

Delegated Decision Report

Application No:	25/0617	Statutory Period Expires:	17th October 2025
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Site:	<i>Tesco Express Chepstow Road Newport NP19 9EZ</i>		
Proposal:	<i>SITING OF AN IN POST PARCEL LOCKER (RETROSPECTIVE)</i>		
Applicant:	<i>InPost UK</i>		
Type:	Full	Ward:	Ringland
Decision:	GRANTED WITH CONDITIONS		

1. BACKGROUND

1.1 None.

2. SITE LOCATION AND CONTEXT

2.1 Tesco Express is a single storey retail shop (A1) located on Chepstow Road (B4237). Surrounding the property is predominantly residential dwellings although there is a restaurant to the southeast and a car wash to the northwest, also located on this stretch of Chepstow Road.

3. DESCRIPTION OF DEVELOPMENT

3.1 Retrospective planning permission is sought for the siting of an in-post locker. The lockers are sited along the southeastern elevation of the express store and measure 900mm in depth, 8m in width and 2.4m in height. The lockers include a metal canopy above a section of the lockers which protrudes 757mm forward of the lockers and includes an integrated security camera.

3.2 Externally, the lockers are metal cladding vinyl wrapped with Polymeric PVC film in white. The locker also includes metal downlights which are finished in dark grey and LED lighting above each module.

4. RELEVANT SITE HISTORY

App Number	Proposal	Decision	Decision Date
19/0960	ADVERTISEMENT CONSENT FOR VARIOUS INTERNALLY AND EXTERNALLY ILLUMINATED SIGNAGE	GRANTED WITH CONDITIONS	12.11.2019

5. PLANNING POLICY

5.1 THE NATIONAL DEVELOPMENT FRAMEWORK: FUTURE WALES - THE NATIONAL PLAN 2040

Future Wales sets out the Welsh Government's land use priorities and provides a national land use framework for SDPs and LDPs. Future Wales concentrates on development and land use issues of national significance, indicating areas of major opportunities and change, highlighting areas that need protecting and enhancing and helping to co-ordinate the delivery of Welsh Government policies to maximise positive outcomes.

Policy 1 - Where Wales Will Grow

Policy 2 - Shaping Urban Growth and Regeneration - Strategic Placemaking

Policy 9 - Resilient Ecological Networks and Green Infrastructure

5.2 PLANNING POLICY WALES (EDITION 12) 2024

3.3 - Good design is fundamental to creating sustainable places where people want to live, work and socialise.

3.4 - Meeting the objectives of good design should be the aim of all those involved in the development process and should be applied to all development proposals at all scales.

5.3 NEWPORT LOCAL DEVELOPMENT PLAN (2011-2026)

Policy GP2 – General Amenity states that development will not be permitted where it has a significant adverse effect on local amenity in terms of noise, disturbance, overbearing, light, odours and air quality. Development will not be permitted which is detrimental to the visual amenity. Proposals should seek to design out crime and anti-social behaviour, promote inclusion and provide adequate amenity for future occupiers.

Policy GP4 – Highways and Accessibility states that Development proposals should: i) provide appropriate access for pedestrians, cyclists and public transport in accordance with national guidance; ii) be accessible by a choice of means of transport; iii) be designed to avoid or reduce transport severance, noise and air pollution; iv) make adequate provision for car parking and cycle storage; v) provide suitable and safe access arrangements; vi) design and build new roads within private development in accordance with the highway authority's design guide and relevant national guidance; vii) ensure that development would not be detrimental to highway or pedestrian safety or result in traffic generation exceeding the capacity of the highway network.

Policy GP6 – Quality of Design states that good quality design will be sought in all forms of development. In considering proposals, a number of factors are listed which should be considered to ensure a good quality scheme is developed. These include consideration of the context of the site; access, permeability and layout; preservation and enhancement; scale and form of the development; materials and detailing; and sustainability

6. CONSULTATION RESPONSES

6.1 HIGHWAYS OFFICER

No objection

Highways would not support the location of the facility due to potential impact on the access/egress. There is however parking available and some inconsiderate parking does not appear to have caused any issues as the exit is very wide.

6.2 ENVIRONMENTAL HEALTH

No objection

No objection from an Environmental Protection perspective

7. PUBLIC REPRESENTATIONS

Neighbour and Ward member notification letters were sent on 27.08.2025, Site Notice was put up on 04.09.2025.

7.1 NEIGHBOURS: 47no neighbours were consulted. 1no objection received to date.

720 Chepstow Road

I am writing to formally object to the retrospective planning application for the InPost parcel lockers (25/0617) that have been installed directly opposite our property at 720 Chepstow Road, Newport, NP19 9FB.

These lockers were installed without prior planning permission, and their presence has had a negative impact on our living environment in the following ways:

Light Pollution: The lockers are illuminated throughout the night, causing significant disruption to our household. The brightness affects our ability to sleep and enjoy our home, particularly in rooms facing the installation.

Noise Pollution: The lockers attract frequent visitors (including couriers with large volumes of packages) at all hours, including late at night and early in the morning. The associated vehicle noise, vehicle headlights, conversations, and locker usage sounds have created a persistent disturbance. Prior to their installation, the area directly in front of the lockers was never used for parking (on account of the markings prohibiting parking) however these restrictions are now ignored and we are forced to close our blinds on account of the aforementioned light and noise issues created by vehicles idling and / or parking.

Visual Impact: The lockers are visually intrusive and out of character with the surrounding

residential area. They are directly visible from both our living room and bedroom and cause significant frustration.

Lack of Consultation: No consultation or notification was provided prior to installation on 16th December 2024 by Bishopsgate. As residents directly affected, we should have been given the opportunity to comment before such a structure was placed in close proximity to our home. I am also concerned about the negative impact this has had on the value of our home as this will inevitably deter potential future buyers.

Given these concerns, we strongly oppose the request for retrospective planning permission and urge the council to reject the application. We believe the installation is inappropriate for a residential setting and should be relocated to a more suitable area on the site that is not visible from our property.

We appreciate your attention to this matter and trust that our concerns will be given due consideration.

Please note that this issue has been raised with all three local councillors who have been liaising with the planning department. I have also separately complained on several occasions to Tesco Head Office who have never provided a formal response

7.2 COUNCILLOR LACEY

Residents have raised concerns with ward councillors regarding potential noise and increased traffic in the area. I would like to ensure that these issues are fully considered and addressed as part of the decision-making process.

7.3 COUNCILLOR LINTON

Thank you for informing me of the application, can you please ensure that we have consulted with Environmental Health and Licencing.

7.4 COUNCILLOR STOWELL-CORTEN

While I appreciate the convenience of this for many, residents living opposite have raised concerns with ward councillors regarding the 24/7 nature of such a facility and the additional noise and disturbance it causes

8. **ASSESSMENT**

8.1 The lockers are sited along the southeastern elevation of the existing express store, meaning they are highly visible from Chepstow Road (B4237). As such, the impact on visual/residential amenity and the effect on highways safety is assessed as part of this application.

8.2 **Visual Amenity:**

Given the commercial use of the site, advertisements and commercial structures are not uncommon in this location so the lockers do not appear incongruous. Although the lockers are highly visible from Chepstow Road, it is considered that they are appropriately sited in the context of the site. This type of locker system is now commonplace, notably close to retail outlets such as this. It is small scale and entirely compatible with the building alongside which it is situated.

8.3 The lockers are finished in metal cladding vinyl wrapped with Polymeric PVC film in white. The structure abuts the side elevation of the express store which is finished in cream. Although the lockers are not a direct colour match to the side elevation, it is considered that they do not appear at odds with the store and they do not cause significant harm to visual amenity.

8.4 **Residential Amenity:**

As it passes the site Chepstow Road is a busy main road within the urban area. The road is wide and although there are dwellings on the opposite side which face towards the locker, there is a substantial degree of separation because of the width of the road. The nearest properties on the same side are set back behind the PFS kiosk building. The PFS itself is likely to attract a great number of vehicle movements. It is likely that during the night when

the PFS is closed there will still be consistent levels of traffic movements along the road. Even if people visit to use the locker when the PFS is closed this is not likely to result in any significant increase in noise beyond what will result from existing movements along the road. Coupled with the separation distance and the positioning of dwellings, this means there has not been a harmful increase in noise and disturbance. The nearest residential property (718 Chepstow Road) is located approximately 34m away from the lockers and is well screened by mature vegetation along Chepstow Road. It is acknowledged that there is LED lighting above each module (column) of the lockers however this is in the context of a commercial site with existing illuminated advertisements and alongside a primary thoroughfare with streetlighting.

8.5 No.720 Chepstow Road is located approximately 39m from the lockers, albeit there is less screening from Chepstow Road, given that the property benefits from an existing vehicular access. It is acknowledged that concerns have been raised regarding the illumination of the lockers during the nighttime. Any illumination from the lockers is not of demonstrable harm over and above the existing situation. Moreover, concerns have been raised regarding light disturbance from vehicle headlights. It is considered that any light disturbance arising from vehicles accessing/egressing the site could already be achieved by vehicles using the petrol station/express store and the presence of lockers does not worsen this impact over and above the existing situation. The Council's Environmental Health Officer has not raised any concerns regarding illumination and light pollution.

8.6 Concerns have also been raised regarding noise pollution. As discussed, above, while it is acknowledged that the lockers may attract frequent visitors at various times due to the informalised opening times of the lockers (24/7), the petrol station (PFS), also located on site is open from 6AM until midnight daily. The noise concerns relate to vehicle noise, conversations, and locker usage sounds. It is considered that the sounds arising from vehicle usage can already be achieved through the existing use of the petrol station and any usage of the lockers outside of the petrol station opening times (12AM until 6AM) would be limited. Users of the lockers will go with the purpose of retrieving or dropping off parcels rather than to socialise for example. That said, any noise made by vehicles or people during the night will most likely be on the forecourt rather than directly adjoining any residential premises. In short, in existing commercial locations, it is difficult to see how activity relating to the lockers is discernible from the normal operation of the site in general where people come and go to use the petrol filling station and existing retail outlet along this main road. Moreover, Environmental Health have confirmed that no noise complaints have been received by the department in relation to the usage of the lockers and there is no active enforcement in relation to their use.

8.7 **Highways/Public Safety:**

The Council's Highways Officer has not raised an objection to the development, albeit is not supportive of the location of the facility due to potential impact on the access/egress of the forecourt. Nevertheless, it is noted that there is parking available and some inconsiderate parking does not appear to have caused any issues as the exit is very wide. It is noted that there are parking restrictions in front of the locker which prohibit parking and 4no bollards have been installed to prevent parking directly in front of the lockers. It is understood that the area directly in front of the lockers was not demarcated for parking and aerial imagery shows a no parking zone closest to the eastern boundary, albeit that parking clearly occurred along the side of the building where the parcel lockers are sited and even before they were installed. Although the presence of the lockers may encourage users to use the space on site nearest the lockers for parking, the development has not introduced formalised spaces in this location, and the expectation remains that visitors will use the allocated parking spaces to the northwest of the forecourt. Visitors will unlikely stop for long periods in any case and the wider site benefits from plentiful parking and very generous access widths and general space around buildings and structures so that those stopping to use the lockers will likely do so within the site confines rather than on the neighbouring highway. There appears little risk of overspill parking onto the highway in association with the lockers. This would give rise to highway safety concerns. On that basis, even stopping outside spaces within the site is unlikely to give rise to demonstrable safety issues and it is considered unreasonable to refuse the application based on factors outside of the applicant's control and any impact in terms of highway/public safety is considered acceptable in this instance.

9. OTHER CONSIDERATIONS

9.1 *Crime and Disorder Act 1998*

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area. This duty has been considered in the evaluation of this application. It is considered that there would be no significant or unacceptable increase in crime and disorder as a result of the proposed decision.

9.2 *Equality Act 2010*

The Equality Act 2010 identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership.

9.3 Having due regard to advancing equality involves:

- removing or minimising disadvantages suffered by people due to their protected characteristics;
- taking steps to meet the needs of people from protected groups where these differ from the need of other people; and
- encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

9.4 The above duty has been given due consideration in the determination of this application. It is considered that there would be no significant or unacceptable impact upon persons who share a protected characteristic, over and above any other person, as a result of the proposed decision.

9.5 *Planning (Wales) Act 2015 (Welsh language)*

Section 31 of the Act clarifies that impacts on the Welsh language may be a consideration when taking decisions on applications for planning permission so far as it is material to the application. This duty has been given due consideration in the determination of this application. It is considered that there would be no material effect upon the use of the Welsh language in Newport as a result of the proposed decision.

9.6 *Newport's Well-Being Plan 2018-23*

The Wellbeing of Future Generations (Wales) Act 2015 imposes a duty on public bodies to carry out sustainable development in accordance with the sustainable development principle to act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. This duty has been considered during the preparation of Newport's Well-Being Plan 2018-23, which was signed off on 1 May 2018. The duty imposed by the Act together with the goals and objectives of Newport's Well-Being Plan 2018-23 have been considered in the evaluation of this application. It is considered that there would be no significant or unacceptable impact upon the achievement of wellbeing objectives as a result of the proposed decision.

10. CONCLUSION

10.1 There would not be an adverse impact on visual/residential amenity nor highways safety. The Council's Environmental Health has not raised any objections to the proposal.

11. DECISION

GRANTED WITH CONDITIONS

01 The development shall be implemented in accordance with the following plans and documents:

- 2815-0380 L(02)101 P1 – Existing and Proposed Elevations
- 2815-0380 L(01)101 P1 – Existing and Proposed Plan
- 2815-0380 L(00)101 P1 – Proposed Site Plan
- 2815-0380 L(00)101 P1 – Site Location Plan

- InPost UK Sustainability Document
- InPost UK APM Dimensions with Images

Reason: In the interests of clarity and to ensure the development complies with the submitted plans and documents on which this decision was based.

NOTE TO APPLICANT

01 This decision relates to plan Nos: 2815-0380 L(02)101 P1 – Existing and Proposed Elevations, 2815-0380 L(01)101 P1 – Existing and Proposed Plan, 2815-0380 L(00)101 P1 – Proposed Site Plan, 2815-0380 L(00)101 P1 – Site Location Plan, InPost UK Sustainability Document, InPost UK APM Dimensions with Images.

02 The development plan for Newport is the Newport Local Development Plan 2011 – 2026 (Adopted January 2015). Policies GP2, GP4 and GP6 were relevant to the determination of this application.

03 Due to the minor nature of the proposed development (including any demolition) and the location of the proposed development, it is considered that the proposals did not need to be screened under the Environmental Impact Assessment Regulations.