

Our Ref: 25293/CPJ/TR
Your Ref: PP-14269135
Email: planning@firstplan.co.uk

Broadwall House
21 Broadwall
London SE1 9PL



firstplan.co.uk

22 August 2025

Planning Department
Manchester City Council
Town Hall
Albert Square
Manchester
M2 5DB

Dear Sir / Madam,

APPLICATION FOR ELEVATIONAL ALTERATIONS TO FORM A REVISED COLLECTION WINDOW AND RETENTION OF ENTRANCE DOORS AT ONE PICCADILLY GARDENS, MANCHESTER, M1 1RG

We write on behalf of our client, PLK Chicken UK Ltd (Trading as 'Popeyes'), to apply for planning permission at One Piccadilly Gardens, Manchester, M1 1RG, which has been submitted via the Planning Portal reference: PP-14269135.

Permission is sought for the following:

"Elevational alterations to form revised collection window and retention of entrance doors"

The proposal follows the refusal of application ref: 137200/FO/2023 and seeks permission for a re-designed collection window, as well as retrospective permission of the entrance doors, which are located on the northern elevation of the site. The revised proposals expressly respond to the previous reasons for refusal of application ref: 137200/FO/2023, including a completely revised design for the collection window and the submission of a robust Operational Management Plan to ensure the window would not cause any pedestrian or highway hazards.

This application is supported by the following documents:

- Completed Application Form;
- CIL Form 1;
- Site Location Plan;
- Block Plan;
- Existing External Elevations Plan (drawing no. 23.0085-A-DR-PL-20-150); and
- Proposed External Elevations Plan (drawing no. 23.0085-A-DR-PL-20-252).

The requisite fee of £298 has been paid online, together with the £85 admin fee.

Application Site Description

The application site comprises a ground-floor corner commercial unit in Class E(b) restaurant use, currently occupied by Popeyes, at One Piccadilly Gardens. The unit is to the northeast corner of One Piccadilly Gardens, which relates to a six-storey building comprising offices with ground floor commercial units.

The surrounding area is commercial in nature with numerous offices, shops, restaurants, and cafés nearby. The site is within the City Centre and fronts onto Piccadilly Gardens, which is a large, open and green public space. The site and its immediate context are demonstrated in **Figure 1** below.

Figure 1. Ariel view of site



The site is not statutorily or locally listed. However, the site lies adjacent to the Stevenson Square Conservation Area and Grade II listed statues of the Duke of Wellington and Queen Victoria. There are no Tree Preservation Orders on or near the site. The site is not located within Flood Risk Zones 2 or 3.

Planning History

The most recent and relevant planning history has been summarised at **Table 1** below.

Ref	Description	Decision
063523/FO/CITY2/01	Erection of 8 storey building for the following mix of uses: 2 levels of basement car parking. A1 and/or A2 and/or A3 use and/or hotel, residential or serviced apartment reception and office use at ground floor; offices on the 1st, 2nd, 3rd and 4th floors; office or residential or serviced apartments or hotel use on the 5th floor; and offices and/or restaurant or residential or serviced apartments or hotel on the 6th floor; and plant room on the 7th floor.	Granted Dec 2001
107053/FO/2014/C2	Relocation of 2no. existing doors and making good where doors have been removed with glazed infills.	Granted Nov 2014
107166/AO/2014/C2	Installation of 2no. internally illuminated fascia signs, to be fixed externally between existing brick columns, 2no. internally illuminated projecting signs and 3no. internally illuminated menu boxes, fixed internally to the shopfront glazing.	Granted Dec 2014
124447/AO/2019	One freestanding menu sign.	Granted Nov 2019
125016/FO/2019	Retrospective consent for continued use of paved area for an external seating area comprising 12 tables and 24 chairs and associated demarcation planters and screens.	Granted Nov 2019
137201/AO/2023	Installation of 4 x internally illuminated fascia signs, 3 x internally illuminated projection signs and signage to canopy.	Part Grant/Part Refused Nov 2023
137200/FO/2023	Elevational alterations to form new entrance doors and delivery window.	Refused Nov 2023

Table 1. Application site planning history

Planning application ref. 137201/AO/2023 forms the most relevant planning history for this application. The proposal sought elevational alterations to form new entrance doors and a delivery window. The application was refused for the following two reasons:

1) The delivery hatch, by virtue of its position in the shop front, appearance/design, location and materiality, has undermined the design principles of the building. The development has had an unacceptable impact on visual amenity of the building and character of the local area which is contrary to the provisions of the Manchester Core Strategy (2012) policies SP1, EN1 and DM1, and the National Planning Policy Framework.

2) The delivery hatch, by virtue of its position and relationship with the adjacent public realm and highway has inadequate arrangements for servicing and deliveries due to Page 1 of 3 137200/FO/2023 lack of safe onsite provision. This has resulted in an unacceptable impact on highway and pedestrian safety as a result of servicing and deliveries conflicting with pedestrian and vehicle movements within the public realm together with local highway network restrictions. This is contrary to the provision of Core Strategy policies SP1, CC5 and DM1, and the National Planning Policy Framework.

The proposal presented in application ref: 137201/AO/2023 broadly forms what is at the site today. It is evident that there was no objection to the new entrance doors and that the objection related to the window only, in terms of design and safety. This application presents a revised scheme, which addresses these earlier concerns.

Figure 2. Elevation A of ref: 137201/AO/2023

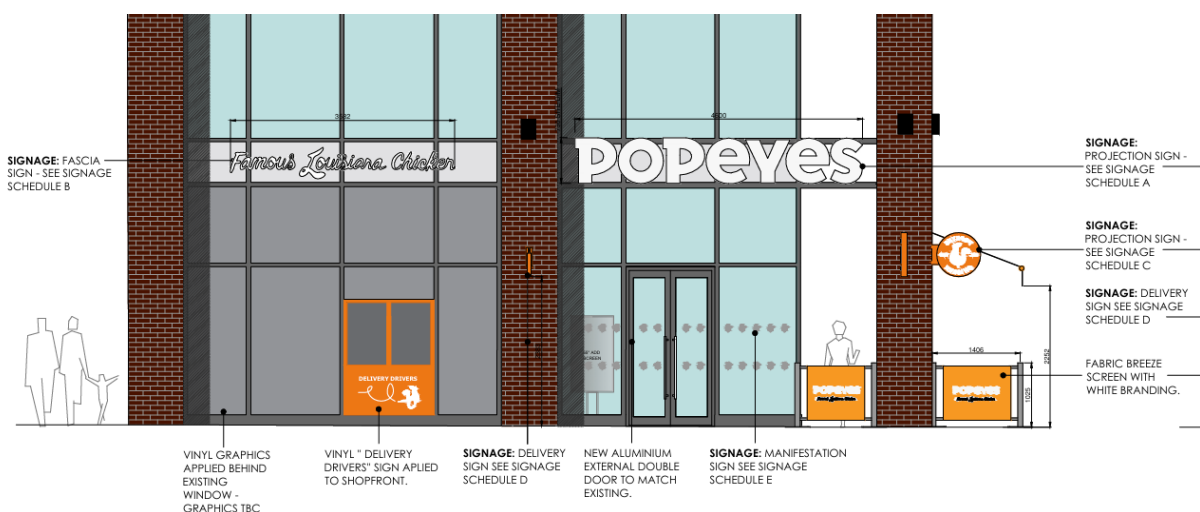


Figure 3. Elevation A of the site as shown today.



Application Proposals

The proposed collection window will be installed within the northern elevation facing towards Lever Street, replacing the existing window, previously refused under application ref: 137200/FO/2023. It will consist of a secure sliding window that allows partners to hand over pre-packed orders directly to delivery riders without requiring them to enter the store. The Applicant acknowledges the previous refusal and seeks to respond positively to the reasons set out in the decision notice and explanation set out within the officer's report. The purpose of the delivery window is to streamline and better manage the existing online collection process by providing a direct, external handover point for pre-packed orders. The window would be completed in aluminium coloured grey to match the commercial unit's glazed shopfront frame and would continue to represent a glazed window, measuring 1.43m in width and 2.36m in height.

This operational improvement enhances efficiency for the restaurant and its partners, reducing the need for delivery riders to enter the store or, indeed, idle outside of the store. It also offers a practical benefit to riders, who can maintain sight of their bicycles during collection, helping to reduce concerns over potential theft. Crucially, the proposal does not introduce any additional sales activity or delivery demand but simply facilitates a more effective means of managing existing trade.

Delivery riders will continue to arrive by bicycle and use the existing short-stay cycle parking provision found at Piccadilly Gardens. Indeed, this operating parameter will be enforced under this revised application, as set out in the submitted Operational Management Plan. From there, they will walk along the public square to the window, collect their order, and return to their bicycles. No changes to servicing arrangements, parking provision, or unit operations are proposed.

It is considered that the location of the window is acceptable, given the short dwell time and one-at-a-time nature of the collection process. As riders will largely be repeat visitors, the store manager will ensure that riders do not dwell, queue, or loiter in this space, and will be responsible for the enforcement of the Operational Management Plan at all times.

More information can be found within the accompanying Operational Management Plan, including how a typical delivery is completed by Popeyes delivery partners, together with the available locations for bicycle and e-bike parking.

The application also seeks retrospective planning permission for the entrance doors, which were deemed to be acceptable in the officer's report of 137201/AO/2023. The proposed double door side entrance is set in from the property's northern corner by 1.42m and has a height of 2.54m. The door is completed in aluminium coloured grey to match the commercial unit's glazed shopfront frame. Please refer to the Proposed External Elevations Plan found within drawing no. 23.0085-A-DR-PL-20-252. Extracts are shown in **Figure 4** and **Figure 5**.

Figure 4. Entrance doors

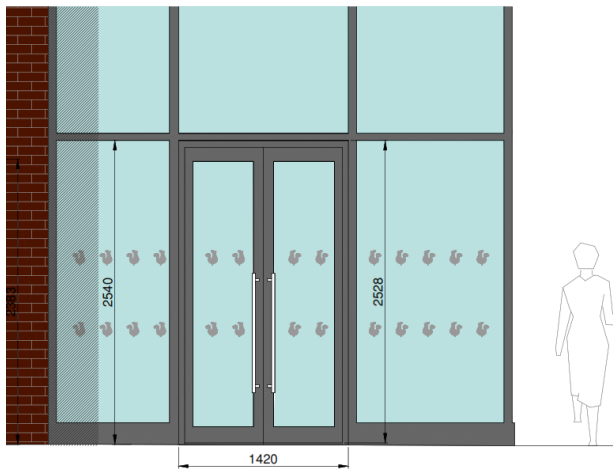
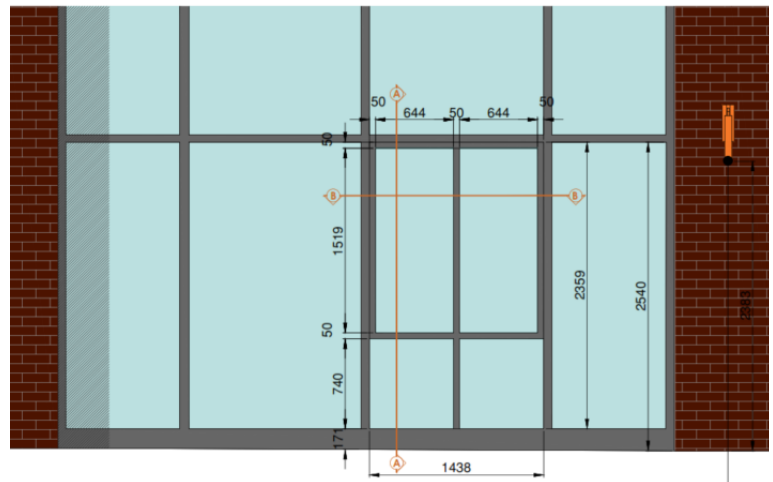


Figure 5. Redesigned delivery window



Planning Policy Summary

The Manchester City Council Development Plan consists of:

- Manchester Core Strategy (2012-2027)
- Places for Everyone Joint Development Plan Document for Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Tameside, Trafford, and Wigan (2022-2039)
- Unitary Development Plan for Manchester (1995)
- Policies Map

Manchester Core Strategy (2012-2027) replaced much of the Unitary Development Plan for Manchester (1995), however some policies remain with the most relevant to this application listed below.

Consideration must also be given to the National Planning Policy Framework (NPPF, updated December 2024), which forms a material consideration, and relevant Supplementary Planning Documents. The relevant policies and guidance from the above documents are summarised below.

NPPF (Updated December 2024)

The NPPF provides the overarching planning policy guidance for development across England. **Paragraph 39** sets out that Local Planning Authorities should approach decisions on proposed development in a positive and creative way. It states that decision-makers at every level should seek to approve applications for sustainable development where possible. **Paragraph 48** requires that applications be determined in accordance with the development plan unless material considerations indicate otherwise.

Chapter 16 of the NPPF relates to 'conserving and enhancing the historic environment'. **Paragraph 210** sets out that when determining planning applications, local authorities are to take account of (amongst other things) the desirability of sustaining and enhancing the significance of heritage assets.

Manchester Core Strategy (2012-2027)

Policy SP1 'Spatial Principles' requires all development to make a positive contribution by creating well-designed places though enhancing the character and setting of an area.

Policy CC9 ‘Design and heritage’ sets out that development in Manchester City Centre should preserve or enhance heritage assets, including listed buildings and conservation areas.

Policy EN1 ‘Design Principles and Strategic Character Areas’ details the City centre’s rich legacy which reflects the urban evolution including street pattern, listed buildings and conservation areas. The council expects developers to consider the City’s heritage and positively contribute to the experience of all street levels.

Policy EN3 ‘Heritage’ encourages development that compliments the distinct historic and heritage features of the City Centre. Proposals must be designed to preserve and enhance the historic environment, character, setting, and accessibility of areas and buildings of acknowledged importance.

Policy DM1 ‘Development Management’ ensures all development has regard to its impact on the surrounding areas in terms of its design, scale, and appearance whilst having regard for the character of the surrounding area. Development must also have regard to its effect on amenity, including light and road safety, and must be appropriate in terms of siting, layout, scale, form, massing, materials, and detail.

Places for Everyone Joint Development Plan Document for Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Tameside, Trafford, and Wigan (2022-2039)

Policy JP-JP2 ‘Heritage’ sets out that proposals should positively conserve, sustain, and enhance the historic environment and their settings to reinforce Manchester’s distinct character, identity, and sense of place.

Planning and Heritage Assessment

The planning considerations relevant to the proposals are the principle of development and the implications on surrounding character, amenity, and highways, which are addressed in turn below.

Entrance doors

The officer’s report of ref: 137200/FO/2023 outlines within the design and visual amenity section that the proposed retrospective entrance doors would be acceptable.

“The building has visual interest in the form of it’s recessed ground floor shopfronts, brick pillars and two storey high glazing at ground and first floor. It is considered that the insertion of a double door side entrance is acceptable when taking into account the presence of side entrances on the property’s southern facing side elevation. Furthermore, the proposed door fits the property’s glazed panels seamlessly without the need for further intervention, thus preserving the continuous flow of the property’s glazed side elevation by not segmenting it awkwardly”.

The officer’s report goes on to support the entrance door, confirming it has no impact on residential amenity, highway or heritage. No amendments are sought to the entrance doors, and as such, this element of the proposal is considered wholly acceptable.

Collection Window

As outlined within the proposals section of the report, the purpose of the collection window is to streamline and better manage the existing online collection process by providing a direct, external handover point for pre-packed orders. It should be acknowledged that crucially, the proposal does not introduce any additional sales activity or delivery demand to the store but simply facilitates a more effective means of managing existing trade.

The officer's report attached to ref: 137200/FO/2023 outlines that the principle of development is acceptable in this locality. Noting that the:

“elevational alterations would not fundamentally alter the use of the site as a Class E commercial unit... that the application site would continue to effectively function as a place of employment, increasing job opportunities thereby contributing to the ongoing regeneration of the City Centre all in accordance with Core Strategy Policies SP1, CC1, CC2, EN1 and DM. As such the application is considered to be acceptable in principle”.

There has been no change in policy or rationale; as a result, there should be no change in this regard.

Heritage and Residential Amenity

Popeyes is located adjacent to the Stevenson Square Conservation Area, in addition to the Grade II listed statues of the Duke of Wellington and further afield is the Queen Victoria statue. The officer's report attached to ref: 137200/FO/2023 outlines the following position.

“The significance of the aforementioned Grade II listed statues is considered to derive largely from their historical significance and materiality and not their setting, which with the presence of new large scale development, including that of One Piccadilly Gardens, has been largely compromised. Additionally, the development is considered to be of a small scale nature that would not have a noticeable impact on the setting or significance of Stevenson Square Conservation Area. On this basis it is considered the proposal would have a neutral impact on the aforementioned heritage assets”.

In respect to residential amenity, the site is located within central Manchester and on the grounds of Piccadilly Gardens, adjacent to a significant main road, transport hub and pedestrian centre.

“It is acknowledged that the background noise levels of the neighbouring area are high due to the number of commercial properties and the area's nature as a major pedestrian and vehicular thoroughfare. Environmental Health do not object to the proposal. On this basis it is considered the proposed development would have an acceptable impact on neighbouring amenity in accordance with Core Strategy Policy DM1, Unitary Development Plan Policy DC26 and the National Planning Policy Framework”.

The proposal represents no change to the entrance doors and minor design enhancements to the delivery window as such, it is therefore considered acceptable in terms of both heritage and residential amenity.

Design & Visual Amenity

The first reason for refusal, which was attached to application ref. 137201/AO/2023 outlines the following position:

1) The delivery hatch, by virtue of its position in the shop front, appearance/design, location and materiality, has undermined the design principles of the building. The development has had an unacceptable impact on visual amenity of the building and character of the local area which is contrary to the provisions of the Manchester Core Strategy (2012) policies SP1, EN1 and DM1, and the National Planning Policy Framework.

The officer's report provides more detail on the reason for refusal, stating:

“the proposed door fits the property’s glazed panels seamlessly without the need for further intervention, thus preserving the continuous flow of the property’s glazed side elevation by not segmenting it awkwardly. Despite the acceptability of the above however, it is considered that the proposed takeaway hatch would fail to correspond to the above. This is due to how it, effectively segments the former glass pane into 3 no separate panels. As shown by the picture below this comprises of a fanlight, the takeaway hatch itself and the bottom panel...

it is evident that due to this segmentation that the visual flow of the glazed side elevation has been compromised and that the hatch forms an awkward addition to it, with it being more akin to that of back of house facilities which should not be present on a prominent glazed elevation. Furthermore, it is evident that the hatch is not a material match when compared to that of the shopfront’s frame, being completed in a lighter shade of grey, thus setting it apart from the rest of the façade, further emphasising it’s inappropriateness”.

Figure 6 provides an extract of the refused window design, together with the as-built installation. As set out and underlined above, the Council’s concerns with the installation were in three parts:

- Triple segmentation of the glass panel, with a fanlight, window and base panel.
- The feature should not be prominent.
- The frame used would be a lighter shade of grey than the wider shopfront.

The revised application responds directly to these three issues, as follows:

- The segmentation has been reduced from three panes to two following the removal of the fanlight above. The revised design will appear sleeker and less clunky and will better integrate into the design of the façade.
- The proposals will remove the solid orange vinyl applied to the exterior of the glazing and the large burger image. Similarly, the various “delivery pick up” signage will be removed, as it is no longer required with riders now well aware of the location of the store and collection point. Overall, these will make the installation far more visually discreet and inconspicuous, directly addressing this concern.
- The colour of the frame will be selected to precisely match the shopfront frame, and we would be happy to provide the RAL number prior to installation.

Figure 6. Window Refused under application ref: 137201/AO/2023



Figure 7. Proposed Revised Window

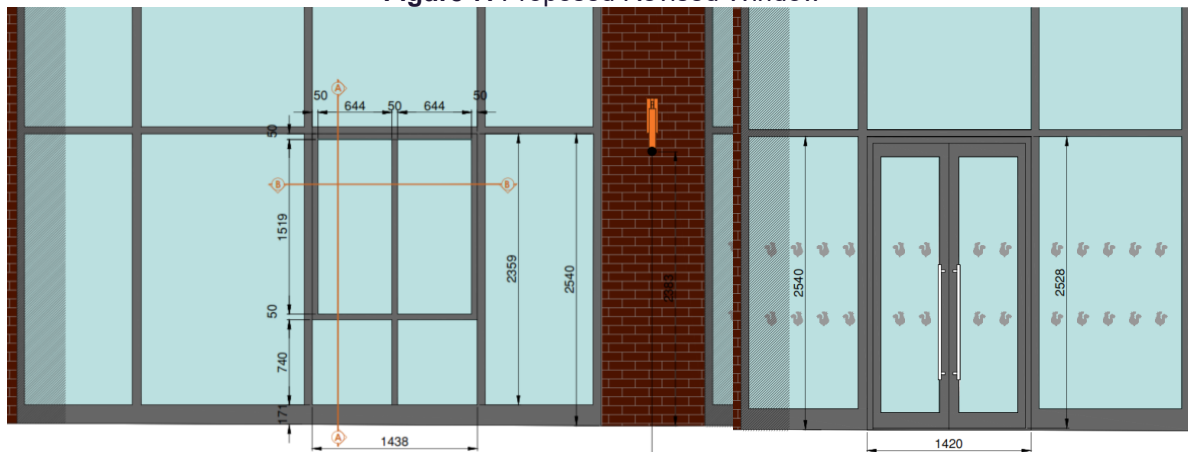


Figure 7 shows the proposed installation, which can be seen alongside the refused scheme in Figure 6.

Overall, the appearance and design, including the materiality, would represent a similar appearance to that of the supported entrance door, albeit with a slimmer frame profile and a supporting beam, which is required for the function of the collection window. The window would be completed in aluminium coloured grey to match the commercial unit's glazed shopfront frame and would continue to represent a glazed window, measuring 1.43m in width and 2.36m in height.

The proposal would be in stark contrast to what was previously considered and refused, and has directly responded to each of the three areas of concern. This reason for refusal should therefore be overcome.

Highway Safety

The second reason for refusal of application ref. 137201/AO/2023 outlines the following position:

2) The delivery hatch, by virtue of its position and relationship with the adjacent public realm and highway has inadequate arrangements for servicing and deliveries due to lack of safe onsite provision. This has resulted in an unacceptable impact on highway and pedestrian safety as a result of servicing and deliveries conflicting with pedestrian and vehicle movements within the public realm together with local highway network restrictions. This is contrary to the provision of Core Strategy policies SP1, CC5 and DM1, and the National Planning Policy Framework.

The officer's report expands on this as follows:

"The area that the alterations front onto is a section of public pavement that acts as one of the key entry and exit points to Piccadilly Gardens. In correspondence with the applicant's agent it was confirmed that the proposed hatch would be for the use of delivery driver's exclusively. No information has been submitted detailing how the hatch will be managed and where those waiting for delivery will congregate. Highways within their consultation response could not confirm if the proposed works would have an acceptable impact on highway and pedestrian safety due to the lack of information regarding how the proposed hatch would be managed and the lack of parking available for delivery vehicles. Highways continued by stating that Traffic Regulation Orders and Movement Orders are in place to stop vehicles accessing and parking along Piccadilly and that the proposal had the potential to lead to driver's disregarding these restrictions to the detriment of public safety. Furthermore,

Highways mentioned of the potential impact that delivery drivers may have on congregating by the delivery hatch and subsequently congesting the local footway restricting pedestrian movement. On this basis it is considered that the proposal has failed to demonstrate how it would have an acceptable impact on highway safety”.

Again, the above reason raised the following concerns:

- No information has been submitted detailing how the hatch will be managed and where those waiting for delivery will congregate.
- As a result, the Council could not confirm if the proposed works would have an acceptable impact on highway and pedestrian safety due to the lack of information regarding how the proposed hatch would be managed and the lack of parking available for delivery vehicles.
- Potential impact that delivery drivers may have on congregating by the delivery hatch and subsequently congesting the local footway, restricting pedestrian movement.

In addressing this reason for refusal, it is first noted that since its first operation, approximately 1.5 years ago, the Applicant is not aware of any highway incident that has occurred at the site as a consequence of the use of the collection window. Notwithstanding this, the Applicant seeks to respond positively to the reason for refusal by providing the previously missing management measures to ensure this would not cause a hazard and to prevent congregation of riders, obstructing the pavement, directly responding to the concerns raised.

In this regard, the application is submitted by an Operational Management Plan (OMP), which outlines the start-to-finish process for the undertaking of a collection from the store. The OMP will be overseen at all times by the restaurant manager, enforcing compliance on delivery riders.

Key parameters of the plan are as follows:

- Riders are only notified of the order once it is ready for collection, minimising time spent at the site or the risk of congregation.
- Riders will be instructed to park their bicycles or e-bikes within the designated cycle parking spaces, with many in very close proximity to the store, as identified within the OMP. The restaurant manager will inform riders of this arrangement. This will seek to prevent bicycles or e-bikes from being brought onto the pedestrianised area.
- Riders will be told not to congregate forward of the site, and those causing any form of obstruction will be warned, which is helped by the wide pavement width and the just-in-time nature of the collection, with riders only being informed once an order is ready for collection.

These measures, therefore, respond directly to the concerns raised in the previous refusal.

Overall, the proposal will have a negligible impact on the transport network compared to the existing site, including vehicle movements, as the window simply changes the way in which home deliveries are collected.

The positioning of the delivery window would fall in line with the entrance doors, where no previous issue was raised. The distance between the proposal and the nearest object (a tree) is in excess of 5 meters of pavement space; beyond this tree, the pavement to the road measures an additional 15 meters in space. As such, the delivery window is not positioned in a narrow location or a constrained part of the public highway. While measures are in place to avoid congregation, the prospect of any harmful obstruction is very minimal and not harmful to the flow of pedestrians.

Many of the partners involved with delivery utilise advanced software platforms for all riders, allowing them to be tracked and in order to provide advice, procedures and tips specific to individual premises. The restaurants are also now able to limit catchment areas, reduce the incoming orders and turn the system off and on very easily. This advancement in

technology will ensure that there is not too much demand on the restaurant at any one time. This will enable the restaurant to control the number of orders and cap them to ensure that the restaurant can safely manage the collections. Furthermore, riders are notified only when a delivery is ready to collect, reducing the potential for congregating. That said, the OMP implements further measures to prevent this by encouraging riders to park in designated areas and not to gather forward of the restaurant, which will be imposed by the restaurant manager.

Both the restaurant and riders are incentivised to follow protocol based on app ratings and customer reviews, with the former also being compelled by the accompanying OMP, which outlines how the proposal would function. Deliveries will be undertaken by a mixture of bicycles and electric bicycles, with ample short-cycle parking being on offer in the area. This, coupled with the short dwell time and one-at-a-time and just-in-time nature of the collection process and as riders will largely be repeat visitors, will ensure that riders do not dwell, queue, or loiter in this space, which further supports the acceptability of the proposal.

The application should be considered acceptable in this regard as it directly addresses this reason for refusal.

Design and Access Statement

This Design and Access Statement is prepared in accordance with the guidance set out within the National Planning Practice Guidance (2025) and is proportionate to the complexity and nature of the application, which is very minor.

Land Use

The proposals seek the installation of a revised collection window to that previously refused, and retrospective planning permission for the entrance doors, which were previously deemed acceptable.

No change of use is proposed as part of the application.

Scale and Amount, and Layout

There is no change to the scale or amount of development on the site.

The overall layout is unchanged, apart from the provision of the collection window itself.

Appearance

The revised design will be far more in keeping with the design of the building and will comprise a discreet addition.

Access

The window will not form an access point, but simply a means for the handing over of orders from the kitchen to delivery riders. The new doors simply replace the existing.

Conclusion

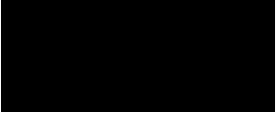
This Planning and Heritage Statement has been prepared by Firstplan on behalf of Popeyes for the creation of a revised collection window and retention of the existing entrance doors at One Piccadilly Gardens, Manchester M1 1RG.

It has been demonstrated that the revised delivery window has overcome the Council's previous reasons for refusal, regarding design and highway safety. The proposal is therefore in accordance with the NPPF and Manchester City Council's Local Policies and supplementary planning guidance.

We therefore respectfully request that consent be granted.

We trust that the information enclosed is sufficient to enable the Council to process and determine the application. However, should you require anything further or clarification on any point, please do not hesitate to contact me.

Yours faithfully,



Tom Roberts

Senior planner