

The information, recommendations and advice contained in this report are correct as at the date of preparation, which is more than two weeks in advance of the Committee meeting. Because of these time constraints some reports may have been prepared in advance of the final date given for consultee responses or neighbour comment. Any changes or necessary updates to the report will be made orally at the Committee meeting.

Case Officer	Katie Ingram
Application No.	26/00211/REVPP
Date Valid	29th April 2026
Expiry date of consultations	22nd May 2026
Proposal	Variation of condition 1 (hours of operation) imposed on planning permission 25/00117/REVPP dated 11 June 2025, for a restaurant with drive-through and takeaway facility (Use Class E) and associated structures, fencing, parking, landscaping and vehicular access from North Close; to allow permitted hours of operation from 06:00 to 23:00 hours, 7 days a week.
Address	1 North Close Aldershot
Ward	North Town
Applicant	Mr Daniel Brooks
Agent	n/a
Recommendation	Planning permission be Granted .

Description

1. The application site is on the northern side of Ash Road and is a corner plot bounded to the west by North Lane and to the north by North Close. Ash Road where it adjoins the application site is a four-lane dual carriageway with a filter lane into North Lane. Opposite the junction of North Close on the western side of North Lane is Lower Newport Road.
2. The site is rectangular and is occupied by a two storey McDonalds restaurant/takeaway building with a drive-through facility. The building is set back from Ash Road by 26m. The vehicular site entrance and exit is from North Close, where a vehicular circulation route goes through the customer car park areas to the east and south of the building to enter a drive-through lane to the west. The drive through ordering points are to the north of the building and food delivered to customers on the east side. A fenced bin-store area is in between the north side of the building and the customer order points. The site is bound to the highway by low fencing or low hedging. A 3.5m high timber acoustic fence runs along 45 metres of the east boundary of the site adjacent to Clyde Court.

3. The approved building has a gross internal floor area of 546 sq m, of which 238 square metres is available for dining providing seating for up to 160 diners. There 40 on-site parking spaces, four of which are dual EV charging bays, all situated to the east and south of the building.
4. Adjoining the eastern boundary of the site is Clyde Court, which is a two-storey building containing eight flats separated by a central parking courtyard. Adjoining the eastern side of Clyde Court is a KFC drive-through and takeaway restaurant and parking area, which has vehicular access to/from North Close and also directly from Ash Road.
5. To the west of the application site is No.215 Ash Road, a flat building containing six flats. This is adjoined to the north by a Salvation Army hall that is on a corner plot at the junction with Lower Newport Road. The nearest residential properties on Lower Newport Road are No. 36 and the first floor flat at No.41 North Lane that are approximately 30m away from the application site.
6. Opposite the application site, on the northern side of North Close is No.38 North Lane which is a printing firm, 'Jondo'. North of that is no. 40 North Lane, an attached two storey dwellinghouse. To the north-east are Southern Gas Network compounds.
7. The applicant is seeking permission to extend the customer opening hours from 07:00 to 23:00 hours, to 06:00 to 23:00 hours, 7 days a week, on a permanent basis.
8. In submitting the application, the applicant considers that the neighbour impact mitigation measures they implemented during the trial year of extended customer opening hours of 06:00 to 23:00 hours, instead of 07:00 to 23:00 hours, permitted on a trial basis from 16 June 2025 to 16 June 2026, by application 25/00117/REVPP, have been successful and the operation of the restaurant during the extended morning hours has had acceptable impact on the living environment and amenity neighbouring residential properties.
9. The application is supported by the same 'Site Management Plan 1510' (SMP) and a Site Management Parking Plan imposed during that trial year with some updates reviewed on completion of the trial year.

Relevant Planning History

10. Planning permission was originally granted for the current site/use in July 2016 for the *"Erection of restaurant [part single-, part two-storey building] with drive-thru and takeaway facility (Use Class A3/A5) with associated structures, fencing, parking, landscaping and vehicular access from North Close (following demolition of the existing training buildings and closure of access onto North Lane)"*, 16/00411/FULPP refers, with permitted hours of opening of 07:00 to 23:00 hours. The 25 conditions imposed with this permission included the following:-

14. The plant and machinery hereby approved shall be installed in accordance with the noise levels and mitigation measures as set out in the Environment Noise Assessment and supplementary Environment Noise Information prepared by Peter Ashford of Acoustic Associates South West Ltd dated 13 October 2015 and 4 April 2016 prior to the premises opening to the public and thereafter retained in accordance with these approved details.

*Reason - To protect the amenity of neighbouring occupiers.**

15. Notwithstanding any details submitted with the application the use of the development hereby approved shall not commence, until details of the means of suppressing and directing smells and fumes from the premises have been submitted to and approved in writing by the Local Planning Authority. These details shall include the height, position, design, materials and finish of any external chimney or vent. The development shall be carried out in accordance with the details so approved prior to the first use of the development and thereafter retained.

*Reason - To safeguard the amenities of neighbouring property.**

16. The restaurant/takeaway/drive through uses hereby permitted shall not be open to customers outside the hours of 07:00 to 23:00.

Reason - To safeguard the amenities of existing and future neighbouring occupiers.

17. Deliveries and refuse collections to/from the premises shall only take place between the hours of 8am to 9pm.

Reason - To safeguard the amenities of adjoining and future occupiers

23. Prior to the first occupation of the development and notwithstanding any information submitted with the application details of the proposed acoustic fencing shall be submitted to the Local Planning Authority for approval. These details should include its proposed construction to demonstrate that it will provide the level of acoustic attenuation required. Once approved the acoustic fencing shall be erected prior to the first occupation of the development and thereafter retained and maintained for the duration of the operational life of the premises.

Reason - To safeguard the amenities of adjoining occupiers.”

11. In June 2017 a minor material amendment application was approved for “Variation of conditions 2, 3, 5, 8, 10, 11, 13, 14, 15, 21 ,23 and 25 attached to planning permission 16/00411/FULPP dated 20/07/2016 for the erection of restaurant with drive-thru and takeaway facility (Use Class A3/A5) with associated structures, fencing, parking, landscaping and vehicular access from North Close (following demolition of existing buildings and closure of access onto North Lane) to allow for changes to the site layout”, 17/00344/REVPP refers. The approval of this application resulted in the issue of a fresh planning permission to which similar or identical conditions were imposed and that only addressed an issue uncovered around approved site levels during construction. The same opening hours, and conditions were imposed but renumbered as follows:-

- Condition No.12 : Lighting Strategy for the site approved with the 2017 application as shown by Drawing No.D-1954-08 Rev.3, together with lighting columns and LUMA luminaires;
- Condition No.13 : Plant & Machinery Noise Mitigation Measures to be implemented and retained
- Condition No.14 : Odour control measures as approved with conditions details approval 16/00738/CONDPP dated 14/12/2016;
- **Condition No.15 : Hours of Opening to Customers identical to those imposed with the 2016 permission: 0700 to 2300 hours;**
- Condition No.16 : Delivery/Refuse Servicing Times 0800 to 2100 hours;
- Condition No.17 : No external storage of goods, plant, machinery and equipment
- Condition No.22 : Acoustic Fence to be provided and retained thereafter in accordance with details approved with Condition Details application 16/00745/CONDPP dated 02/12/2016.

12. In April 2021 the applicants submitted a variation of condition application of 17/00344/REVPP seeking to extend the approved customer opening hours to 06:00 to midnight, 7 days a week, 21/00048/REVPP refers. The Council refused the application as follows:-
13. *"The proposed permanent extended customer opening hours would give rise to unneighbourly nuisance impacts on neighbouring residential properties due to lighting and activity early in the morning and late at night to the detriment of the living environment and amenities of occupiers of those residential properties. The proposals are thereby unacceptable having regard to Policies SS1, DE1 and DE10 of the adopted Rushmoor Local Plan (2014-2032) and the National Planning Policy Framework and Guidance."*
14. In January 2022, two EV charging points were installed in front of two of the most south westerly parking bays in the customer car park, planning permission 21/00918/FULPP.
15. The applicants appealed the refusal decision and 21/00048/REVPP was allowed by the Inspector in a decision letter on 17 February 2022, that granted permission for the operation of the extended customer opening hours, but only for a trial period of 1 year. The purpose stated by the Inspector was in order to allow time for the Council to monitor and test the efficacy of the various neighbour impact mitigation measures proffered by the applicants.
16. The temporary period commenced on 18 July 2022 and expired on 18 July 2023. The conditions imposed by the Inspector generally replicated those imposed with previous permissions. The following conditions imposed by the Inspector are considered to be pertinent to the current application:-

1) The restaurant/takeaway/drive-through uses hereby permitted may operate between the hours of 0600 to 0000 (midnight) for a temporary period of one year and only on the condition that all noise mitigation measures included in the submitted Noise Impact Assessment report 'McDonalds Ash Road Aldershot 14-0167-79 RO2' carried out by Sustainable Acoustics are implemented. During the temporary period the restaurant/takeaway/drive-through uses shall not be open to customers outside the hours of 0600 to 0000 (midnight). The Local Planning Authority shall be notified in writing within five days of the extended hours of operation commencing. Upon the expiry of the one year temporary period, the permitted hours of operation for the restaurant, takeaway and drive-through shall revert back to 0700 to 2300. Thereafter, the restaurant/takeaway/drive-through uses shall not be open to customers outside the hours of 0700 to 2300 without a fresh grant of planning permission.

For the avoidance of doubt, the mitigation measures referenced above include:

- ***Adjusting plant and kitchen extract to night-time settings;***
- ***Cordoning off those parking spaces closest to Clyde Court; and***
- ***Compliance with the Premises Noise Management Plan set out within Appendix C of the Noise Impact Assessment.***

6) The lighting strategy for this site shall be implemented in accordance with drawing number D-195408 rev 3 and the details of streetlighting columns and LUMA luminaires and thereafter maintained/retained.

7) The plant and machinery hereby approved shall be installed in accordance with the noise levels and mitigation measures as set out in the Environment Noise Assessment and supplementary Environment Noise Information prepared by Peter Ashford of Acoustic Associates South West Ltd dated 13 October 2015 and 4 April 2016 and thereafter retained in accordance with these approved details.

8) Means of suppressing and directing fumes and smells from the premises shall be installed in accordance with the details approved under application reference 16/00738/CONDPP dated 14 December 2016 and thereafter maintained/retained.

9) Deliveries and refuse collections to/from the premises shall only take place between the hours of 8am to 9pm.

17. In June 2023 (i.e. before the trial period had expired), the applicants submitted an application seeking to retain the extended opening hours permanently, on the basis that they considered the trial period had been a success, 23/00440/REVPP. This application was withdrawn from consideration shortly before the application was to be considered by the Council's Development Management Committee members in mid-July.
18. According to Condition No.1 of the Appeal decision, the opening hours reverted to 07:00 to 23:00 hours 7 days from 19 July 2023.
19. In February 2024 the applicants submitted a further application seeking to extend the opening hours to be between 06:00 and 24:00 this time specifying the extended hours would be for a temporary period of 1 year. They provided a new suite of mitigation measures they felt addressed the issues that the Council had identified during in the trial period and assessment of application 23/00440/REVPP. This application was refused for the following reason:
20. *The proposed extended customer opening hours would, even for a temporary period, be likely to give rise to unacceptable noise nuisance impacts on neighbouring residential properties due to activity at the site in the early morning and late at night to the detriment of the living environment and amenities of occupiers of those residential properties. It is not considered that adequate and effective means and methods of mitigation and management of customer behaviour at and in the vicinity of the site can be implemented and sustained to ensure that such impacts do not arise and it is considered inappropriate to grant permission on a temporary basis to facilitate a trial period for the extended customer opening hours. The proposals are thereby unacceptable having regard to Policies SS1, DE1 and DE10 of the adopted Rushmoor Local Plan (2014-2032) and the National Planning Policy Framework and Guidance.*
21. In March 2025, the applicants submitted an application to vary condition 1 of 21/00048/REVPP seeking permission to extend the opening hours in the morning only, 25/00117/REVPP refers, i.e. 06:00 to 23:00, 7 days a week, on a trial basis for a further year. The application was permitted on 11 June 2025, and the trial year commenced on 16 June 2025. The permission was subject to the following relevant conditions:

1) The restaurant/takeaway/drive-through uses hereby permitted may be operated between the hours of 0600 to 2300 for a temporary period of one year and only on the condition that all mitigation measures included in the Site Management Plan received 23 May 2025 and the associated Parking Plan P304A are implemented. During the

temporary period the restaurant/takeaway/drive-through uses shall not be open to customers outside the hours of 0600 to 2300.

The Local Planning Authority shall be notified in writing within five days of the extended hours of operation commencing. Upon the expiry of the one-year temporary period, the permitted hours of operation for the restaurant, takeaway and drive-through shall revert back to 0700 to 2300. Thereafter, the restaurant/takeaway/drive-through uses shall not be open to customers outside the hours of 0700 to 2300 without a fresh grant of planning permission.

Reason: To safeguard the amenities of the neighbouring residential properties.

6) The lighting strategy for this site shall be implemented in accordance with drawing number D-195408 rev 3 and the details of streetlighting columns and LUMA luminaires and thereafter maintained/retained.

7) The plant and machinery hereby approved shall be installed in accordance with the noise levels and mitigation measures as set out in the Environment Noise Assessment and supplementary Environment Noise Information prepared by Peter Ashford of Acoustic Associates South West Ltd dated 13 October 2015 and 4 April 2016 and thereafter retained in accordance with these approved details.

8) Means of suppressing and directing fumes and smells from the premises shall be installed in accordance with the details approved under application reference 16/00738/CONDPP dated 14 December 2016 and thereafter maintained/retained.

9) Deliveries and refuse collection to/from the premises shall only take place between the hours of 8am to 9pm.

11) The vehicle and cycle parking facilities shown on the approved plans shall be completed and made ready for use (other than during the customer opening hours of 0600 to 0700 when the Premises Noise Management Parking Scheme shall be implemented) and shall thereafter be retained solely for parking purposes, to be used by the occupiers of, and visitors to, the development only.

And

13) The acoustic fencing shown on the approved plans shall be retained and maintained in accordance with these details and as approved under application reference 16/00745/CONDPP dated 2 December 2016 for the duration of the operational life of the premises.”

22. In accordance with condition 1 the customer opening hours on the site reverted to 07:00 to 23:00 hours, 7 days a week, on 17 June 2026.
23. In January 2026, an application was approved to install 4no. EV chargers and ancillary equipment within the car park that will replace the existing 2no. chargers”, 25/00635/FULPP refers. This was implemented but not in accordance with the approved charging space layout.
24. Advertisement Consents for the application site/premises were granted in July 2016 for the

signage displayed at the application premises are as follows:-

- 16/00408/ADVPP : Display three sets of internally-illuminated letters, three internally-illuminated fascia signs and one internally-illuminated golden arch;
- 16/00409/ADVPP : Display a double sided internally illuminated totem sign (6.5 metres high); and
- 16/00410/ADVPP : Display one internally illuminated Gateway (height restrictor) sign, nine freestanding internally-illuminated signs, one freestanding non-illuminated sign, twenty non- illuminated traffic signs and one non-illuminated double sided banner unit.

25. In April 2020 a further advertisement consent was granted for the display of 3no. double digital freestanding signs, 1no. single digital freestanding sign and 1no. 15" digital booth screen to provide further signage within the drive-thru lane for customer ordering, 20/00130/ADVPP.

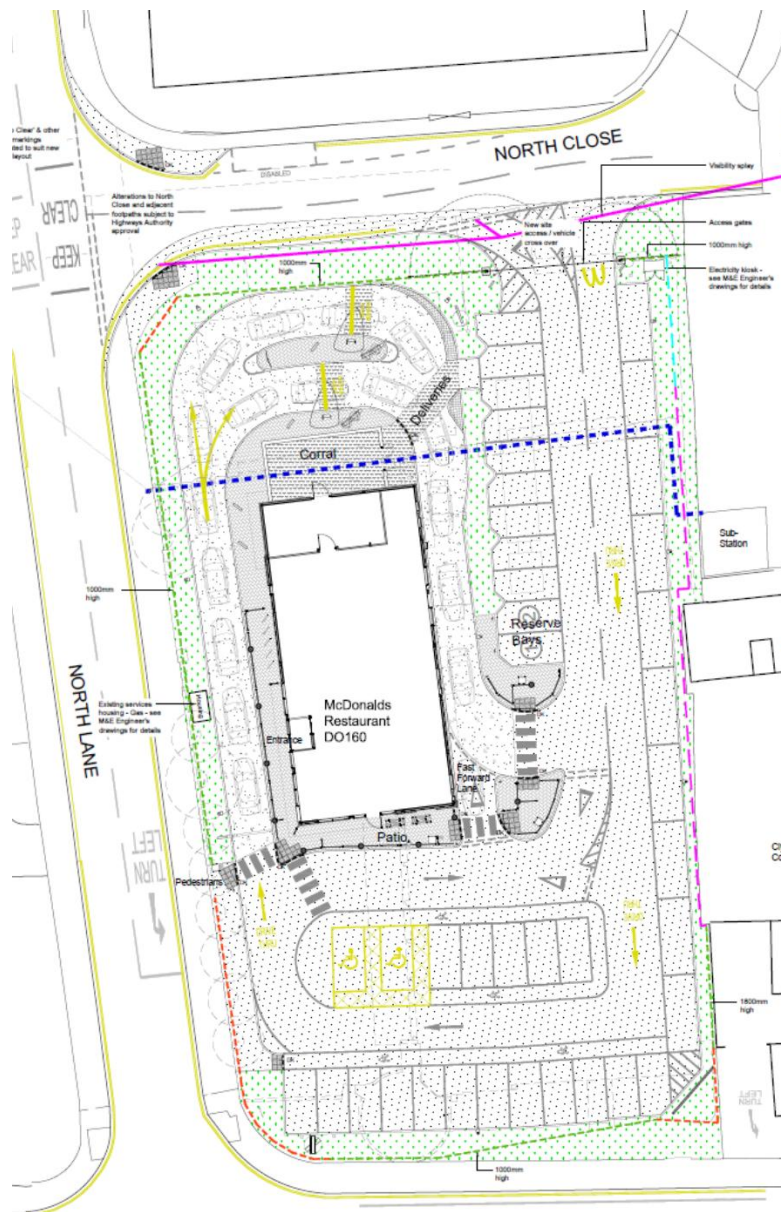


Figure 1: Approved Site Layout Plan P304 C: Note that the mini-roundabout at the junction of North Lane with North Close and Lower Newport Road is not shown on this plan since, at that time, the design was subject to approval by the Highway Authority (Hampshire County Council).

Consultee Responses

HCC Highways Development Planning	The proposed change of operating hours of the restaurant is not anticipated to result in a significant impact to the safety or operation of the highway network. The Highway authority therefore have no objections to the proposal.
Environmenta l Health Officer	I have reviewed the comments provided by my predecessor in relation to the temporary application (under planning ref 25/00117/REVPP) and note that we have not received any complaints about the matters highlighted in the objections by the neighbours for that application. We also report findings of our air quality monitoring annually in the local status report and this location has not been identified as requiring any specific measures in relation to air quality. Therefore Environmental Health have no objection to the proposal but request that the application is specifically conditioned to include implementation with the information submitted - this is to ensure, amongst other things, that the sound emissions from the COD (Communication Ordering Device or intercom as the rest of us might refer to it) are further reduced.
Environmenta l Health Officer comments on 25/00117/RE VPP	Comments provided by environmental health officer for 25/00117/REVPP: <i>The Noise Impact Assessment submitted under planning references 24/00117/REVPP and 21/00048/REVPP (Report No. 14-0167-79 R02, dated 16 March 2021) indicates that the predicted change in ambient noise levels for a change in hours to include the period 06:00 to 07:00 would be +0.4dB, which is imperceptible in acoustic terms. The report discusses noise from the Communications Operation Device (COD) and recommends the system at night (night-time hours traditionally considered 23:00-07:00) be reduced to a setting of 10. The Site Management Plan submitted in support of the current application proposes the COD settings be reduced to 7 between the proposed hours of 06:00 to 07:00. Appendix E of the Noise Impact Report discusses COD noise levels for different settings, with a COD setting of 7 reported to have a noise level at 1m from the COD of 63.7dB. If the nearest residential premises is 35m distant, then noise from the COD should be approximately 33dB, which will be significantly below the existing ambient background noise level at that location. Based on the available information, Environmental Health would have no objection."</i>

Neighbours notified

A site notice was displayed and 30 individual letters of notification were sent to properties on Ash Road, Lower Newport Road, Clyde Court and North Close.

Neighbour comments

Three representations were received from nearby properties in North Lane and Clyde Court objecting on the following grounds:

5 North Lane	Noise disturbance - Car doors, engines idling, delivery vehicles Customers gathering outside - boy racers Causing Broken sleep Increased vehicle movements at unsocial hours (Sunday). As the road is quieter than a weekday you can hear vehicles pulling into North Close & the drive thru, and on certain days the intercom can also be heard. If there is a queue you can hear the revving engines and sometimes the radios in their vehicles Congestion, illegal parking, blocking driveways Safety risks for pedestrians/cyclists crossing On going existing issues with rubbish & late night disturbance Bright signage & drive-thru lighting Early morning illumination (especially before sunrise in winter) Many photos and complaints sent previously to council
40 North Lane	We have had temporary hours installed in the area which has been absolutely disturbing the peace and the neighbourhood. We have teenagers hanging around being loud disruptive damaging property. We have had a larger presence of vehicles stopping unfortunately parking on pavements and in inappropriate places just to eat because the car park is blocked. The Tanoy's of the takeaway extremely loud can be heard by the neighbouring property properties and although we have raised these concerns previously it is disappointing that businesses are given priority over the local residents
Flat, Clyde Court	As adjacent neighbours we are already plagued enough by noise from car horns and loud car stereos without having to suffer it longer each day. We also have their customers using our bins or dumping their litter in our parking area

Policy and determining issues

26. The site is located within the built-up area of Aldershot. Policies SS2 (Spatial Strategy) DE1 (Design in the Built Environment), DE10 (Pollution) and IN2 (Transport) of the adopted Local Plan (2014-2032) are relevant and national policy and guidance in the National Planning Policy Framework (2024) and National Planning Policy Guidance.
27. The use of the application site as a McDonalds restaurant and takeaway premises incorporating a drive-thru, with the existing vehicular access from North Close, is lawful in planning terms; as are customer opening hours from 0700 to 2300 hours daily, subject to compliance with conditions.

28. The issues for determination for this application are the impacts of the extended opening hour on the amenity of neighbouring residential properties and on highway safety.
29. Given the planning history, there are three possible outcomes for the Council to consider in respect of the current application, which are that:-
- a) permission could be **granted** for a permanent extension of the proposed increased customer opening hour if the Council are satisfied that the mitigation measures proffered by the applicant and implemented over the trial period have proven to be sufficiently effective in managing impacts of the restaurant and reasonable to implement; or
 - b) permission could be **granted for a further temporary period** if it is considered appropriate and reasonable to allow to trial other measures or to continue assessing the efficacy of the applicant's mitigation measures; or
 - c) **permission could be refused** for the extended customer opening hours in the event that the Council considers that the impact of the additional hour has been unacceptable and the mitigation measures proffered by the applicant have been ineffective and there are no practical and enforceable improvements to these measures that are considered likely to be effective to mitigate material harm to the amenities/living environment of neighbours and on highway safety. In this event the authorised customer opening hours would remain 0700 to 2300 hours daily, 7 days a week under application 25/00117/REVPP.

Commentary

30. The Council considered the temporary extended hours of 06:00 to midnight, operated from July 2022 to July 2023, had resulted in unacceptable and undue additional noise and activity during anti-social hours that was considered to be harmful on residential amenity of adjoining properties. The neighbour impact mitigation measures were ineffective or unable to be implemented by staff.
31. Complaints raised from residents during the earlier trial and in representations to planning officers were:-
- Voices audible from the Customer Order Point tannoy inside, with windows open, and in front gardens
 - Disturbance to neighbours from customers talking in the car park and car doors shutting
 - Disturbance from noisy vehicles created by anti-social driving e.g. loud car stereos and cars driving to and around the site with derestricted exhausts
 - Customer litter bins being moved around waking residents up in the early morning
 - External lighting, including signage and menu boards, and internal lighting not being switched off at midnight or left on all night
 - An increase in customers using Clyde Court and other neighbouring driveways to dump rubbish

This was also witnessed by officers monitoring the site.

32. The question to consider with the current application is whether the new suite of mitigation measures in the Site Management Plan 1510 (SMP) and the Parking Plan P304A, implemented during the recent trial, have effectively mitigated the impact of the activity on the site to an acceptable level; have been practical to implement and have had no

unforeseen and detrimental side effects. The main mitigation measures implemented in the trial and proposed as part of this application are as follows (and the SMP is appended to the end of this report):-

- All of the parking spaces in the car park are cordoned off with a cone ahead of the 06:00 opening time, with the exception of the four most south-westerly bays and two disabled bays. Ten spaces near the building's east elevation are reserved for staff parking. A copy of the parking management plan is added at the end of this report.
 - A staff member mans the entrance barrier from 05:45 allowing staff in but lowering the gate until 06:00. All spaces on the site including the staff spaces, are coned from 06:00 to 07:00 hours.
 - CCTV will be reviewed by senior management on a regular basis to ensure the parking plan is implemented correctly. Staff will not slam car doors closed.
 - The drive through intercoms (CODs) are programmed to reduce automatically from Level 10 to Level 7 between 06:00 and 07:00 hours and to switch off automatically at 23:00, and noise outputs are available on request
 - The existing illuminated building signage and the lighting in the car park was approved when the restaurant opened at 07:00. The SMP confirms a staged switch on with fence post lighting coming on at 06:00 automatically and illuminated signage on the site turning on at 06:30. Lighting will be set automatically to turn off at 23:00. The top dining area will remain closed until 07:00.
 - Food delivery vehicles are not permitted before 07:00.
 - Staff will not move bins or complete any cleaning outside before 07:00
 - Conflict Management training for management and internal intercom and internal and external CCTV are used to assist addressing anti-social behaviour on site.
 - Contact details of restaurant management made available for complaints about on-site behaviour or non-compliances
33. The applicant asserts in their planning statement that the neighbour impact mitigation measures have been easy to implement during the and they have not had any negative feedback from residents.
34. Officers monitored the site on a weekday and weekend sample basis and observed that access and parking was being carried out in accordance with the SMP and Parking Plan restrictions.
35. The Noise Impact Assessment Report No. 14-0167-79 R02, dated 16 March 2021 models 38 car visits between 06:00 to 07:00 and officer observations matched this. The majority of visits were drive-through customers, and most customers arrive after 06:30, on both weekends and weekdays. No food delivery bikes were seen. Staff were quiet on site and mostly parked only in the staff parking areas. Commercial traffic on north lane grows steadily during the hour.

36. Whilst an objection has been raised that customers are parking on pavements during the morning hour to avoid cordoned off spaces officers did not observe this. There appear to be sufficient spaces for eat-in customers at this hour, and cones seem effective in deterring customers from parking in those spaces, in general.
37. The drive through intercoms were not audible from outside the site on the western side of North Lane, and on occasions faintly audible at the boundary with Clyde Court.
38. Building signage lighting did not come on until 06:30 or 07:00. No specific complaints were received about the intercoms in contrast to the trial period, with one complaint during the trial about lights left on all night
39. The Environmental Health officer states that they have not received any complaints about the operation of the restaurant's extended opening hours, since June 2025 and provided that the mitigation measures are conditioned as part of any further approval raises no objection.
40. The Noise Impact Assessment Report No. 14-0167-79 R02 submitted with application 21/00148/REVPP states that if parking spaces within 25 m from Clyde Court are not used during the extended morning hour, the impact to residential amenity from the overall people, plant and vehicle noise on neighbouring amenity would have 'no observable effect level' as set out in the Noise Policy Statement for England, given the prevailing sound conditions. Spaces within 25m of Clyde Court are now cordoned off (other than staff spaces) and the trial year has demonstrated that this can be achieved without causing undue disturbance. This is a material consideration in the determination of this application
41. The officer notified the start of the trial year to those who contributed to the application 25/00117/REVPP. The officer received 3 complaints with one pertaining to the extended hour about lighting left on. Three representations have been made to this application from properties nearest the site raising the issue that residents should be given some respite from the general noise and activity that is generated on the site during the hours of 07:00 to 23:00.
42. Whilst this has been taken into consideration, it is considered that the issues that arose from the first trial period have been overcome with the current mitigation measures, including closing to customers at 23:00 hours. This is also demonstrated by the reduction in the number of complaints during the trial year and officer observations.
43. Two EV spaces were approved in January 2026 in the spaces available to customers during the extended hour. The permission was implemented in March, but in breach of the approved layout 3 of the spaces became EV charging bays and a green pillar box installed in front of the fourth.
44. Officers observed some confusion during this time with some customers appearing reluctant to park in the EV spaces, or EV owners removing cones on cordoned off space. When this was raised with the applicants, the approved layout was implemented and the applicant has provided a revised site management plan that states all EV charging spaces will only be available and advertised as being available between 07:00 to 23:00 hours. This is considered to be an acceptable solution.
45. Paragraph 55 of the National Planning Policy Framework makes clear that planning conditions should be kept to a minimum, and, in respect of every condition under

consideration, only used where they satisfy the following 6 tests

- necessary;
- relevant to planning;
- relevant to the development to be permitted;
- enforceable;
- precise; and
- reasonable in all other respects.

46. Further temporary permissions are not precluded by Government Practice Guidance, however, there is little change in the mitigation measures proposed in the current application, and therefore it would not be reasonable to grant permission for a further temporary period, given the results of the trial period and consistent application of the mitigation measures. Additional conditions that no building maintenance vehicles are permitted on site before 07:00, and that litter bins are not moved around the site before 07:00 or after 23:00 are recommended.
47. A mechanism is also proposed to allow the Site Management Plan to be reviewed at the request of either the applicant or the Council, ensuring that any future operational issues can be addressed in a proportionate and responsive manner.

Conclusion

48. Whilst the concerns of nearby residents regarding the cumulative impact of activity associated with the restaurant are acknowledged, it is considered that the evidence from the trial period demonstrates that the issues experienced during the earlier temporary permission have been satisfactorily addressed. Subject to conditions securing compliance with the Site Management Plan, Parking Management Plan and additional controls relating to building maintenance vehicles and litter bin movements, the proposed operating hours are not considered to result in unacceptable harm to the residential amenity of neighbouring occupiers.
49. Subject to conditions, the proposed extension of the customer opening hours would not result in harm to neighbouring amenity by way of noise or light pollution and any impacts are adequately mitigated and the application provides safe and convenient access and a suitable parking layout for all potential users. The application therefore complies with Policies SS1, IN2, DE1 and DE10 of the Rushmoor Local Plan

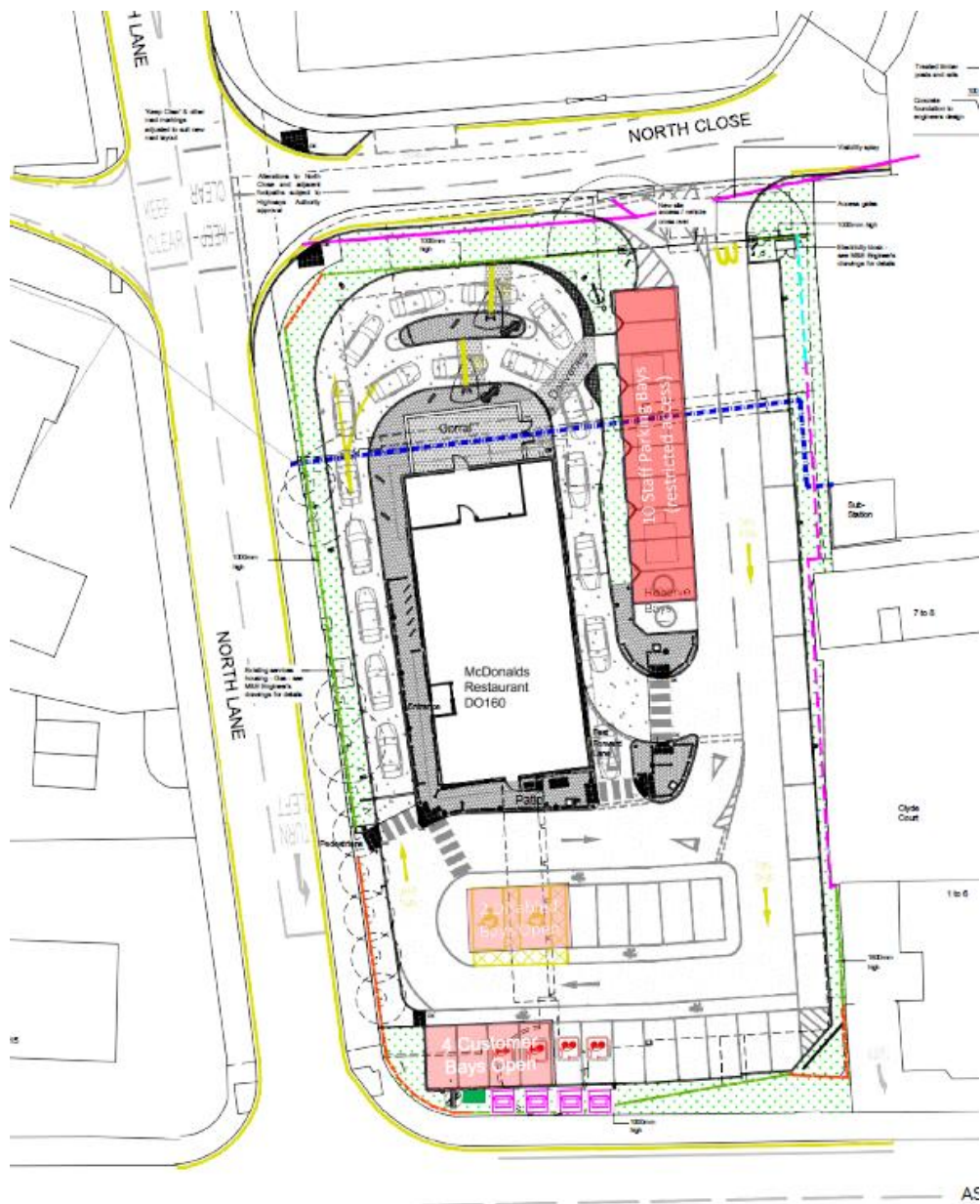


Figure 2: Site Management Plan parking plan

Full recommendation:

It is recommended that planning permission be **GRANTED** subject to the following conditions:

- 1 The permission hereby granted shall be carried out in accordance with the following approved drawings. 6485-SA-8085-P302A, P304 C, 6485-SA8986-P205 B elevation plans and 206A floor plans, Sign type 8, 161444-DR-0002 rev P04, 0003 rev P06 and 0004 rev P03, MK MCD ALD 01 (Rev D), 161444-HYD-XX-XX_DR-TP-001 Rev P2 and 0200 rev P2 and D195408 rev 3.

Reason - To ensure the development is implemented in accordance with the permission granted.

- 2 The restaurant/takeaway/drive through uses hereby permitted shall not be open to customers outside the hours of 06:00 to 23:00. Notwithstanding any of the details hereby approved, the site shall be operated in accordance with Site Management Plan 1510 Rev A 30 June 2026 and Site Management Parking Plan P304A dated 22 May 2026. Any changes or updates to the Site Management Plan shall not be implemented unless prior written approval has been given by the Local Planning Authority.

The Site Management Plan hereby approved shall be subject to review as appropriate for as long as the additional morning operating hour is used at the site in order to respond positively as appropriate to any complaints concerning the additional morning operating hour that may arise, in consultation with the Local Planning Authority.

Reason - To safeguard the amenities of neighbouring occupiers and to prevent adverse impact on traffic and parking conditions in the vicinity.

- 3 With the exception of the proposed acoustic fencing, the boundary treatment as shown in the approved plans shall be implemented in full and thereafter retained/maintained.

Reason - To ensure a satisfactory external appearance.

- 4 The external materials of the development hereby permitted shall be completed and retained as approved under application reference 16/00767/CONDPP dated 2 December 2016

Reason - To ensure satisfactory external appearance.

- 5 Provision shall be made for services to be placed underground. Notwithstanding the provisions of the Town and country Planning (General Permitted Development) (England) Order 2015 (or any Order revoking and re-enacting that Order with or without modification) no overhead electricity, telecommunications or service lines shall be erected or placed above the ground of the site without the express written consent of the Local Planning Authority.

Reason - To ensure the development makes an adequate contribution to visual amenity.

- 6 The vehicle and cycle parking facilities shown on the approved site plans shall be completed and made ready for use (other than when the site management parking plan P304A is in

place) and shall thereafter be retained solely for parking purposes, to be used by the occupiers of, and visitors to, the development only.

Reason - In the interests of highway safety and residential amenity.

- 7 The landscaping scheme hereby approved shall be implemented in full and shall be retained unless prior written approval is given by the Local Planning Authority. Any tree/shrub removed, dying or becoming seriously diseased within five years of planting shall be replaced by trees/shrubs or similar size and species to those originally required to be planted.

Reason - To ensure a satisfactory external appearance and comply with Policies NE3 (Trees and Landscaping) and NE4 (Biodiversity) of the Rushmoor Local Plan 2014-2032.

- 8 The drainage strategy for this site shall be implemented in accordance with the details shown on drawing number 161444-DR-0002 rev P04 and thereafter retained.

Reason - To reflect the objectives of Policy NE6 of the Rushmoor Local Plan (2014-2032).

- 9 The lighting strategy for this site shall be implemented in accordance with drawing number D-195408 rev 3 and the details of streetlighting columns and LUMA luminaires and thereafter maintained/retained.

Reason - In the interests of visual and residential amenity.

- 10 The plant and machinery hereby approved shall be installed in accordance with the noise levels and mitigation measures as set out in the Environment Noise Assessment and supplementary Environment Noise Information prepared by Peter Ashford of Acoustic Associates South West Ltd dated 13 October 2015 and 4 April 2016 and thereafter retained in accordance with these approved details.

Reason - To protect the amenity of neighbouring occupiers.

- 11 Means of suppressing and directing fumes and smells from the premises shall be installed in accordance with the details approved under application reference 16/00738/CONDPP dated 14 December 2016 and thereafter maintained/retained.

Reason - To protect the amenity of neighbouring occupiers.

- 12 Deliveries and refuse collections to/from the premises shall only take place between the hours of 8am and 9pm.

Reason - To protect the amenity of neighbouring occupiers.

- 13 No service or maintenance of the building shall take place before 7am.

Reason - In the interests of protecting amenity of nearby residential properties

- 14 No litter bins shall be moved around the parking area between the hours of 6am to 7am or after 11pm.

Reason - To protect the amenity of neighbouring occupiers

- 15 The acoustic fencing shown on the approved plans shall be retained and maintained in accordance with these details and as approved under application reference 16/00745/CONDPP dated 2 December 2016 for the duration of the operational life of the premises.

Reason - To protect the amenity of neighbouring occupiers.

- 16 Unless shown on the approved plans no display or storage of goods, materials, plant, or equipment shall take place other than within the buildings.

Reason - To ensure the development makes an adequate contribution to visual amenity.

- 17 Construction or demolition work of any sort within the area covered by the application shall only take place between the hours of 0800-1800 on Monday to Fridays and 0800-1300 on Saturdays. No work at all shall take place on Sundays and Bank or Statutory Holidays.

Reason - To protect the amenity of neighbouring occupiers.

- 18 Notwithstanding the details shown on drawing number 6485-SA-8986-P205 B, the first-floor windows in the east elevation shall be obscurely glazed to a minimum height of 1.7 metres above the internal floor level and so retained thereafter.

Reason - To protect the amenity of neighbouring occupiers.

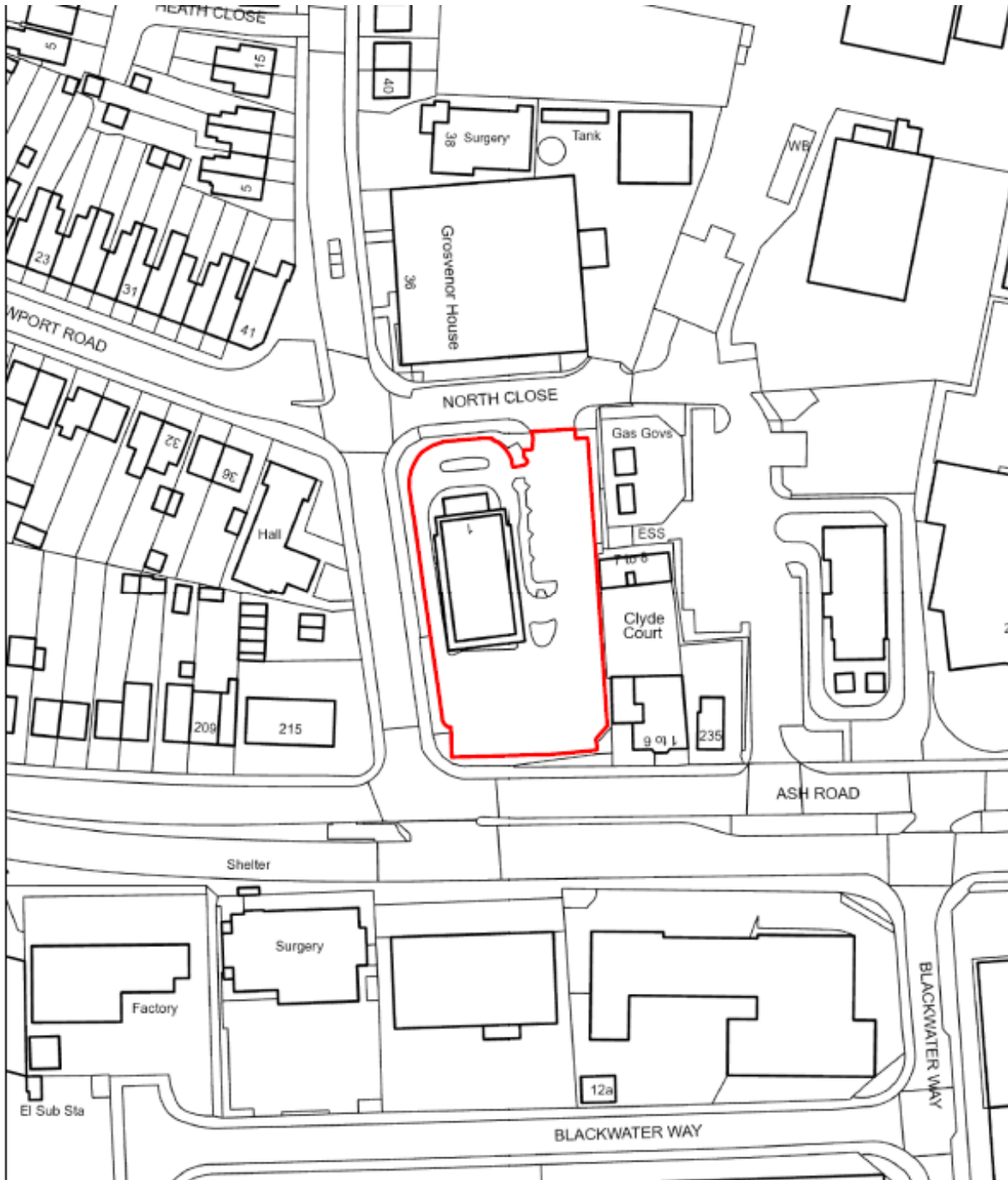
INFORMATIVES

1. **INFORMATIVE** - The Local Planning Authority's commitment to working with the applicants in a positive and proactive way is demonstrated by its offer of pre-application discussion to all, and assistance in the validation and determination of applications through the provision of clear guidance regarding necessary supporting information or amendments both before and after submission, in line with the National Planning Policy Framework.
2. **INFORMATIVE** - The Council has granted permission because it is considered that the proposed development would have an acceptable impact on the amenity of the adjacent and nearby residential occupiers, and would have an acceptable impact on the safety of the local highway network and in this regard the application complies with Policies DE1, DE10 and IN2 of the Rushmoor Local Plan.

It is therefore considered that subject to compliance with the attached conditions, and taking into account all other material planning considerations, including the provisions of the development plan, the proposal would be acceptable. This also includes a consideration of whether the decision to grant permission is compatible with the Human Rights Act 1998.

3. **INFORMATIVE** - In order to avoid risk arising from overbuilding of the gas network, the applicant is advised to check their proposals against the information at <https://www.linesearchbeforeudig.co.uk> and contact the Plant Protection Team at Scotland Gas Networks Plc plantlocation@sgn.co.uk Tel: 0800 912 1722

- 4 INFORMATIVE - The applicant is advised that the development hereby approved is exempted from the standard national Biodiversity Net Gain (BNG) condition and that its requirements do not therefore apply in this case.

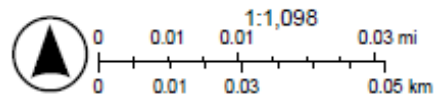


5/1/2025, 10:13:09 AM

Planning Application

Building

- Buildings
- <all other values>



Appended 26/00211/REVPP

Site Management Plan

McDonald's Restaurant, 225 Ash Road, Aldershot GU12 4DD

30th June 2026 Reference 1510 Rev A

This Site Management Plan has been submitted in support of an application which seeks planning permission to develop land without compliance with Condition 1 of Planning Permission: to enable the restaurant to operate between the hours of 06:00 to 07:00; seven days a week. We have no plans to apply for extension beyond 23:00 and are focused solely on the hours of 06:00 – 07:00 trading.

The operator will use all reasonable endeavours to ensure that the provisions contained within this Management Plan are adhered to at all times.

1. Customer and Parking Management

Public parking for the vast majority of parking spaces will be cordoned off during the extended hours of operation (i.e. 06:00 – 07:00), with the exception of the four most south-westerly bays on-site and two disabled bays, as displayed on site map. These bays will remain in use by customers during the extended hours, to ensure that vehicles may exit the drive-thru and park whilst waiting to collect their orders and prevent cars from idling in the drive-thru lane unnecessarily.

As for staff parking, ten of the parking bays immediately adjacent to the drive-thru may be used exclusively by staff during the extended hours – any staff parking in these spaces will be parked in advance of 06:00 and staff starting after this time will use these spaces only. The spaces allocated have been detailed on the map, no other spaces will be used for staff parking. When parking staff will keep noise to a minimum, ensuring doors will not be slammed shut.

The parking map is currently being updated to include the additional EV chargers recently installed, moving to four charger when we previously had two. The addition of chargers will not change the parking layout and the parking management plan. During trading hours of 6am – 7am the charging spaces can be used for customer parking as well as charging. The chargers will not be in use between 6am – 7am, they will only be in use between the hours of 07:00 – 23:00. Additionally the car park barrier

will be in place from 23:00 – 06:00 so the chargers can only be used during trading hours.

Cones will be placed in the car park in order to prevent parking in these spaces at 23:00 to avoid any noise between 23:00 – 06:00. The cones remain in place to ensure that vehicles do not park in these spaces between 06:00 – 07:00.

The senior management team will review the CCTV on a regular basis to ensure the parking system is correct on all shifts and to check that any issues are noted in the incident log book.

In addition, staff will open the existing access barrier into the Site at 06:00, to ensure that all customer cars do not enter the site before 06:00. Staff will also manage the barrier to allow staff entry prior to 06:00. Staff parking bays of up to ten vehicles will be in place prior to 06:00 open.

Food Delivery services would start at 07:00, during 06:00 – 07:00 the restaurant would be open for Eat In, Take Out and Drive Thru customers only.

2. The Customer Order Display (COD) Unit

The COD unit has the ability to be set to the lower nighttime setting which automatically reduces the speaker volume from a set time of day. The COD will be programmed to reduce from Level 10 to Level 7 at 6am each morning. The restaurant management can provide the Council with evidence of the COD's reduction in noise output, if required.

The COD units will be programmed to automatically turn on at 06:00 and turn off at 23:00.

3. Conflict Avoidance Training

All McDonald's managers are required to complete conflict management awareness courses, managed by Maybo, the leading UK trainer in Conflict Management and certified by the Security Industry Authority (SIA). The training ensures that managers can deal effectively with any problems faced with by customers. All new shift managers undertake an online module which ensures that staff are able to deal more efficiently with any potential anti-social behaviour.

The staff Training Log can be supplied to the Council, upon request.

4. Security Measures

An internal intercom system is already in existence within the store which can be used to deter anti-social behaviour. The internal and external CCTV cameras are monitored by a third party, and they intervene via the intercom system by explaining that the offenders should leave the premises

otherwise emergency services will be called. The cameras will help to monitor any issues which may arise in respect of anti-social behaviour or littering, and they can record effectively any car registration plates which may be associated with any anti-social behaviour. The presence of CCTV discourages such behaviour taking place.

5. Lighting Strategy

All lighting of the Site will be operated in accordance with existing permission(s). External lighting will have a phased switch on, at 06:00 the fence post lighting will be turned on and at 6.30am the signage lights will be turned on, these will be set to automatically come on at this time and also automatically turn off at 11pm. For security reasons, internal lighting will remain in use during the opening period, at the restaurant's discretion. Top Dining Area would remain closed until 07:00 as part of the phased light strategy.

6. Signage

There is signage located around the car park, around the drive-thru and inside the restaurant, requesting that customers should be respectful of neighbours and keep noise to a minimum when leaving the premises. Signage will be maintained on-site as long as the restaurant remains in use.

7. Waste Collections

Waste collections from the Site will not take place before 8am on any day. Restaurant staff will not move waste bins or complete any cleaning outside within the Site before 7am to ensure that any risk of noise impact is mitigated.

8. Complaints Log Procedure

Any incidents of anti-social behaviour or other crime and disorder issues will be recorded within an Incident Logbook which will be regularly monitored, reviewed and where necessary, action can take place.

The senior management team will review the CCTV on a regular basis to ensure the parking system is correct on all shifts and to check that any issues are noted in the incident log book.

A soft copy of the logbook will be shared with Council, upon request, in phases to provide updates on how anti-social behaviour is addressed, if it occurs.

The restaurant management team will work closely with the police on all crime and disorder, anti-social behaviour and premises licensing issues. Residents near the site will be able to contact the store directly, either by phone 01252 330313 or email 01510@uk.mcd.com, in order to establish a point

of contact for community members to report any issues, concerns or feedback.