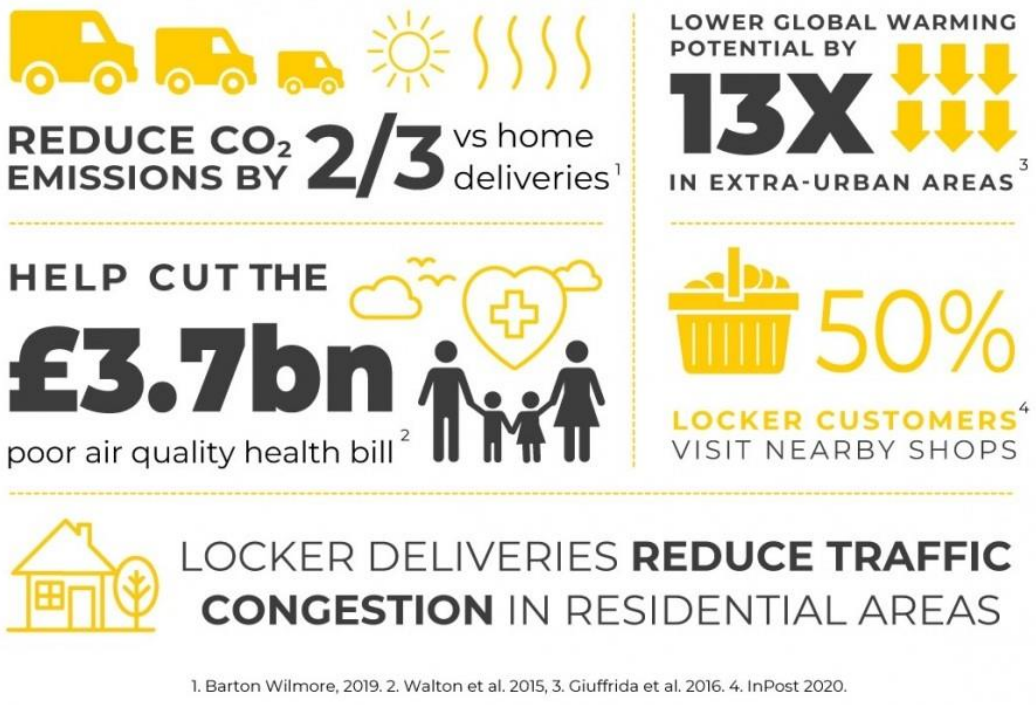
Locker delivery has also been shown to reduce mileage on the road by up to 95% per parcel compared to home delivery, reducing its contribution to global warming by 3 times in urban areas. This increases to 13 times within extra urban areas.

Air quality is another area that lockers can help to improve. Nitrous oxide from road vehicles has been on the decline since 2010, but the proportion from vans has kept on increasing. If parcels are grouped into locker drops, we can help to clean up the air which costs the UK a projected £3.7bn annually in health impacts.

By placing lockers on the route to where people work, shop and play, InPost is encouraging customers to make more out of their existing journeys (trip chaining or linked trips), rather than making separate trips. This in turn reduces their carbon footprint and lowers emissions and exposure to road related pollutants.

InPost research shows that very few people make designated car journeys to collect items at a locker. One recent study (on customers who collected or returned parcels from InPost Lockers outside Lidl stores) found that 31% travelled by bicycle or on foot to the locker. 61% went by car or motorbike, but almost half (47%) of those shoppers also visited the Lidl store – thereby turning what could have been two trips into one.

Figure 1 – Key Sustainability Benefits



Summary and Conclusions

InPost parcel lockers can therefore achieve significant sustainability benefits which can be summarised as follows:

- Reductions in CO2 emissions
- Reduced congestion
- Reduced delivery mileage
- Air quality improvements
- Encouraging linked trips

The InPost Parcel Lockers contribute to sustainability objectives by enabling multiple deliveries to one single location which is of direct benefit to the road network in terms of helping to reduce congestion in the wider area with resultant environmental benefits as identified above.

The location of the lockers also allows for the combination of collection of goods with the use of the other services and facilities (linked trips). Not only does this reduce the number of trips in total by both delivery driver and customer, but it also enables a more efficient use of the 'host' site and can support the longevity and vitality of the existing site or location.

InPost Lockers provide a convenient way for customers to collect or return goods at a time which suits them rather than having to wait for goods to be delivered to their home or place of work. They offer many benefits in terms of sustainability, reducing the total number of trips required by both delivery drivers and customers, who often make 'linked trips' combining various activities with their collection, therefore reducing overall trip numbers.

These benefits are therefore important material considerations in favour of the planning application which should be given significant weight.