

APPLICATION NO: 13/02174/FUL	OFFICER: Mrs Lucy White
DATE REGISTERED: 8th January 2014	DATE OF EXPIRY: 5th March 2014
WARD: Charlton Park	PARISH: Charlton Kings
APPLICANT:	CTC (Gloucester) Ltd
AGENT:	Mr Giles Brockbank
LOCATION:	86 Cirencester Road, Charlton Kings, Cheltenham
PROPOSAL:	Erection of a new convenience store (A1) with associated parking (following demolition of existing buildings on the site)

Update to Officer Report

1. OFFICER COMMENTS

- 1.1. Members will recall that a decision was taken to defer the above planning application and remove it from the Schedule for discussion at the Planning Committee meeting of Thursday 19th June.
- 1.2. Just prior to June's Committee Meeting, the County Highways Officer had reviewed the revised layout and delivery arrangements at the front of the store, and subsequently had concerns about HGV driver visibility at the southern egress point. The problem identified would likely necessitate a switch in direction of delivery vehicles with all servicing and deliveries taking place from the south bound direction only. This goes back to the original proposal and, in principle is likely to be acceptable in terms of highway safety. However, given the many sensitive and complex issues associated with this application, it was felt that time should be allowed for all Officers to fully assess both the current proposed delivery arrangement and the proposed alternative and to carry out any necessary additional survey work in relation to the two access points.
- 1.3. Local residents would also be given the opportunity to comment on any revised drawings and Delivery Management Plan submitted.
- 1.4. Revised layout and elevation drawings and a proposed highways plan which show the switch in delivery to a north bound access and egress, accompanying swept path analysis/tracking diagrams and a revised Delivery Management Plan (DMP) have now been submitted. The revised DMP is now clearer with more structure and some irrelevant background information and reference to other reports and surveys have been deleted. The proposed highways plan details visibility splays, car park and delivery bay vehicular tracking, road markings and pavement alterations and off site highways works (reduced pedestrian crossing on Bafford Lane/Cirencester Road junction and an uncontrolled pedestrian crossing on Cirencester Road).
- 1.5. A full written response from the County Highways Officer will be available as an update report prior to Committee.
- 1.6. A revised Environmental Noise Survey and Noise Impact Assessment Report have also been submitted. This was in response to some inconsistencies and errors in the original report, largely due to an inaccurate recording of the date/times of the survey carried out. The accompanying letter to the revised report outlines the corrections made and clarifies a number of procedural/measurement queries raised by both local residents and Officers. This review undertaken by the applicant's Environmental Consultants has not altered the overall results and conclusions of the noise survey. The Council's Environmental Health

Officer has also considered the revised report and is satisfied that the survey has been carried out in accordance with regulations and has no further comment or planning conditions to add to her original response. The revised report and accompanying letter are available to view via public access.

- 1.7. A revised landscaping drawing has also been submitted. The planting proposed along the boundary with Newcourt Road has been enhanced to ensure that the character of the lane is retained as far as possible. Notwithstanding the revised landscape details which are considered acceptable in principle, a full landscape condition has been suggested and discussions and subsequent approval of appropriate species and a planting strategy would take place post decision.
- 1.8. Where relevant, the suggested conditions have been amended to reflect revised reports, DMP and drawings. The condition relating to deliveries to the site has also been amended to allow for early morning newspaper deliveries as follows:-

All deliveries to the site (including the collection of waste) shall only take place between the hours of 07:00 and 19:00 Monday to Friday, 08:00 and 18:00 Saturdays, 10:00 and 14:00 Sundays and Bank Holidays. Newspaper deliveries can be made to the site between 06:00 and 19:00 only. When newspaper deliveries are made before 07:00 hours all newspaper delivery vehicles must park and unload in the customer car park and not in the delivery bay at the front of the store.

Reason: To protect the amenity of the residents in nearby residential properties in accordance with Policy CP4 of the Local Plan.

- 1.9. The Council has also received a number of additional third party representations in response to the additional public consultation exercise carried out and these are attached. All new and additional comments made by local residents have been considered in light of the amended scheme.
- 1.10. The original Officer Report and the two previous update reports are also attached for ease of reference.
- 1.11. As previously stated, the Highways Officer's full consultation response and confirmation of the Officer recommendation will be available as an update.

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REPRESENTATIONS

Number of contributors	121
Number of objections	118
Number of representations	1
Number of supporting	2

Please note, the figures above refer to the total number of representations. Those received as a result of the public consultation exercise, following receipt of revised drawings and associated on documents on 26th June, are listed below. Representations received *before* that date and circulated with last month's agenda are listed separately.

11 Newcourt Road Cheltenham Gloucestershire GL53 9AZ	
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Comments: 7th July 2014
Letter attached.

5 Charlton Close Cheltenham Gloucestershire GL53 8DH	
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Comments: 2nd July 2014
Letter attached.

1 Regis Close Charlton Kings Cheltenham Gloucestershire GL53 8EQ	
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Comments: 4th July 2014

Thank you for your letter of 27th.June, 2014, about the proposed convenience store on Cirencester Road. We have read the revised layout and Delivery Management Plan, and continue to oppose the application most vigorously, as little of substance appears to have been altered.

1. Despite deliveries being only from the South, views of the swept paths for both sizes of delivery vehicles, (10.7 and 12 metres), show that they will use the full road width, including the south-bound carriageway, when entering and leaving the store. This is on the Cirencester Road, where the south-bound side usually has many cars parked along it for long periods of time. The increased danger to pedestrians, (adult and child), remains, as well as to the many other road vehicles. To quote Corun's words: "All HGV delivery vehicles will.....depart the site via the customer only access to the North". In other words a customer entering the store car park could meet an HGV leaving it, surely a recipe for organised chaos!
2. The mention of Delivery Risk Assessment at Tesco Express in Grange Road, Tuffley, Gloucester is quite irrelevant. Anyone with a knowledge of Gloucester will know that that shop is in the middle of a large housing estate, and not on a busy A road like the A435 Cirencester Road.
3. Corun's Best Practice Informatives, (paragraphs 9 - 13), all rely on the co-operation of the HGV drivers on a continual permanent basis to keep their deliveries quiet. Human nature dictates that this will not happen unless a store supervisor watches each and every entire delivery, which is unlikely.
4. Car parking for both staff and customers remains inadequate. If staff should be prevented from using any of the 17 spaces provided, they will just park in the nearby roads, as will some customers, no doubt.
5. Any given residential area has only a finite retail purchasing potential. A new store will dilute the takings of the existing three nearby businesses, and may well cause them to close. One of these three shops, (Budgens), contains the only Post Office in Charlton Kings. If these shops have to close, then there will be staff job losses, more than off-setting any new jobs created by a new store. Surely it must be regarded as immoral for large national chain-stores to use their financial 'muscle' to obliterate small opposition retail businesses, particularly when it is contrary to the wishes of the local community. The amount of written opposition to this application from the Charlton Kings residents surely shows that it is not wanted or needed.
6. The loss of the car-wash will be regrettable; it is a much-used amenity. The site undeniably is an eyesore and needs improving; this is the fault of the site owner and not the car-wash.
7. The appearance of the proposed store is at odds with the adjacent green park space and the surrounding residential properties.
8. Would a better use of the site not be to provide housing, such as was built 100 yards up the Cirencester Road in Croft Court, on the site of the old Croft Garage, since we are told that new housing is much in demand?

We hope that the Planning Committee will not be intimidated by any threat of an appeal if the application is refused, and that the members will recognise and grant

what the Charlton Kings community asks for, and refuses what it does not want or need.

17 Croft Parade Charlton Kings Cheltenham Gloucestershire GL53 8LE	
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Comments: 7th July 2014

In common with almost 98% of local residents who have commented on this case I am, once again, stating my absolute objection to this application.

I will not re-iterate my previous documented concerns (significant traffic impact, no need for more retail outlets, adherence to sustainability etc), although they are still valid and represent reasons enough not to proceed, but simply wish to comment on the revised application.

In short: what's changed? Apart from drawing "corrections" that (somehow) were erroneously included in the initial application. A major component of the latest update from the developer is a revised Delivery Management Plan (DMP).

THIS IS UNWORKABLE AND UNENFORCEABLE. I WOULD LIKE TO SEE DETAILS OF HOW SUCH A PLAN WILL BE FUNDED, ENFORCED, REVIEWED AND KEPT RELEVANT.

In my opinion, I feel this is simply a theoretical exercise to placate people and to try and see the application over the line. Examining the DMP (ref: 13-00324/DMP/01/REV G JUNE 2014), can you please respond to these points :-

General Delivery Management

1. *"All HGV deliveries will arrive from the south, turn left into the site via the southern access from Cirencester Road, and depart the site via the customer only access to the north. Loading and unloading will take place within the dedicated delivery bay located off street along the site frontage."*

QUESTION: HOW WILL THIS BE ENFORCED? WILL OFFICERS FROM THE COUNCIL BE PRESENT TO MAKE SURE THIS COMMITMENT ("All deliveries ...", "depart the site via the customer only access to the north") IS UPHELD? DOES ANYONE REALLY BELIEVE THIS??

2. *"Each delivery vehicle driver, or his/her assistant, will contact the store in advance, providing ample warning of their impending arrival."*

QUESTION: HOW IS THIS POLICED? DO PEOPLE REALLY THINK THIS POLICY WILL HAPPEN? WHAT HAPPENS IF (AS LIKELY) THEY ARRIVE WITHOUT NOTIFICATION (e.g. it only takes a delay due to traffic congestion en-route) - THE ANSWER IS THEY WILL PARK UP ON THE CARRIAGEWAY UNTIL ACCESS IS AVAILABLE OR SIMPLY UNLOAD WHILST PARKED ON THE CARRIAGEWAY/PAVEMENT. THIS PRACTICE CAN BE SEEN EVERYDAY IN SIMILAR DEVELOPMENTS.

3. *"All deliveries will be undertaken within the confines of the site; no kerb side deliveries will be undertaken, therefore ensuring free traffic flow on Cirencester Road."*

QUESTION: AGAIN, THIS IS AN EMPTY STATEMENT. HOW WILL IT BE ENFORCED? WHAT HAPPENS IF IT IS NOT (answer - probably nothing, because this application will be history)?

4. *"Any cages used to transfer goods into each unit will be fitted with rubber wheels to reduce noise disturbance to surrounding residential properties."*

QUESTION: IS THIS A REAL POINT? IT IS RIDICULOUS TO SUGGEST THIS TYPE OF "ENHANCEMENT" WILL REALLY MAKE A TANGIBLE POSITIVE DIFFERENCE TO THE OVERALL EXPERIENCE FOR LOCAL RESIDENTS AND SMACKS OF DESPERATION TO FILL COPY. QUITE SIMPLY, THIS SHOULD BE TREATED WITH THE CONTEMPT IT DESERVES.

Best Practice Informatives

Firstly, "best practice" is just that: a recommended (but not enforceable) way of doing things. There is nothing to suggest (looking at similar developments) to suggest any of these will be followed. Taking some of the initiatives:-

1. *"Delivery vehicle engines and chiller units will be switched off during deliveries to ensure vehicle noise is kept to a minimum."*

COMMENT: THIS IS NONSENSE AND WILL NOT BE FOLLOWED. AS AN EXAMPLE, I LIVE NEAR THE CO-OP IN CHURCH PIECE, CHARLTON KINGS AND EACH MORNING CYCLE PAST THE REAR OF THE STORE (TYPICALLY 07:15-07:30). FREQUENTLY, THERE IS A LORRY DELIVERING FOR THAT DAY - THE ENGINE IS FULLY ON AND VERY AUDIBLE EVEN THOUGH THE VEHICLE IS STATIONARY AND BEING UNLOADED. THIS IS ESPECIALLY TRUE IN WINTER OR COLD WEATHER.

2. *"Delivery vehicles fitted with tail lifts will be operated with care to avoid excessive noise. Where possible tail lifts will be fitted with buffers to avoid excessive noise when lowered into position."*

"Cabin doors will be closed gently; engines will be started without excessive acceleration."

COMMENT: AGAIN, AS PER (4) ABOVE, THESE DO NOT EVEN DESERVE A RESPONSE. WHAT IS "with care"! WHAT IS "closed gently"! I ASSUME THE DRIVER WILL BE TIP-TOEING AROUND IN PADDED BOOTS!!

ANYONE WHO HAS OBSERVED A RETAIL DELIVERY, ESPECIALLY WHERE THE DRIVER AND STORE STAFF ARE UNDER TIME PRESSURE TO COMPLETE THE DELIVERY AND MAINTAIN THEIR DAILY SCHEDULES, WILL BE ABLE TO CONFIRM THESE INITIATIVES ARE COMPLETE FANTASY.

I WONDER WHAT RESPONSE A MEMBER OF THE PUBLIC, STANDING NEXT TO THE VEHICLE AND STORE, WOULD RECEIVE IF THEY POINTED OUT THAT THE DELIVERY WAS NOT FOLLOWING THE GENERAL DELIVERY MANAGEMENT AND BEST PRACTICE INITIATIVES? I THINK WE ALL KNOW WHAT THE REPLY WOULD BE...

I am concerned that I feel the Council, who are meant to represent the residents of communities in Cheltenham, are not listening to the majority view from local residents, most of whom have set out well-reasoned, articulate objections and who are not against development of the site.

15 Newcourt Road Charlton Kings Cheltenham GL53 9AZ	
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Comments: 4th July 2014

Objections are registered to the above planning application (including revisions) on the following grounds:

Amenity - CP4(a)

The green space adjacent to the site is one of the few remaining green sites within Charlton Kings and as such is an area of important amenity value to the local community. It is used extensively throughout the year for a variety of sports and leisure activities. As two sides of the area are bordered by the Cirencester Road and Newcourt Park estate, the opportunity to park cars when visiting is limited to Newcourt Road, normally a small lay-by adjacent to the area once occupied by the Paragon Laundry. The site covered by the Planning Application was previously a filling station and is currently a car-wash. The current use affords ample parking space for customers & staff and therefore has no impact on parking space in the surrounding area. By its nature, it also has minimal noise and environmental impact on the adjacent green space.

The projections used for forecast traffic use in Appendix D are based on national projections and have no specific relevance to Cirencester Road. The road is frequently congested with on road parking immediately opposite the site and on both sides of the road immediately south. Access onto the Cirencester Road from Bafford Lane is already difficult as the view south is regularly obscured by parked cars. Together with cars turning out of and into Croft Road this means there are already two very busy junctions within 100 metres of the site. The high frequency of parking and deliveries to the new site means a third busy junction will be added thereby leading to the potential for further congestion and accidents on this busy major road.

In addition, the Transport Statement Car Parking Accumulation Study omits to take any account of spaces needed for employees on site and the Delivery Management Plan does not state what the policy will be regarding staff parking.

With a projected 20 staff, and assuming a 3-shift system, this could mean that up to 7 of the 17 parking spaces might not be available to customers throughout the opening hours. This could result (at worst) in a net 10 spaces being available for other customers, of which 2 are designated for the disabled. The potential lack of parking together with the difficulty of access from a busy major road, could lead to a significant parking overspill into the surrounding areas. With legal parking in Cirencester Road at saturation point, it is most probable that Bafford Lane and Newcourt Road will become overspill parking areas for customers, with easy access across the green space to the retail unit.

As well as having a detrimental impact on traffic flow (these roads are in the main very narrow) and the privacy of residents in Bafford Lane & Newcourt Road (including the adjacent care home at Bafford House), this overspill could have an adverse impact on parking for users of this important green space in a highly populated residential area. Any ban on staff parking on site would only exacerbate the problem.

If this application is to be successful more off-road parking must be provided to alleviate congestion, overspill parking and an increased threat of road traffic collisions.

There is likely to be new and excessive noise disturbance to local residents because of this change of use. With operating hours scheduled to be 06.00 to 23.00 (exceeding current use on the site by at least 5 hours) and with the addition of an ATM machine, this will effectively become a 24-hour-use site.

The Revised Environmental Noise Survey deals primarily with ambient (background) noise and fails to take any account of specific (short-term) noise such as emptying of waste bins, delivery lorry reversing warning alarms, slamming of car doors etc., This noise travels further and is far more disturbing for people living nearby than a rise in ambient noise, especially homes on the Cirencester Road and Bafford House Residential Home which are only 50 to 300 metres from the site. Whilst the revised Delivery Management Plan specifies ways in which noise from deliveries might be minimised, there can be little confidence that delivery drivers and staff will adhere religiously to these working practises.

Viability - CP4(e)

The DPDS Retail Impact Assessment identifies the likely major impact to the existing convenience stores in Croft Road, Church Road and Lyefield Road and confirms that the proposal contravenes the Council's Policy RT7. It is noted that whilst Mango refute the DPDS assertion, unless they can bring in new custom from passing trade, and with no planned increase in housing (and therefore demand) within the area, existing custom will simply be divided over a larger number of shops.

As a minimum, viability of the adjacent NISA Store and Butcher's Shop will be under threat, both of which are highly valued facilities within the local community. Any job gains from the new retail store will be offset by closure of these businesses, with the added risk of empty/redundant premises reflecting badly in a highly visible area on a major artery into the town.

The report also throws considerable uncertainty as to the impact upon the existing Co-op store in Church Road and Budgens in Lyefield Road. Any risk of closure of the latter would also result in a major impact to the community with the potential closure of the recently relocated Post Office.

Summary

The application fails to take account of impact on an important community green space, specifically, insufficient staff parking facilities leading to overspill parking in Newcourt Road that could curtail the availability and use of an important leisure facility for local people. The Environmental Noise Survey, whilst addressing ambient noise, takes no account of the specific (short-term) noise problem which is more likely to have a detrimental effect on residents within the immediate area including the adjacent care home. Additionally, the proposed store provides no new facilities for the local community and the very real prospect of shop closures at Croft Road, resulting in no net gain in employment. The likely impact upon other local shops could result in the loss of amenities including the recently relocated Post Office.

The application contravenes the Council's Local Planning Policies CP4 & RT7 in that it proposes amenities for which there is already adequate provision at the current time and represents an unacceptable harm to the amenity of adjoining land users and the locality.

NB: Should planning approval be considered, the issues of staff parking policy, potential parking overflow into Bafford Lane & Newcourt Road and a substantial boundary wall (to screen the premises from the adjacent green-space and reduce noise) should be satisfactorily addressed before approval.

57 Bafford Lane Cheltenham Gloucestershire GL53 8DN	
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Comments: 7th July 2014

Having attempted several times to complete my feedback online, I have failed to navigate the very complicated website & therefore am using email to voice our strong objection to the proposed development of the site at 86 Cirencester Road.

The proposed development area is part of, or adjacent to, a conservation area. This part of Charlton Kings is already well-served by a convenience store and a supermarket close by in the village. The area is already marred by litter and the surrounding streets cannot accommodate the level of parking that exists even now. The proposed store would only add to the current problems. Whilst the current site is not exactly "pretty", a Tesco store would be an eyesore. It would not benefit the local community & would only attract passing trade that brings no benefit to local businesses, but adds noise, nuisance & litter to an area valued by us residents.

For these reasons my husband & I would like to register our strong objection to the proposal.

High Ridge 33 Charlton Close Cheltenham Gloucestershire GL53 8DH	
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Comments: 30th June 2014

In response to the revised Delivery Management Plan, which now has deliveries arriving from the south and exiting to the north:

1. There is no mention in this DMP of how delivery lorries will turn around to head back south, assuming that is required. I want to know what CBC Planning are going to do to stop delivery lorries using Moorend Rd & Newcourt Rd as a shortcut back to the main route south.
2. I have still seen no response from CBC Planning as to how this DMP will be enforced. Previous comments suggest that similar DMPs in Glos. have not been enforced and are not enforceable.

Surely enough has been said: it's time to listen to the community who live here, do the right thing, and reject this development proposal.

Charlton Kings needs houses, not shops.

70 Little Herberts Road Charlton Kings Cheltenham Gloucestershire GL53 8LN	
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Comments: 1st July 2014

I concede that the amended proposal for lorries to enter the site from the south only and exit in the same direction is an improvement for traffic in the immediate vicinity of the proposed development but where are the lorries going to go once they have left the site? There is no easy access to a major road so these new lorry movements will still cause problems on the surrounding roads.

It also does not change the issue that there is no requirement for a second convenience store at that location. A low level block of flats would still be the preferable development for that site.

98 Cirencester Road Charlton Kings Cheltenham Gloucestershire GL53 8DG	
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Comments: 3rd July 2014

I object most strongly to this over-sized retail outlet which is only 50 yards away from the retail outlet Nisa on the opposite side of the road. The traffic is heavy and particularly dangerous during rush hour with school children and commuters - if the go ahead is given it is only a matter of time before a serious accident occurs. The road is too narrow to cope with large lorries - i live opposite the Nisa outlet - we already experience difficulties with deliveries and it is very dangerous trying to exit my driveway onto Cirencester Road....something which will only become more hazardous with additional traffic. This is a local community who does not want this additional traffic/noise and danger - clearly the planning committee who are approving this application do not live anywhere near Cirencester road.

Comments: 3rd July 2014

Further comment to make on the extended hours (this was on my original comment but the website crashed!)..... the second time.

I also am disappointed that we received a letter this week allowing the comments to be made on the revised application only up until 7th July.....Is this in the hope that not many people will have the necessary time to comment????

Finally----- I am horrified to see the hours proposed:

Why is the application for extended hours up to 23.00 in a residential area?

At the moment the Nisa shop on Cirencester Road closes at 9pm and there is a welcome respite from the noise and traffic. I cannot believe to agree to opening hours until late in the evening is in the interest of the community.

157 Cirencester Road Charlton Kings Cheltenham Gloucestershire GL53 8DB	
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Comments: 3rd July 2014

The revised plans still neglect to address the main objections of increased traffic flow, not enough parking, noise and disruption associated with long opening times as well as early/late deliveries and no need for another convenience store! I object to the plans as of July 3rd 2014. I am also in support of Mr Steve Harvey fronting the objections on our behalf and speaking for us as residents of Charlton Kings.

70 Little Herberts Road Charlton Kings Cheltenham Gloucestershire GL53 8LN	
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Comments: 1st July 2014

The revised plans do nothing to address the principal objection than another store is not required in this area.

Where do the delivery vehicles go after leaving the site? They are not permitted to turn across the traffic so must head on into Cheltenham adding to the already busy traffic.

7 Bafford Lane Cheltenham Gloucestershire GL53 8DN	
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Comments: 1st July 2014

We write with regards to the proposed planning at the above site.

We are totalling against the proposed convenience store being built on the above site. Charlton Kings does not need another supermarket. There is adequate shops including supermarkets, post office, chemists and corner shops, another supermarket would have a detrimental affect to those businesses. Also the main reason for being against the plans is the dire affect to the road users and people who live in the vicinity. We live in Bafford Lane and it is a very dangerous junction with the Cirencester Rd at the best of times....added parked vehicles will cause more danger. It has been noticed at other convenience stores that customers park on the road rather than park in the car park if they are only buying a paper or a loaf of bread etc. The road is busy enough without more parked cars.

We are amazed at the proposed opening hours...how can a supermarket be granted early morning to late evening opening when the existing car wash company can only operate from 9-00am to 6-00pm during the week and 10-00am until 2-00pm on a Sunday .A supermarket with deliveries from early morning to evening and customers all day will cause much more disruption than cars be washed. Please consider the plight of the locals and the problems it will cause if the planning is granted.

24 Croft Road Charlton Kings Cheltenham Gloucestershire GL53 8LA	
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Comments: 7th July 2014
Letter attached.

155 Cirencester Road Charlton Kings Cheltenham Gloucestershire GL53 8DB	
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Comments: 4th July 2014
I cannot understand why this application remains as recommended as Permit.

The original entrance to the site was to have been from the south along the A435 Cirencester Road. This was abandoned as it was considered that it would be impossible to enforce any restriction and we would have HGVs waiting on the road for someone from the shop to stop serving customers, get some keys and get outside and open up the bollards at the entrance. HGVs cannot possibly wait on the road because the homes on that side of the road have cars parked on the road, and the entrance to Bafford Lane/Newcourt Road would be effectively closed by an articulated lorry parked and waiting across it. Plan B was to enter the site from the North, but a neighbour who is a Civil Engineer and Highways expert, has proven that this was untenable because of the safety implications of a HGV trying to leave the site but not being able to see across his cab and only being able to use wing mirrors to see fast traffic, and more importantly, pedestrians on that pavement. Note it was a well informed resident that pointed this out and which was accepted by the planning team, which is why is was deferred from the June meeting. Gloss CC highways has agreed that this simply was too dangerous.

So, we are back to Plan A which has already been agreed is not workable, cannot be enforced and would cause untold traffic disturbance and delays, on a busy, fast road. Once irate, delayed car users are past the obstruction they will speed up to make up for lost time, this is human nature, it will happen. The much vaunted Delivery Management Plan will not work and I would ask Councillors how your staff intend to enforce something that the Glos CC Highways staff member is saying is enforceable simply because he has been told by your staff that they will make it happen. How please. He is cashing cheques on your behalf. Who will ensure that sleeping children and families will not be disturbed by engines idling, to keep goods cool, to keep drivers cool now and warm in the winter, will ensure that doors are not slammed shut, startling

you awake early mornings 7 days a week etc. The parking provision is inadequate, where will the staff park?

Please ask your staff also when will the cleaners be on site, before 0700 to clean before customers arrive or after 11pm when staff and customers have gone? These questions remain unanswered; please can you find out for us how this will be managed.

The Cycling campaign derided the cycle provision, are they now happy that cycle parking is satisfactory now, there hasn't been an update from them, why not? As it stands now they are unhappy, how is that sustainable? Safe? Green?

Can I also ask why the very valid comments of the Urban Design team, who are clearly the only ones in touch with any sort of reality, have been totally ignored by your staff and totally rubbished by the developers? Too true to the reality perhaps. Perhaps there is a lot of merit in what the Urban Design team had to say, so let's just ignore it. Is that acceptable Councillors? Please ask your planning staff why those comments were simply ignored, as if they had no validity - when clearly they do.

Before we moved here my husband checked on the planning permission for the site and saw the Planning Inspectors provision for the protection of our amenity from noise and disturbance. Those conditions have simply been ignored, yet they remain in force. Can you please ask your planning staff how is it sustainable, a change for the better as stated in the National Planning Policy Framework document, for such a vast increase in operating hours to be anything but detrimental to our amenity? The issue of light pollution has not been addressed by the planning team. A supermarket with stock, including alcohol, and an ATM, will not be in total darkness after hours simply for security reasons. This has been pointed out and we have asked how this would be managed - lights out at 11 or will the lights burn throughout the night, adding to the ambient light of the street lights, and disturbing our schoolchildren who sleep at the front of our home? The site will be lit, 7 days a week, 24 hours a day, 365 days a year - how will that not affect our amenity?

Regarding sustainable development, how is it a change for the better that the 8 car wash workers will lose their livelihood and jobs and that our local corner shop, the privately owned NISA, will almost certainly close? Don't take my word for that, the Council's own Consultants DPDS have already stated that.

And when takings at the Co-op in Church Piece fall, which they will if a big national shop moves in here as is expected, what happens then? How is that sustainable? The Co-op is closing stores on a weekly basis, it's been heavily reported in the national press, and pressure on this one will surely make them think twice about continuing to keep it open here. Then what?

The council report on this application has cleverly steered you to thinking that the locals don't want this shop because there isn't a "need" for it, and need is not a planning reason for refusal. What we have said, over and over, is that we do not need a shop here TO add to the volumes of traffic that will traverse this busy, fast road. We do not need the surrounding roads to be blocked by staff parking or HGVs waiting. We do not need all the added noise and disturbance associated with a shop working 24/7/365 days a year. That's what we do not need and there are very valid planning reasons in the local plan, the NPPF and the Joint Core Strategy to help you say NO, Refuse.

11 Newcourt Road Cheltenham Gloucestershire GL53 9AZ	
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Comments: 3rd July 2014

The resubmission of this planning application concerning the access proposals in no way alters the original and fundamental objections which are environmental (noise pollution, inhibition of access to green areas, and the threat to jobs in existing businesses of a similar nature in the area.

The bounds for objection are:

Noise: there is still likely to be new and excessive noise disturbance because of this effective change of use. The operating hours are scheduled to be 06.00 to 23.00, exceeding current use on the site by at least 5 hours. It is noted that there will remain an ATM machine on site, effectively making this a 24-hour-use site. It is noted that the site will be close to a residential care home for the elderly, and this application will increase noise and general disturbance to residents. The resubmission asserts that the ambient noise will be within 'acceptable' levels. This is judgemental and not attested by evidence from those likely to be affected. Besides, ambient noise is less of an issue than specific noise intrusion at normally quiet times of the day for residents, eg starting heavy duty engines, 'revving up' from stationary, reversing (especially if, as is likely, to be accompanied by a warning signal), loading, and the transmission of verbal communications between operatives.

Traffic: the projections used for the forecast use in Appendix D are based on national projections and have no specific relevance to Cirencester Road, Charlton Kings. The road is frequently congested. The resubmission includes only one additional parking space to the 16 parking spaces originally intended is consequently and still likely to prove inadequate for the projected retail use, thereby causing overspill onto the main Cirencester Road or nearby residential roads, which are already at saturation point. Comparisons with the existing and previous use of the site are irrelevant as the site currently has copious parking space based on short duration and high through-put. If this application is to be successful more off-road parking must be provided to alleviate both congestion and an increased threat of road traffic collisions as a result of increased use.

The observations concerning the availability of public transport are misleading. The bus service is hourly and it is unlikely that potential customers for this site's provision will be drawn to it because of the bus service.

Visual impact: while the current site does not enhance the visual impact of the area, and there has been some improvement to the original design, this resubmission will continue to have a negative impact, because of low quality building material. The basic design remains unimaginative, providing a highly disappointing entrance to Cheltenham on one of its major arterial approaches.

Privacy: Parking will almost certainly overspill into nearby residential roads as a result of the inadequate on-site parking provision, thereby reducing privacy in a predominantly residential area. A principal source of overspill parking is likely to be from staff, who will be unable to use even the limited parking space available. This

overspill would inhibit parking for visitors, especially dog walkers, to the local green area, contrary to Local Plan Policy CP4(a).

Amenity: the area is currently well-provided for in terms of small local convenience stores and supermarkets and has no need of enhanced provision. There is already a convenience store on the opposite side of the road. Besides the proposal is in reality for a local supermarket incorporating convenience store elements, which is unnecessary in the area because of existing provision.

The resubmission itself demonstrates evidence of existing saturation, providing as it does examples of supermarkets and convenience stores within a short distance from the proposed site. There is no demonstrable need for an additional supermarket in the area, there being two local supermarkets within walking distance of the proposed site, plus, as noted several convenience stores.

That the area is saturated with similar retail outlets negates the argument that new jobs will be generated. It remains likely that jobs will be lost at existing sites. The application therefore contravenes Local Planning Policy CP4(e).

An alternative use should be found if there is to be a redevelopment on the site.

High Tor 29 Charlton Close Cheltenham Gloucestershire GL53 8DH	
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Comments: 2nd July 2014
Letter attached.

133 Cirencester Road Charlton Kings Cheltenham Gloucestershire GL53 8DB	
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Comments: 6th July 2014

I am writing to continue my objection to the proposed erection of a new convenience store at 86 Cirencester Road, Charlton Kings. I have viewed the revised plans, the delivery management system and environmental noise survey and none alleviate my concerns penned in a previous correspondence dated 27 January 2014.

The fact is that such a development is not required in the area. It is superfluous to the needs of the community and many have made this perfectly clear.

It will have an adverse affect on the amenity and environment in terms of increased noise, light and air pollution, increased traffic both moving and static and it will affect local businesses in the area, possibly putting one convenience store, which has served the community well for decades, out of business.

As for the environmental noise survey, it seems that the criteria used to establish whether a noise is significant or noticeable, i.e. measured over a period of time, is a

developer's dream to justify noise, particularly short, loud noise. Even a gunshot could be deemed insignificant. A slamming car door or rolling shutter is just that. You cannot make them disappear by applying bureaucratic survey criteria.

The more overall worrying concern is that developers, backed by huge financial support in the form of a national multi-store supermarket company in this case, can impose their ideas on a community which quite clearly does not want those ideas. We need affordable housing, we have a brownfield site, for most the solution is simple. If the site is contaminated then surely it is the responsibility of the owners whose previous business contaminated the site to reinstate it. There are at least 45 such sites in the village which have over the years been redeveloped for housing, so it is possible.

The whole development is financially driven with the site owner maximising their profits and a large supermarket chain continuing in its quest to drive out smaller competition in local communities thus increasing their dominance.

And so it is to the Planning Committee that I appeal. As our elected Councillors you chose to put yourself forward to serve your community. The electorate have put their faith in you to do just that. Now is the moment, now is your opportunity. If you cannot stop an unwanted development like this then what hope is there for communities such as ourselves? Why go through all this process if the outcome is inevitable and big moneyed businesses with unlimited resources and access to the planning officers always get their way?

Comments: 7th July 2014
Letter attached.

70 Cirencester Road Charlton Kings Cheltenham Gloucestershire GL53 8DA	
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Comments: 7th July 2014
Letter attached.

Goodwood Newcourt Road Cheltenham Gloucestershire GL53 9AZ	
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Comments: 5th July 2014

I have looked at the revised plans for the above development. The changes to the document seem superficial and, more importantly, unenforceable in the long term. My objections remain:

Traffic danger: Despite the change of access route (unlikely to be adhered to), with some proposed specified timing windows to avoid school start and finish, the fact remains that this development will increase the dangers caused to road users and pedestrians by lorries entering and exiting the site at an already difficult crossing to a

far greater degree than is the case with the current car wash. There remains the danger of delivery vehicles using Newcourt Road, which is very narrow and Bafford Road, which has a dangerous blind corner, as rat runs. Which ever way the delivery vehicles come, there remain serious traffic danger implications.

Short term parking by people just stopping for a minute will cause noise and disruption to neighbours on Cirencester Road and, it is more than likely, also on Newcourt Road. It adds to the dangers presented to pedestrians and road users.

Noise, despite what the developers say (their figures are very hard to believe), noise will be a serious issue for the immediate neighbourhood, particularly early morning and in the evening after 7pm, as proposed hours are significantly longer than at present.

Inappropriate development for a village Charlton Kings is a village and this kind of development should be refused on the grounds that it contributes to unsightly urban sprawl rather than keeping the feel of a village. The planning committee should be sensitive to this, contravening as it does the vision for good planning.

There is no need for any further supermarket in the village; it already has a good supply of small independents and local supermarkets in the heart of the village. I note that the figures used conveniently place these outside the area of the development, giving the impression that Charlton Kings might need more supermarkets. Nothing could be further from the truth.

This development is almost universally opposed by the local community, the Parish Council and the Civic Society. The planning committee are no doubt aware of the government's move towards and recognition of the importance of local democracy, and it is hard to see why such a development should even be considered in the face of such universal disapproval. I find it hard to understand that the local planning officer can signal approval of a development which is so opposed by the local community. The site should be earmarked for residential development as a better solution.

31 Charlton Close Cheltenham Gloucestershire GL53 8DH	
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Comments: 2nd July 2014
Letter attached.

64 Little Herberts Road Charlton Kings Cheltenham Gloucestershire GL53 8LN	
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Comments: 1st July 2014
We continue to strongly object to the proposed erection of a new convenience store at 86 Cirencester Road and see nothing in the revised plans to make us change our minds. As already noted by several commentators there is already a plethora of c-

stores in the immediate vicinity with no need for yet another such store in Charlton Kings. Equally the issues with parking and congestion on an already very busy road remain of great concern. As stated before, if the site is to be redeveloped then it would make more sense to turn it into residential rather than retail units.

165 Cirencester Road Charlton Kings Cheltenham Gloucestershire GL53 8DB	
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Comments: 3rd July 2014
Letter attached.

Comments: 8th July 2014
Letter attached.

1 Shrublands Cheltenham Gloucestershire GL53 0ND	
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Comments: 7th July 2014

1. This website is not user friendly and undemocratic! My objection is in support of 145 fellow objections when I logged in.
2. The amended application does not address the substantive issues raised by former objections. It is merely attempting to keep reapplying so that local people will either tire of the cumbersome process or sneak the application in during summer months when residents may not be aware of the further application.
3. The majority of local residents oppose the development. The local ward of Charlton Park elected Paul Baker as Councillor last week on 3rd July with a key part of his campaign being to oppose this development.
4. The proposed development is not wanted or needed. The goods and services offered are already well provided locally and these proposals will add nothing. For whose benefit is this development? Not local residents.
5. The proposed development will adversely affect these existing services eg. Local butchers, florist, pharmacy, post office within small convenience store and other small stores which locals people value.
6. As other comments suggest the development will seriously and adversely impact traffic and road safety, noise and light pollution.
7. The granting of this application will have financial cost implications to and incur extra costs to public services being costly and unnecessary.
8. At a time of national house shortages it is not a good use of space and resources to sanction such a development. Residential usage would be far more appropriate.

Pippins Newcourt Road Charlton Kings Cheltenham GL53 9AZ	
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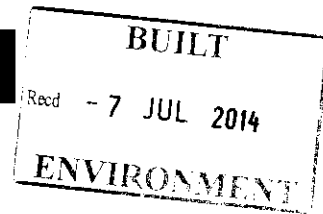
Comments: 8th July 2014

11 Branch Hill Rise Charlton Kings Cheltenham GL53 9HN	
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Comments: 8th July 2014



'The Poplars'
11 Newcourt Road
Charlton Kings
Cheltenham
Gloucestershire
GL53 9AZ



The Planning Department
Municipal Offices
Promenade
Cheltenham
Gloucestershire
GL50 9SA

R.E: THE ERECTION OF A NEW CONVENIENCE STORE (A1) WITH ASSOCIATED PARKING (FOLLOWING DEMOLITION OF EXISTING BUILDINGS ON THE SITE) AT 86 CIRENCESTER ROAD CHARLTON KINGS CHELTENHAM

REF: 13/02174/FUL

3 July 2014

To whom it may concern

Planning Application: 86 Cirencester Road, Charlton Kings - Resubmission

With reference to the above revised planning application, the proposed access for deliveries does not address the fundamental objections for the development. The proposal remains unacceptable for the following reasons:

Noise: there is still likely to be new and excessive noise disturbance because of this effective change of use. The operating hours are scheduled to be 06.00 to 23.00, exceeding current use on the site by at least 5 hours. It is noted that there will remain an ATM machine on site, effectively making this a 24-hour-use site. It is noted that the site will be close to a residential care home for the elderly, and this application will increase noise and general disturbance to residents. The resubmission asserts that the ambient noise will be within 'acceptable' levels. This is judgemental and not attested by evidence from those likely to be affected. Besides, ambient noise is less of an issue than specific noise intrusion at normally quiet times of the day for residents, eg starting heavy duty engines, 'revving up' from stationary, reversing (especially if, as is likely, to be accompanied by a warning signal), loading, and the transmission of verbal communications between operatives.

Traffic: the projections used for the forecast use in Appendix D are based on national projections and have no specific relevance to Cirencester Road, Charlton Kings. The road is frequently congested. The resubmission includes only one additional parking space to the 16 parking spaces originally intended is consequently and still likely to prove inadequate for

the projected retail use, thereby causing overspill onto the main Cirencester Road or nearby residential roads, which are already at saturation point. Comparisons with the existing and previous use of the site are irrelevant as the site currently has copious parking space based on short duration and high through-put. If this application is to be successful more off-road parking must be provided to alleviate both congestion and an increased threat of road traffic collisions as a result of increased use.

The observations concerning the availability of public transport are misleading. The bus service is hourly and it is unlikely that potential customers for this site's provision will be drawn to it because of the bus service.

Visual impact: while the current site does not enhance the visual impact of the area, and there has been some improvement to the original design, this resubmission will continue to have a negative impact, because of low quality building material. The basic design remains unimaginative, providing a highly disappointing entrance to Cheltenham on one of its major arterial approaches.

Privacy: Parking will almost certainly overspill into nearby residential roads as a result of the inadequate on-site parking provision, thereby reducing privacy in a predominantly residential area. A principal source of overspill parking is likely to be from staff, who will be unable to use even the limited parking space available. This overspill would inhibit parking for visitors, especially dog walkers, to the local green area, contrary to Local Plan Policy CP4(a).

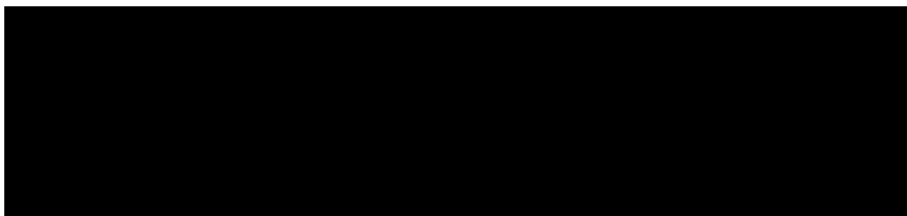
Amenity: the area is currently well-provided for in terms of small local convenience stores and supermarkets and has no need of enhanced provision. There is already a convenience store on the opposite side of the road. Besides the proposal is in reality for a local supermarket incorporating convenience store elements, which is unnecessary in the area because of existing provision.

The resubmission itself demonstrates evidence of existing saturation, providing as it does examples of supermarkets and convenience stores within a short distance from the proposed site. There is no demonstrable need for an additional supermarket in the area, there being two local supermarkets within walking distance of the proposed site, plus, as noted several convenience stores.

That the area is saturated with similar retail outlets negates the argument that new jobs will be generated. It remains likely that jobs will be lost at existing sites. The application therefore contravenes Local Planning Policy CP4(e).

An alternative use should be found if there is to be a redevelopment on the site.

Yours faithfully



5, Charlton Close.

Charlton Kings

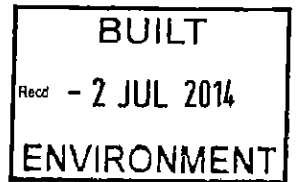
GL53 8DH.

1/7/14.

Mike Redman
Director, Built Environment

Tracy Crews,
Head of Planning EBC.

Dear Ms Crews & Mr Redman



Re Proposed convenience store,
86, Cirencester Rd.

Ref. 13/02174/FUL

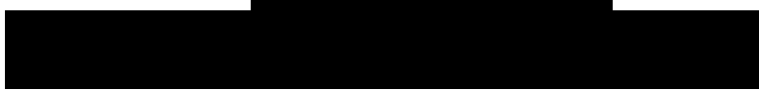
I am writing again to register my strong objection to the above proposed development. While recognising the revised plans are a slight improvement, I still consider the development detrimental to our local area, on the grounds of noise, pollution, parking and traffic issues, and adverse effects on local businesses. We value our local shops and feel it immoral that a convenience store that the vast majority of local residents oppose could be forced upon us resulting in the inevitable closure of an existing store.

There is also the safety issue of Newcourt Rd. Most locals prefer to turn right to avoid travelling along Newcourt Road - this development will make exiting onto the Cirencester Road more hazardous.

Yours sincerely,

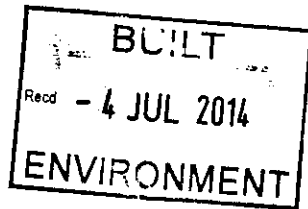
[Redacted signature]

Hazeldene, 24 Croft Road, Charlton Kings, Cheltenham, GL53 8LA



2nd July, 2014.

Mrs. White,
Planning Department,
Cheltenham Borough Council,
Municipal Offices,
Promenade,
Cheltenham,
GL50 9SA.



Dear Mrs. White,,

Planning Application No. 13/02174/FUL - Cirencester Road Development

I have looked at the revised plan for this proposed development regarding change of direction for traffic entering the premises. A few points arise from this alteration:

- What steps, if any, will be taken to prevent lorry drivers ignoring the requirement to continue in the northerly direction should they wish to return to the direction from whence they came, e.g. a barrier in the middle of the road?
- If they do follow the specified direction, which side roads will be designated for use to enable them to return to the direction from when they came? Presumably this will be the local roads which cannot take large lorries.

In addition, the revised plan makes no effort to address other concerns raised by me (and others) in my letters of the 20th January and 2nd July, particularly:

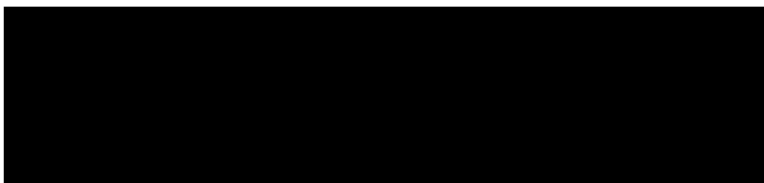
- drivers, including lorry drivers, stopping on the road for the quick purchase of a snack, etc.; double yellow lines will not deter many motorists.
- the difficulty of drivers trying to exit from Newcourt Road, Bafford Lane, and Pumphreys Roads.
- Pedestrians trying to cross the road especially children in the morning and afternoon during term time.

Be realistic for heavens sake and realise that human nature being what it is, these events will occur and can only be prevented by the permanent stationing of a traffic warden.

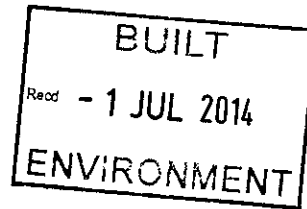
One solution, of course, would be for traffic lights to be positioned in the area, but, I for one, would object to my taxes being used for an unwanted so called amenity. New housing is much more important.

Again I register my objection to this scheme.

Yours sincerely,



29 Charlton Close
Charlton Kings
Cheltenham
Glos GL53 8DH



Mrs L. White
Planning Office
Cheltenham Borough Council
PO Box 12
Municipal Offices Promenade,
Cheltenham
GL50 1PP

30th June 2014

Dear Mrs White

Re Planning Application no: 13/02174/FUL
Convenience Store with associated parking Cirencester Road

Further to the notification received today that the application has been revised I wish to make the following comments:-

I object on the following grounds:-

- 1) A convenience store on this site would be superfluous and unnecessary.
- 2) The viability of the privately owned businesses in Charlton Kings would be threatened.
- 3) Traffic congestion would be horrendous and dangerous, not only on the Cirencester Road but in the surrounding narrow roads. Whatever parking may be provided it will not prevent people leaving their cars on the Cirencester Road (just for a moment?!) or in Newcourt Road or Bafford Lane. Access and visibility is already poor at that junction and on that stretch of the Cirencester Road and further hazards would render exiting from Bafford Lane/Newcourt Road very very dangerous.
- 4) This development would have a detrimental effect on the amenity and environment of the surrounding properties.

As far as the revised access proposals are concerned – who is going to monitor this to see they are upheld?

Will “planting” on Newcourt Road be carried out and what difference will that make to such a narrow road and narrow plot of land at that point?

It would seem you and the planning committee are keen to accommodate this proposal.

You clearly do not live in the area to realise the implications on our community that this totally unnecessary plan would mean.

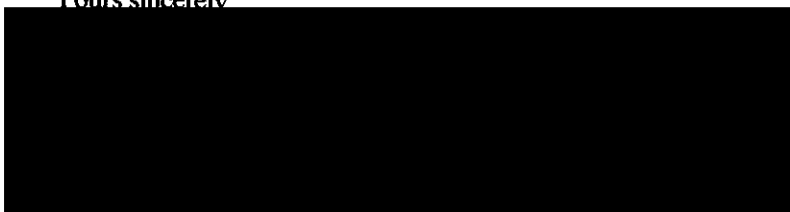
The area is already VERY difficult to negotiate both for cars and parents crossing with young children.. Do you really want this hazard on your conscience?

This is a residential area already well served by shops. We do not need this development so what right do those who do not live here have to say that we do?

A well planned development of houses would be aesthetically pleasing, environmentally more acceptable and in line with government policies

I trust you will give these points serious consideration. And it would be courteous if we could have acknowledgement of this letter

Yours sincerely



133 Cirencester Road, Charlton Kings, Cheltenham, GL53 8DB

6 July 2014

Mrs Lucy White
Cheltenham Borough Council Planning Officer
PO Box 12
Municipal Offices
Promenade
Cheltenham GL50 1PP

Dear Mrs White

CBC Planning Reference 13/02174/FUL

I am writing to continue my objection to the proposed erection of a new convenience store at 86 Cirencester Road, Charlton Kings. I have viewed the revised plans, the delivery management system and environmental noise survey and none alleviate my concerns penned in a previous correspondence dated 27 January 2014.

The fact is that such a development is not required in the area. It is superfluous to the needs of the community and many have made this perfectly clear.

It will have an adverse affect on the amenity and environment in terms of increased noise, light and air pollution, increased traffic both moving and static and it will affect local businesses in the area, possibly putting one convenience store, which has served the community well for decades, out of business.

As for the environmental noise survey, it seems that the criteria used to establish whether a noise is significant or noticeable, i.e. measured over a period of time, is a developer's dream to justify noise, particularly short, loud noise. Even a gunshot could be deemed insignificant. A slamming car door or rolling shutter is just that. You cannot make them disappear by applying bureaucratic survey criteria.

The more overall worrying concern is that developers, backed by huge financial support in the form of a national multi-store supermarket company in this case, can impose their ideas on a community which quite clearly does not want those ideas. We need affordable housing, we have a brownfield site, for most the solution is simple. If the site is contaminated then surely it is the responsibility of the owners whose previous business contaminated the site to reinstate it. There are at least 45 such sites in the village which have over the years been redeveloped for housing, so it is possible.

The whole development is financially driven with the site owner maximising their profits and a large supermarket chain continuing in its quest to drive out smaller competition in local communities thus increasing their dominance.

And so it is to the Planning Committee that I appeal. As our elected Councillors you chose to put yourself forward to serve your community. The electorate have put their faith in you to do just that. Now is the moment, now is your opportunity. If you cannot stop an unwanted development like this then what hope is there for communities such as ourselves? Why go through all this process if the outcome is inevitable and big monied businesses with unlimited resources and access to the planning officers always get their way?

Yours sincerely



The Birches,
70 Cirencester Road,
Charlton Kings,
Cheltenham,
Glos. GL53 8DA

Recd - 4 JUL 2014

ENVIRONMENT

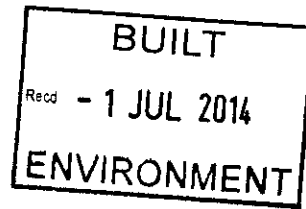
Planning Application 13/02174/FUL

The main objection to this application is the inclusion of a convenience store.

In the less than $\frac{1}{2}$ mile between NISA and Budgens there is also the Co-op.

To allow a ^{further} convenience store, supported by a major supermarket, within this $\frac{1}{2}$ mile is nothing more than letting a bully into the playground.

31 Charlton Close
Charlton Kings
Cheltenham
Glos GL53 8DH



Mrs L. White
Planning Office
Cheltenham Borough Council
PO Box 12
Municipal Offices Promenade,
Cheltenham
GL50 1PP

30th June 2014

Dear Mrs White

Re Planning Application no: 13/02174/FUL
Convenience Store with associated parking Cirencester Road

Further to the notification received today that the application has been revised I wish to make the following comments;-

I object on the following grounds:-

- 1) A convenience store on this site would be superfluous and unnecessary.
- 2) The viability of the privately owned businesses in Charlton Kings would be threatened.
- 3) Traffic congestion would be horrendous and dangerous, not only on the Cirencester Road but in the surrounding narrow roads. Whatever parking may be provided it will not prevent people leaving their cars on the Cirencester Road (just for a moment?!) or in Newcourt Road or Bafford Lane. Access and visibility is already poor at that junction and on that stretch of the Cirencester Road and further hazards would render exiting from Bafford Lane/Newcourt Road very very dangerous.
- 4) This development would have a detrimental effect on the amenity and environment of the surrounding properties.

As far as the revised access proposals are concerned – who is going to monitor this to see they are upheld?

Will “planting” on Newcourt Road be carried out and what difference will that make to such a narrow road and narrow plot of land at that point?

It would seem you and the planning committee are keen to accommodate this proposal.

You clearly do not live in the area to realise the implications on our community that this totally unnecessary plan would mean.

The area is already VERY difficult to negotiate both for cars and parents crossing with young children.. Do you really want this hazard on your conscience?

This is a residential area already well served by shops. We do not need this development .

A well planned development of houses would be more acceptable

I trust you will give these points serious consideration

Yours sincerely



165 Greenester road

We have already got too much pollution around the area and we don't want any more vans reversing out, leaving their engines on.

Where will cars park?

Do not want any more noise than we've already got.

It will make it harder to cross the road.

It's going to be one of those popular shops and there will be too much traffic and doors slamming. The road is already busy.

from



Comments on the proposed development at 86 Cirencester Road

165 Cirencester Road
Charlton Kings
Cheltenham
Gloucestershire
GL53 8DB

Transport Arrangements:

With reference to Corun Associates Delivery Management Plan, Southern Approach – Left in / Left Out Arrangement 13-00234/DMP/01/Rev.G

Direction of Approach and Departure

Given the withdrawal of the previous version of this proposal, with deliveries approaching from the North and exiting to the South (right in, right out), I trust that the Officers, the Applicant and their Consultants (*) now accept that this would have produced an extremely hazardous situation with lorries pulling out of the site to head South with no effective visibility of the south-bound lane.

While I am pleased that this has been recognised we must now return to the problems with the Southern approach model that was in the original application and then withdrawn.

With the current layout scheme some cars will inevitably (either by error or deliberately) park in the delivery bay (especially likely if the car park is full or it's entrance blocked by a delivery lorry exiting the site.). This car would then have to reverse out onto the Cirencester Road, adjacent to the junction with Newcourt Road as their forward exit would be blocked by the bollards.

In the event that one of the delivery lorries arrives whilst a car is blocking the bay the driver will be forced to pull up outside the store and either unload kerbside, or, when the bay is empty, reverse back across the junction with Newcourt Road, or try to find a way round the block. Given the time pressures delivery drivers are working under i.e. a fixed number of driving hours and a set number of drops to make; unloading kerbside or reversing across the junction are the most likely outcomes.

The flaws with this proposal have not only been identified by the author (a Civil Engineer with over 20 years experience in Highways & Streetworks and the management of a fleet of Commercial Vehicles), but were also used by the Applicant's own Transport Consultants, Corun, in their justification for changing the approach direction from that in the original proposal to that in the version withdrawn last month (as detailed in their Technical Note – Delivery Route Options June 2014).

A further error has appeared on Corun drawing SP01 Rev.B and SP01-2 Rev B. The new tactile paving on the northern side of the Newcourt Road junction points in the wrong direction, guiding visually impaired pedestrians diagonally south-east across the Cirencester Road, rather than safely crossing Newcourt Road.

(* despite repeated previous assurances that there was nothing wrong with HGV visibility & patronising comments that members of the public may not understand HGV movements. May I

politely suggest that some members of the public may have a greater understanding and experience of HGV's than the ability to use "Autotrack" on a PC)

Delivery Management Plan

Item 1. As explained above, the inevitable risk of cars parking in the loading bay will create hazards, compounded if a delivery arrives at the same time.

Item 4. The notion that every delivery driver (which will include employed and agency drivers from both the Supermarket's Regional Distribution Centre and from direct suppliers) will phone the store in advance is simply not believable.

Item 7. Fitting rubber wheels to the delivery cages will make no difference to the noise levels as it is not the noise of the wheels on the surface but the rattle of the cages themselves when they are moved. Solid wheels of polyurethane or rubber will not stop the rattling. What the author of the DMP is alluding to (but not actually stating) is pneumatic rubber tyres, which would give a small amount of suspension and reduce (though not stop) the cages rattling. However pneumatic wheeled cages are not produced as the small amount of suspension combined with short wheelbase, narrow track and high centre of gravity would make the cages unstable and potentially dangerous to operatives.

Item 9-13. Engines and Chiller Units to be switched off, operation of tail lifts with care, quiet door closing, no engine revving, waste returning and avoidance of school movement times, have all been listed as 'Best Practice Informatives'; presumably so as not to bind the store operator and/or in recognition that they are very unlikely to be carried out or enforced.

Delivery Co-ordination is proposed by the store manager to stop deliveries clashing. The evidence from other similar sites including Hewlett Road, Queens Road in Cheltenham and Grange Road, Tuffley provide plenty of evidence to the contrary. The County's Highways Planning Liaison Officer has stated the Grange Road store does not comply with its' DMP and so does create problems.

The statement that "all suppliers will adhere to the DMP or risk being removed from the supplier register" is simply ridiculous. Are we seriously meant to believe that a national supermarket chain will drop suppliers that fail to comply with a DMP to one store in Charlton Kings?

The example Working Risk Assessment is for the same store as mentioned above that the County's Highways Planning Liaison Officer has stated does not comply with its' DMP. May I politely suggest all in all that it is not worth the paper it is written on?

Although no design has been provided, there is comment on a new uncontrolled pedestrian crossing of the Cirencester Road, south of Newcourt Road and north of Pumphrey's Road. It has been verbally suggested by the County's Highways Planning Liaison Officer that this would include build outs to narrow the carriage way at this point. It is most unfortunate that no details have been produced, which makes it difficult to make definitive comments, however such works could make commercial vehicle movements (eg. deliveries, refuse & recycling) turning right (North) out of Pumphrey's Road more difficult and hazardous.

In addition, while improving pedestrian crossing safety, such a proposal will create a 'pinch point' for cyclists. In such proximity to two side junctions, the store car park, delivery bay and bend on the road this would present a definite hazard for cyclists and an increased likelihood of accidents.

A question that has been asked by many residents, and to the best of my knowledge has been studiously ignored, is where are the staff of this proposed store going to park their cars? If it is in the site's car park then there will obviously be less parking for customers, increasing the chance of customers parking in the delivery bay or across driveways of local residents on the Cirencester Road or side roads. If not the car park, then it can only be on the surrounding roads, again to the detriment and hence loss of amenity to the residents. An obvious place would be the lay-by on Newcourt Road; thus preventing dog-owners, including several infirm / disabled dog-owners who currently regularly park there to exercise their pets, from parking.

Environmental Noise Survey:

With reference to the Environmental Noise Survey & Noise Impact Assessment Report 19838/N1A1 Rev.3 by Hann Tucker Associates:

The site has formerly been a Petrol Filling Station, but has not been one since 1996 and the 'Fallback Position' of the site is that which it currently has planning consent for, namely New and Used Car Sales.

As an aside (and while not pertinent to the details of the case) the fact that the Hann Tucker Associates believe the site to be "within the jurisdiction of Cheltenham City Council" gives yet another of many examples of the lack of accuracy which the whole application has been prepared. Numerous errors and omissions have been identified by local residents and then revisions have quietly been made to the paperwork.

The reports author admits that the methodology used for this report "is only intended to assess fixed sources of industrial noise such as plant, equipment and machinery. Using it to assess noise sources which are not static (i.e. vehicle movements) is widely considered to be stretching the use of the standard".

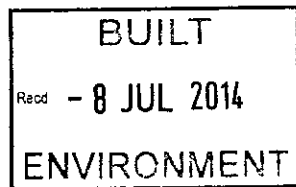
Section 5.4, "Subjective Evaluation", states that "in lieu of a more appropriate method, we have assessed potential noise from delivery and staff vehicle movements based on calculated changes in ambient (L_{eq}) noise levels at the nearest noise sensitive receptors". A far more appropriate measure for assessing the impact on neighbouring residents amenity would be peak noise values (L_{max}), as defined in Appendix A of the report as "the maximum sound pressure level recorded... L_{max} is sometimes used in assessing environmental noise where occasional loud noises occur, which may have little effect on the L_{eq} noise level."

I would strongly contend that assessing the noise impact on residents of noises such as car doors slamming late at night, or the roller-shutter door of the newspaper delivery vehicle should be made on the basis of L_{max} . Such analysis would produce a very different conclusion, which is why it has not been considered.

It is not appropriate, despite the report's statement to the contrary, to use the assessment intervals stipulated in BS4142, that by the authors own admission, is aimed at the assessment of continuously running plant, not at discrete loud noises such as doors being slammed or the operation of roller shutter doors.

In addition to these failings, no mention has been made of the impact on residents of the 24 hour / day use of the cashpoint with associated car doors, engines, conversations & radios / music, as suffered by residents near the Croft Road junction. CBC officers have noted this point in as much as they have requested that the machine not “beep” in operation, but with respect, the machine beeping will be the least of the noise problems it generates.

In conclusion, this report is deeply flawed, and has, by it’s use of just L_{eq} and ignoring of the impact on residents of L_{max} , been written to produce the conclusion that the Applicant requires, rather than an accurate assessment of the impact on residents. As such it should be discarded and, in the absence of any serious work, a common sense approach should be adopted. The car wash operations were limited from 9am to early evening to protect the amenity of the residents. The car sales site worked similar hours. Why should the same not apply to this proposed use of the site?



Peppins
Newcourt Road
Charlton Kings
Cheltenham
GL53 9AZ.
4th July 2014

Dom ref 13/02174/FUL

Dear Madam,

Re creation of new convenience store etc

I was kindly helped by a member of your staff when I visited on Wednesday 2nd July 2014

I am horrified and deeply amazed that this application can continue to be considered. It is opposed by a high percentage of those concerned, is cruelly offensive to local small enterprises and possibly endangers the use of the neighbouring green space

A convenience store is not the only possible use for this site. A dwelling for a first time buyer is a sensible thought which would not

be offensive to local households No
mention in this recent amendment is
made of the distress which will be caused
to residents of Newcourt Road - already
over trafficked to the residents or to
Charlton Close if people use it for
parking their cars.

Yours faithfully

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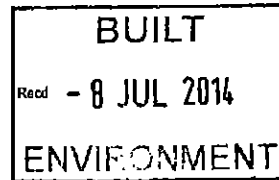
11 Branch Hill Rise,
Cheltenham

re: 13/02/14/FUL

GL539HN

5.7.14

Mrs. Lucy White,
Cheltenham Borough
Council,
Municipal Offices,
Promenade,
Cheltenham.



Dear Mrs. White,

Having seen the plans for revised delivery arrangements for a proposed "convenience store" on the site of 86 Cirencester Road, I am no more convinced than formerly of the need for this development.

I still object for the reasons I have already stated: Increase in traffic, undermining local trade, which is currently well-used and varied, loitering, littering, late-night opening and noise issues.

This plan is not needed and not wanted. Please respect "localism" when making your decision.

Yours sincerely,

A large black rectangular redaction box covering the signature and name of the sender.
