

# PROPOSALS

## MATERIALITY

The proposed external works are designed to deliver a contemporary and refined appearance, consistent with M&S brand identity, while ensuring durability and ease of maintenance. The choice of materials focuses on clean lines, light finishes, and improved transparency to create a welcoming customer environment.

### Key elements include:

- New white cladding panels to replace existing weatherboarding, creating a fresh and modern façade.
- Low level brickwork painted black.
- High-quality glazing systems to the new entrance and customer-facing elevations, improving natural light and visual connection with the retail park.
- New escape doors and service access doors, finished in black to complement the brickwork.
- Recladding to the service yard, providing a more unified and robust finish to operational areas.
- External plant area screening, ensuring that mechanical equipment is discreetly housed.
- The overall composition will replace the dated and inconsistent appearance of the current building with a bright, simple, and coherent retail frontage. The emphasis on light cladding, clean detailing, and glazed elements will create a strong sense of identity, ensuring the new M&S Full Line Store is instantly recognisable and brand-consistent.



Artistic impression of proposed store | Not to Scale

# ACCESS

---

# ACCESS

## INTRODUCTION & ACCESSIBILITY STATEMENT

The proposals have been designed to embrace the principles of inclusive and accessible design, ensuring that the new M&S Store can be safely and comfortably accessed by all visitors, staff, and service providers.

Both the internal and external environments will be designed in accordance with:

- Approved Document Part M of the Building Regulations
- BS 8300:2018 Design of an accessible and inclusive built environment, and
- M&S internal accessibility standards and operational requirements.

### Approach and external pedestrian routes:

- A step-free approach shall be provided from the retail park to the store entrance; routes are level, well lit and clearly defined. All gradients shall be as per the existing trading store.
- The amended pavement / landing zone in front of the entrance provides a clear, obstruction-free route; surfaces are firm, even and slip-resistant.
- Dropped kerbs and tactile paving are provided at designated crossing points.
- Where bollards are essential for safety, they will be black and provided with a contrasting band. They shall not be linked by chains.

### Entrance and doors:

- The main entrance is step free with a level threshold and automatic doors; entrance is clearly legible with adequate lighting and colour contrast.
- There is no lobby proposed to the store entrance ensuring ease of access to less abled colleagues and customers.

### Internal circulation & customer environment:

- Principal routes within the store shall be planned to avoid pinch points. Walkways shall target a clear width of 1,800 mm. Internal surfaces are level, with good slip resistance and consistent lighting.
- Lifts and escalators shall provide access between levels for both colleagues and customers.
- Counters & customer service points are designed for inclusive use with a hearing loop; controls and devices are positioned to be usable from a seated position.
- Fitting rooms and customer toilets shall be provided with accessible provisions, and designed in accordance with Approved Document T.

### Wayfinding, lighting & communication:

- Clear, consistent wayfinding and signage, good ambient and task lighting, shall be provided throughout the store.

### Means of escape (principles):

- Escape routes are step-free with level thresholds at exits. Refuge strategy to provide refuge spaces within each stair core. Where required, emergency lighting shall be installed to BS 5266-1. Final design to align with BS 9999 and Approved Document B.

### Management & maintenance:

- The operator will maintain lighting levels, door automation, tactile/safety features, and hearing assistance systems; any alterations to merchandising/furniture will retain required clear widths. Access arrangements will be reviewed post-occupation, in line with the SPD's expectation that accessibility is managed throughout the building's life.

The proposals have been developed in accordance with the relevant planning policy, ensuring an inclusive approach that accommodates customers, colleagues and visitors of all abilities.



Example images of recently launched M&S Stores

# ACCESS

## VEHICULAR ACCESS

Vehicular access to the site is taken from Crown Road, which provides the main entry and exit point into Victoria Retail Park. The car park shall be largely maintained with minor amends as described on page 10 of this document.

The car park shall provide approximately 334 spaces. Accessible spaces are located close to the store entrance.

The existing vehicular circulation patterns are maintained, ensuring continuity for customers and minimal disruption to the wider retail park.

The proposal seeks to introduce 34 new cycle parking spaces. The site is also accessible by foot from Victoria Road, and there are good public transport connections including close proximity to South Ruislip station to the west.

## SERVICING STRATEGY

Servicing for the proposed M&S store will continue to take place entirely within the existing off-street service yard accessed from Crown Road, with no changes to the current arrangements. As confirmed in the Travel Plan, deliveries and waste collections will remain as existing, ensuring all HGV and servicing activity occurs away from customer areas and does not interact with pedestrian routes or the car park circulation.

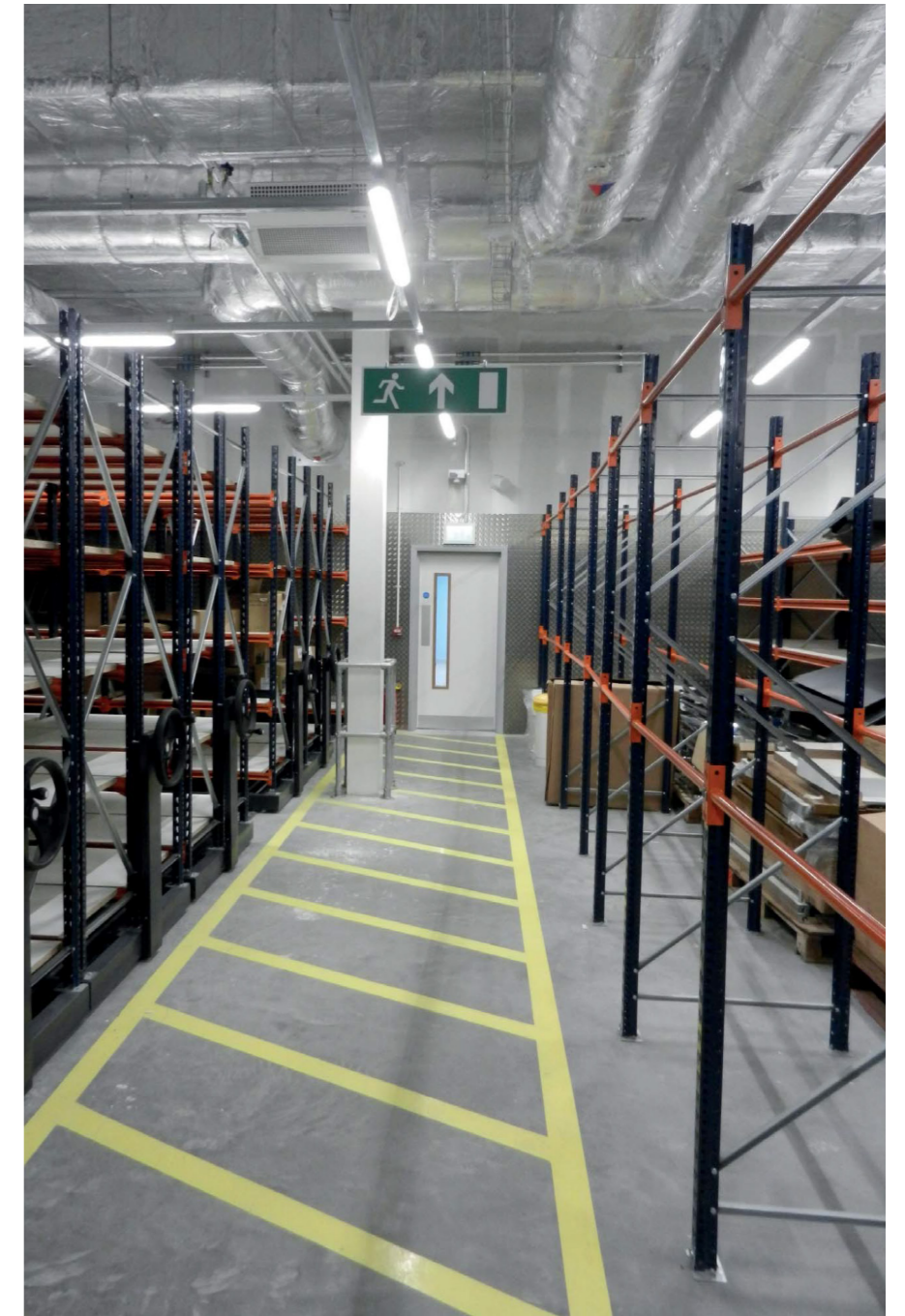
The service yard already provides adequate turning space and capacity for the needs of a full-line M&S store, and the proposals do not intensify the servicing demand beyond what is typical for this retail unit.

Consistent with the Travel Plan's sustainability objectives, servicing will continue to be managed efficiently, with consolidated deliveries and established off-peak scheduling helping to minimise vehicle movements and reduce impacts on the local highway network. Overall, the servicing strategy maintains a proven, safe and segregated arrangement that supports the operational requirements of the store.

## WASTE COLLECTION

Operational waste generated by the store will be securely stored within the building until collection, in line with M&S's waste management policies, to ensure security and to prevent the waste being an attractant and harborage for pests. An external area within the service yard will also be designated for storage of empties, in a secure location not accessible to the public.

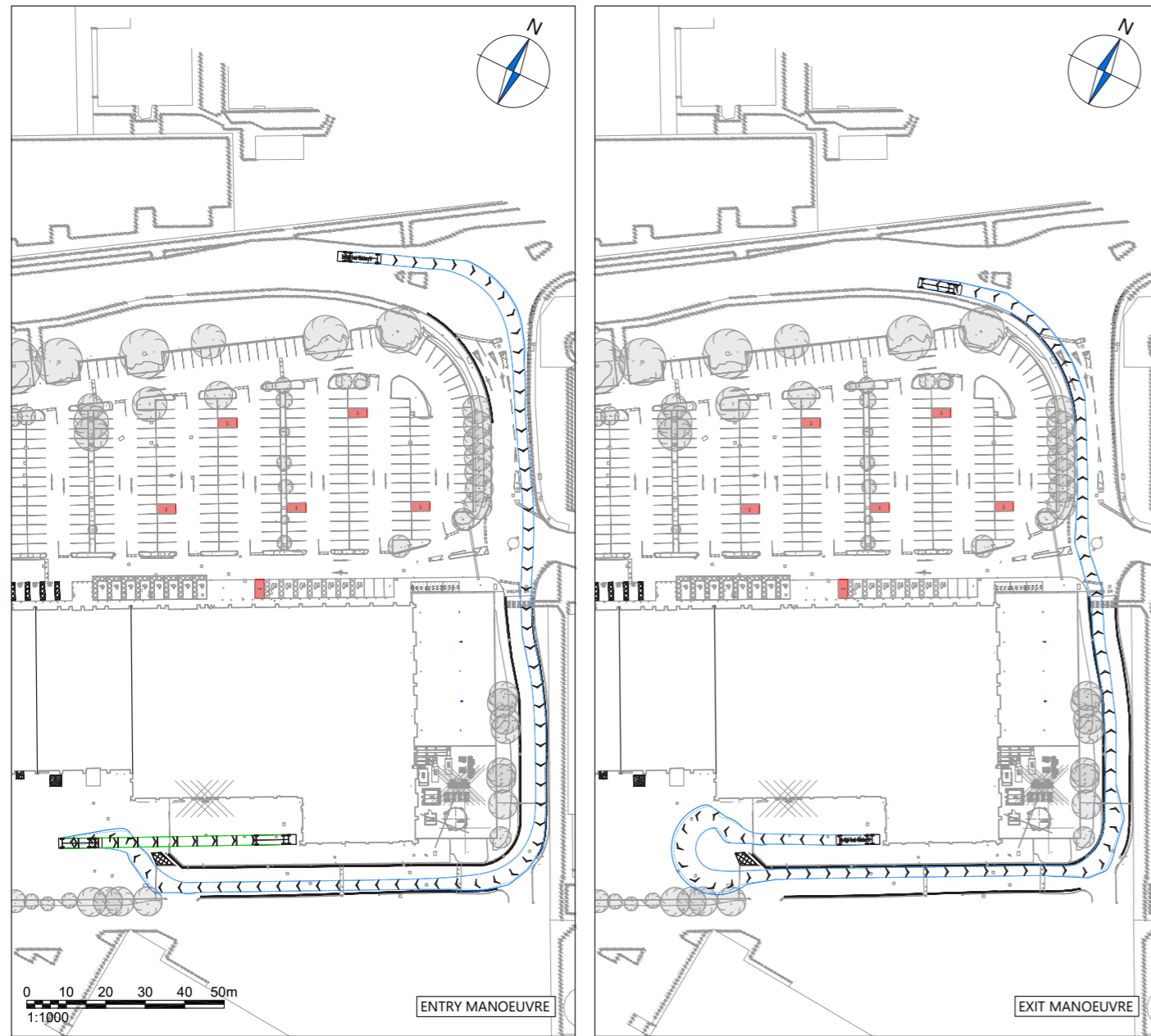
Waste management contractors will collect and remove waste in accordance with agreed schedules and all relevant health and safety requirements. This approach ensures that the proposals remain compliant with relevant planning policy while supporting M&S's corporate sustainability commitments.



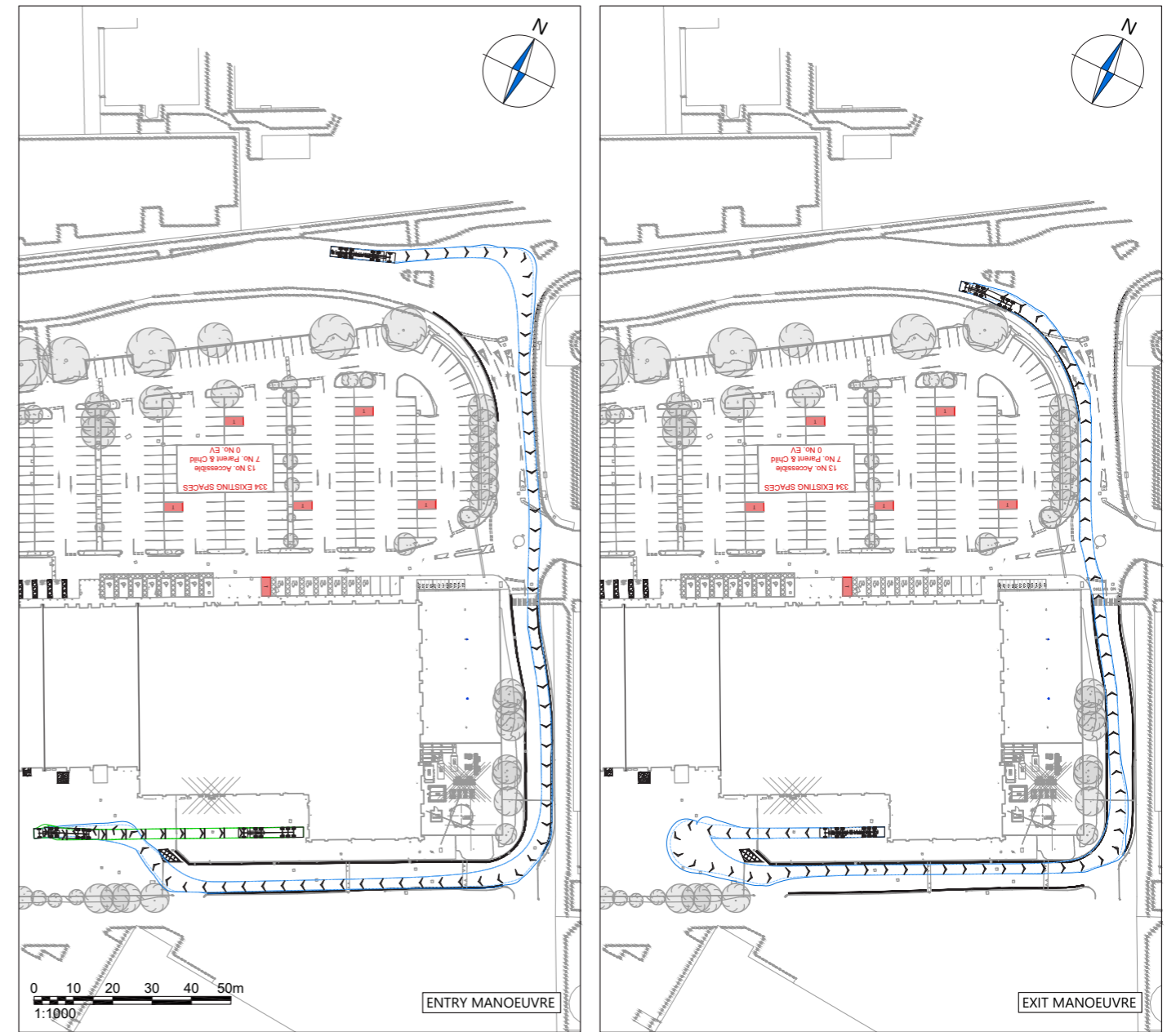
Example images of typical back of house storage and waste areas

# ACCESS

## SWEPT PATH ANALYSIS



Vehicle Swept Path Analysis - 11m Rigid



Vehicle Swept Path Analysis - 16.5m Articulated Vehicle

# CONCLUSION

---

# CONCLUSION

## CONCLUSION

The proposals comprise a high-quality, contextually appropriate reconfiguration of the existing retail unit at Victoria Retail Park, Ruislip, to deliver a new M&S Full Line Store.

The design retains and repurposes the existing structure, while significantly upgrading the building's appearance, accessibility, and operational efficiency.

### The scheme aims to:

- Remove dated architectural features and introduce a clean, modern façade consistent with M&S brand identity.
- Provide a comprehensive retail offer of food, clothing, and homeware in a single destination.
- Enhance the customer experience, with an improved entrance, circulation, and facilities.
- Deliver sustainable design outcomes, through the reuse of the existing building, and installation of energy efficient plant.
- Support the role of Victoria Retail Park as a key shopping destination in South Ruislip, strengthening local choice and investment.
- Overall, the proposals represent a positive and future facing transformation of a prominent retail unit, ensuring that it continues to make a valuable contribution to the retail park and the wider community.
- Marks & Spencer are pleased to bring forward these proposals for a new brand-defining Full Line Store in Ruislip and look forward to delivering a scheme that will provide long-term benefits for customers, colleagues, and the borough.



Example images of recently launched M&S Stores

**THANK YOU**

Brookerflynn Architects  
The Maltings  
Stathern  
Melton Mowbray  
Leicestershire LE14 4HQ

01949 860469