**Development Management**

**APP REF No.** 79850/APP/2026/6

# DELEGATED DECISION

*- Please select each of the categories that enables this application to be determined under delegated powers*
*- Criteria 1 to 5 or criteria 7 to 9 must be addressed for all categories of application, except for applications for Certificates of Lawfulness, etc.*

| | | |
|---|---|---|
| **APPROVAL RECOMMENDED: GENERAL** | | Select an Option |
| 1. | No valid planning application objection in the form of a petition of 20 or more signatures, has been received | ☐ |
| 2. | Application complies with all relevant planning policies and is acceptable on planning grounds | ☐ |
| 3. | There is no Committee resolution for the enforcement action | ☐ |
| 4. | There is no effect on listed buildings or their settings | ☐ |
| 5. | The site is not in the Green Belt (but see 11 below) | ☐ |
| **REFUSAL RECOMMENDED: GENERAL** | | |
| 6. | Application is contrary to relevant planning policies/standards | ☐ |
| 7. | No petition of 20 or more signatures has been received | ☐ |
| 8. | Application has not been supported independently by a person/s | ☐ |
| 9. | The site is not in Green Belt (but see 11 below) | ☐ |
| **RESIDENTIAL DEVELOPMENT** | | |
| 10. | Single dwelling or less than 10 dwelling units and/or a site of less than 0.5 ha | ☐ |
| 11. | Householder application in the Green Belt | ☐ |
| **COMMERCIAL, INDUSTRIAL AND RETAIL DEVELOPMENT** | | |
| 12. | Change of use of retail units on site less than 1 ha or with less than 1000 sq. m other than a change involving a loss of A1 uses | ☐ |
| 13. | Refusal of change of use from retail class A1 to any other use | ☐ |
| 14. | Change of use of industrial units on site less than 1 ha or with less than 1000sq.m. of floor space other than to a retail use. | ☐ |
| **CERTIFICATE OF LAWFULNESS** | | |
| 15. | Certificate of Lawfulness (for proposed use or Development) | ☐ |
| 16. | Certificate of Lawfulness (for existing use or Development) | ☐ |
| 17. | Certificate of Appropriate Alternative Development | ☐ |
| **CERTIFICATE OF LAWFULNESS** | | |
| 18. | ADVERTISMENT CONSENT (excluding Hoardings) | ☐ |
| 19. | PRIOR APPROVAL APPLICATION | ☐ |
| 20. | OUT-OF-BOROUGH OBSERVATIONS | ☐ |
| 21. | CIRCULAR 18/84 APPLICATION | ☐ |
| 22. | CORPSEWOOD COVENANT APPLICATION | ☐ |
| 23. | APPROVAL OF DETAILS | ☐ |
| 24. | ANCILLARY PLANNING AGREEMENT (S.106 or S.278) where the Heads of Terms have already received Committee approval | ☐ |
| 25. | WORKS TO TREES | ☐ |
| 26. | OTHER (please specify) | ☐ |

**The delegation powers schedule has been changed. Interim Director of Planning, Regeneration & Public Realm can determine this application**

Case Officer:

Signature:

Date:

**A delegated decision is appropriate and the recommendation, conditions/reasons for refusal and informative's are satisfactory.**

Team Manager:

Signature:

Date:

**The decision notice for this application can be issued.**

**Director / Member of Senior Management Team:**

Signature:

Date:

NONE OF THE ABOVE DETAILS SHOULD BE USED IN THE PS2 RETURNS ODPM

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|---|---|
| **Item No.** | **Report of the Head of Development Management and Building Control** |
| **Address:** | LAND ADJACENT 145 NORTH HYDE ROAD HAYES |
| **Development:** | Installation of 1No. BT Street Hub Unit and associated advertisement panels on either side of the unit |
| **LBH Ref Nos:** | **79850/APP/2026/6** |
| **Drawing Nos:** | Street Hub Anti-Social Behaviour Management Plan Version 3<br>Planning Statement Dated December 2025<br>BT Street Hub Unit Dimensions<br>Street Hub Product Statement V2.0 September 2024<br>Covering Letter<br>HIL1/LIB/XX/XX/DR/LD/1000/D5 Rev P1<br>HIL1/LIB/XX/XX/DR/LD/2100/D5<br>HIL1/LIB/XX/XX/DR/LD/1300/D5<br>HIL1/LIB/XX/XX/DR/LD/2301/D5<br>HIL1/LIB/XX/XX/DR/LD/2300/D5 |
| **Date Plans received:** | 05-01-26 **Date(s) of Amendments(s):** |
| **Date Application valid** | 05-01-26 |

## 1. SUMMARY

Planning permission is sought for the Installation of 1No. BT Street Hub Unit and associated advertisement panels on either side of the unit.

The proposed BT Street Hub would be 2986mm in height and 1236mm in width and 350mm in depth. It would contain an interactive tablet and key pad which would allow for free public Wi-Fi, free UK calls and device charging.

Subject to conditions, it is considered that the proposal would not unduly harm the character or appearance of the surrounding area, nor would the development adversely impact on neighbouring amenity or compromise pedestrian safety. It is considered that the proposed development complies with the relevant policies set out in the Hillingdon Local Plan: Part One Strategic Policies (2012) and Part Two - Development Management Policies (2020) and should be approved accordingly.

## 2. RECOMMENDATION

**APPROVAL subject to the following:**

1. COM3 Time Limit

The development hereby permitted shall be begun before the expiration of three years from the date of this permission.

REASON
To comply with Section 91 of the Town and Country Planning Act 1990.

2. COM4 Accordance with Approved Plans

The development hereby permitted shall not be carried out except in complete accordance with the details shown on the submitted plans, numbered:

HIL1/LIB/XX/XX/DR/LD/1000/D5 Rev P1
HIL1/LIB/XX/XX/DR/LD/2100/D5
HIL1/LIB/XX/XX/DR/LD/2301/D5
HIL1/LIB/XX/XX/DR/LD/2300/D5
BT Street Hub Unit Dimensions
Street Hub Anti-Social Behaviour Management Plan Version 3
Planning Statement Dated December 2025
Street Hub Product Statement V2.0 September 2024

REASON
To ensure the development complies with the provisions Hillingdon Local Plan Parts 1 (November 2012) and 2 (January 2020) and the London Plan (2021).

3. NONSC Non Standard Condition

a)The advertisements shown on the display screens shall not change more frequently than once every 10 seconds, with the exception of images that gradually and smoothly merge from one into another. All images shall remain static with no movement, animation, flashes or pulsation, no images or messaging should spread across more than one screen.

b)The interval between successive advertisements shall be no greater than 1 second and the complete display shall change without effect. The display to include a mechanism to default to a blank or black screen in the event of a malfunction, or if the advertisement is not in use.

c)No images displayed shall resemble official road traffic signs, traffic lights or traffic matrix signs.

d)The intensity of the illumination of the advertisement shall be no greater than 600 cd/m during hours of darkness as advised by the Institute of Lighting Professionals' publication PLG05 (2015): "The Brightness of Illuminated Advertisements", or any publication replacing or superseding this guidance.

REASON
In the interest of amenity, public safety to be in accordance with Schedule 2 of the Town and Country Planning (control of advertisements) (England) regulations 2007 and the published London Plan 2024 Policy T4 Assessing and mitigating transport impacts which requires that development proposals should "not increase road danger".

4. NONSC Non Standard Condition

The BT Street Hub unit hereby approved shall not be erected until the existing phone kiosk shown on site is removed in their entirety and the land restored to their condition before the development took place, or to any other condition as may be agreed in writing with the Local Planning Authority.

REASON
In the interest of visual amenity and highway safety, in accordance with Policies DMHB 11, DMHB 12 and DMT 2 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) and Policies D4 and D8 of the London Plan (2021).

5. NONSC Non Standard Condition

Any apparatus or structure provided in accordance with this approval shall be removed from the land, as soon as reasonably practicable after it is no longer required for electronic communications purposes, and such land, shall be restored to its condition before the development took place, or to any other condition as may be agreed in writing with the Local Planning Authority.

REASON
To ensure that the development is removed as soon as it is no longer required in order to protect the character and appearance of the area in accordance with Policies DMHB 11 and DMHB 12 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) and Policies D4 and D8 of the London Plan (2021).

6. NONSC Non Standard Condition

The pavement surrounding the BT Street Hub shall be made good to the same condition as the adjacent land.

REASON
To protect the character and appearance of the area in accordance with Policies DMHB 11 and DMHB 12 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) and Policies D3 and D8 of the London Plan (2021).

## INFORMATIVES

1. I52 Compulsory Informative (1)

The decision to GRANT planning permission has been taken having regard to all relevant planning legislation, regulations, guidance, circulars and Council policies, including The Human Rights Act (1998) (HRA 1998) which makes it unlawful for the Council to act incompatibly with Convention rights, specifically Article 6 (right to a fair hearing); Article 8 (right to respect for private and family life); Article 1 of the First Protocol (protection of property) and Article 14 (prohibition of discrimination).

2. I47 Damage to Verge - For Council Roads:

The Council will recover from the applicant the cost of highway and footway repairs, including damage to grass verges.

Care should be taken during the building works hereby approved to ensure no damage occurs to the verge or footpaths during construction. Vehicles delivering materials to this development shall

not override or cause damage to the public footway. Any damage will require to be made good to the satisfaction of the Council and at the applicant's expense.

For further information and advice contact - Highways Maintenance Operations, Central Depot - Block K, Harlington Road Depot, 128 Harlington Road, Hillingdon, Middlesex, UB3 3EU (Tel: 01895 277524).

For Private Roads: Care should be taken during the building works hereby approved to ensure no damage occurs to the verge of footpaths on private roads during construction. Vehicles delivering materials to this development shall not override or cause damage to a private road and where possible alternative routes should be taken to avoid private roads. The applicant may be required to make good any damage caused.

3. I15 Control of Environmental Nuisance from Construction Work

Nuisance from demolition and construction works is subject to control under The Control of Pollution Act 1974, the Clean Air Acts and other related legislation. In particular, you should ensure that the following are complied with:-

A. Demolition and construction works which are audible at the site boundary shall only be carried out between the hours of 08.00 and 18.00 hours Monday to Friday and between the hours of 08.00 hours and 13.00 hours on Saturday. No works shall be carried out on Sundays, Bank or Public Holidays.

B. All noise generated during such works shall be controlled in compliance with British Standard Code of Practice BS 5228:2009.

C. Dust emissions shall be controlled in compliance with the Mayor of London's Best Practice Guidance' The Control of dust and emissions from construction and demolition.

D. No bonfires that create dark smoke or nuisance to local residents.

You are advised to consult the Council's Environmental Protection Unit (www.hillingdon.gov.uk/noise Tel. 01895 250155) or to seek prior approval under Section 61 of the Control of Pollution Act if you anticipate any difficulty in carrying out construction other than within the normal working hours set out in (A) above, and by means that would minimise disturbance to adjoining premises.

I53 Compulsory Informative (2)

The decision to GRANT planning permission has been taken having regard to the policies and proposals in the Hillingdon Local Plan Part 1 (2012) and Part 2 (2020) set out below, including Supplementary Planning Guidance, and to all relevant material considerations, including The London Plan (2021) and National Guidance.

LPP D3 (2021) Optimising site capacity through the design-led approach

LPP D5 (2021) Inclusive design

LPP D8 (2021) Public realm

| | |
|---|---|
| LPP SI6 | (2021) Digital connectivity infrastructure |
| LPP T4 | (2021) Assessing and mitigating transport impacts |
| DMHB 11 | Design of New Development |
| DMHB 12 | Streets and Public Realm |
| DMHB 13A | Advertisements and Shop Signage |
| DMHB 15 | Planning for Safer Places |
| DMHB 21 | Telecommunications |
| DMT 2 | Highways Impacts |
| NPPF10 -24 | NPPF10 2024 - Supporting high quality communications |
| NPPF12 -24 | NPPF12 2024 - Achieving well-designed places |

## 3. CONSIDERATIONS

### 3.1 Site and Locality

The application site forms part of a pavement area on the junction of North Hyde Road and Wyre Grove. At present there is an existing phone box.

The northern side of the site is characterised by two storey semi-detached residential dwellings and the south of the site is predominantly commercial in character at ground floor level with residential accommodation above.

### 3.2 Proposed Scheme

Planning permission is sought for the Installation of 1No. BT Street Hub Unit and associated advertisement panels on either side of the unit.

A separate advertisement consent application has been submitted for the digital advertisement screens (Ref: 79850/ADV/2026/1).

### 3.3 Relevant Planning History

79850/ADV/2026/1 Land Adjacent 145 NORTH HYDE ROAD HAYES

Installation of 1No. BT Street Hub Unit and associated advertisement panels on either side of the unit

### Comment on Planning History

There is no planning history for the site.

## 4. Advertisement and Site Notice

4.1 Advertisement Expiry Date: Not applicable

4.2 Site Notice Expiry Date: Not applicable

## 5. Comments on Public Consult

EXTERNAL CONSULTEES:

24 neighbouring properties were consulted on the application by letter dated 13-01-26. The consultation period expired 03-02-26. No representations have been received.

INTERNAL CONSULTEES:

Access Officer:
An assessment of this proposal for the siting of a freestanding digital advertisement unit has been carried out with reference to policy D5 of the London Plan and the Department for Transport guidance document ""Inclusive Mobility". With the intended advertisement display in situ and in line with the existing street furniture along this stretch of footway, a pedestrian walkway width in access of 2m wide would remain which is acceptable in this location. Conclusion: no accessibility objection is raised.

Digital connectivity team:
This is the same application as 79850/ADV/2026/1. Should be approved as this is a replacement for the existing telephone box.

Highway Authority:
The proposal seeks the removal of existing, outdated BT payphones with.the installation of a BT Street Hub unit (measuring 2986mm in hight and 1236mm in width and 350mm in depth) incorporating two internally illuminated digital display screens, with one screen located on each side of the structure, located on the section of footway, 5.6 meters away adjacent to the above address.

The Highway Authority (HA) has reviewed the submitted drawings and the accompanying planning statement and covering letter and is satisfied that the proposal would not be detrimental to highway safety or amenity.

Recommendation:
No objection subject to the following conditions:

Conditions:
a)The advertisements shown on the display screens shall not change more frequently than once every 10 seconds, with the exception of images that gradually and smoothly merge from one into another. All images shall remain static with no movement, animation, flashes or pulsation, no images or messaging should spread across more than one screen.
b)The interval between successive advertisements shall be no greater than 1 second and the complete display shall change without effect. The display to include a mechanism to default to a blank or black screen in the event of a malfunction, or if the advertisement is not in use.
c)No images displayed shall resemble official road traffic signs, traffic lights or traffic matrix signs.

d)The intensity of the illumination of the advertisement shall be no greater than 300 cd/m during hours of darkness as advised by the Institute of Lighting Professionals' publication PLG05 (2015): "The Brightness of Illuminated Advertisements", or any publication replacing or superseding this guidance.
REASON: In the interest of amenity, public safety to be in accordance with Schedule 2 of the Town and Country Planning (control of advertisements) (England) regulations 2007 and the published London Plan 2021 Policy T4 Assessing and mitigating transport impacts which requires that development proposals should "not increase road danger".

6. Local Plan Designation and London Plan

The following Local Plan Policies are considered relevant to the application:-

Part 1 Policies:

| | |
|---|---|
| PT1.BE1 | (2012) Built Environment |

Part 2 Polices:

| | |
|---|---|
| LPP D3 | (2021) Optimising site capacity through the design-led approach |
| LPP D5 | (2021) Inclusive design |
| LPP D8 | (2021) Public realm |
| LPP SI6 | (2021) Digital connectivity infrastructure |
| LPP T4 | (2021) Assessing and mitigating transport impacts |
| DMHB 11 | Design of New Development |
| DMHB 12 | Streets and Public Realm |
| DMHB 13A | Advertisements and Shop Signage |
| DMHB 15 | Planning for Safer Places |
| DMHB 21 | Telecommunications |
| DMT 2 | Highways Impacts |
| NPPF10 -24 | NPPF10 2024 - Supporting high quality communications |
| NPPF12 -24 | NPPF12 2024 - Achieving well-designed places |

In addition: Development Plan
Planning law requires that applications for planning permission be determined in accordance with the development plan, unless material considerations indicate otherwise.

The Development Plan for the London Borough of Hillingdon currently consists of the following documents:

The Local Plan: Part 1 - Strategic Policies (2012)
The Local Plan: Part 2 - Development Management Policies (2020)

The Local Plan: Part 2 - Site Allocations and Designations (2020)
The West London Waste Plan (2015)
The London Plan (2021)

Material Considerations

The National Planning Policy Framework (NPPF) (2024) is also a material consideration in planning decisions, as well as relevant supplementary planning documents and guidance.

## 7. MAIN PLANNING ISSUES

### 7.1 Impact on the amenities of the occupiers of neighbouring residential properties

Policy DMHB 11 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) states that development proposals should not adversely impact on the amenity, daylight and sunlight of adjacent properties and open space. Policy DMHB 15 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) states that development will be required to comprise good design and create inclusive environments whilst improving safety and security.

Given the nature of the proposal and siting of the street hub, there would be no impact on light, outlook, enclosure or privacy resulting from the development. The commercial setting of the application site, within the public realm would ensure this is the case. It is considered that the proposal would not cause harm to the amenity of neighbouring occupiers, in accordance with Policy DMHB 11 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020).

### 7.2 Impact on Street Scene

Paragraph 112(c) of the NPPF (2024) requires development to create places that are safe, secure and attractive and to avoid unnecessary street clutter.

Policy D8 of the London Plan (2021) requires development to be integrated into the existing streetscape and to support pedestrian movement and activity.

Policy DMHB 11 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) states that new development will be required to be designed to the highest standards and incorporate principles of good design including: i) harmonising with the local context by taking into account the surrounding scale of development, considering the height, mass and bulk of adjacent structures. Policy DMHB 12 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) requires development proposals to be well integrated with the surrounding area and accessible.

The proposal seeks the removal of existing, outdated BT payphones with the installation of a BT Street Hub unit (measuring 2986mm in hight and 1236mm in width and 350mm in depth) incorporating two internally illuminated digital display screens, with one screen located on each side of the structure

The proposed 'BT Street Hub' unit is considered to be contemporary in its design. When viewed within the surrounding commercial setting, it is considered that the proposed telecommunication structure would visually integrate with its surroundings.

It is noted that the proposed 'BT Street Hub' unit would be positioned near existing street furniture,

e.g. lamp post, bins and car payment machines etc., however, given that the removal of the existing phone box, it is considered to be in an acceptable location. The removal of the existing phone boxes will be secured by condition. When viewed within the surrounding commercial setting, it is considered that the proposed telecommunication structure would visually integrate with its surroundings. There are also signs on the bus canopy to the east. In terms of visual impact, the Street Hub is of modest scale and slender form and is located within an established commercial streetscape where signage and street furniture are already prevalent.

Having regard to the above, it is considered that the proposed telecommunication structure would not cause undue harm to the character and appearance of the street scene. The proposal therefore complies with the requirements of Policies DMHB 11 and DMHB 12 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020).

The impact of the proposed internally illuminated adverts will be covered in the Officer Report for the separate advertisement consent application (Ref: 79850/ADV/2026/1).

### 7.3 Traffic Impact/Pedestrian Safety

DMT 2 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020) seeks safe and secure access for pedestrians, cyclists and vehicles.

The proposed Street Hub would measure 2986mm in height, 1236mm in width and 350mm in depth and would incorporate two internally illuminated digital display screens, with one screen located on each side of the structure. It would be located on the section of footway, approx. 5.6m away from the adjacent buildings along North Hyde Road. The Street Hub would replace an existing phone box at the site and is not considered to add additional clutter that would obstruct pedestrian movements.

The Highway Authority has confirmed, subject to the imposition of conditions controlling illumination and movement of the advertisement that the proposal would not be detrimental to highway safety or amenity.

It is therefore considered that the proposal would not impede the flow of passing pedestrians, in compliance with Policy DMT 2 of the Hillingdon Local Plan: Part Two - Development Management Policies (2020).

### 7.4 Carparking & Layout

N/A

### 7.5 Urban Design, Access and Security Considerations

The issues are addressed in the sections above.

### 7.6 Other Issues

No other issued raised

## 8. Reference Documents

The Local Plan: Part 2 - Development Management Policies (2020)
The Local Plan: Part 2 - Site Allocations and Designations (2020)
The West London Waste Plan (2015)
The London Plan (2021)
National Planning Policy Framework (2024)

**Contact Officer:** Rhian Thomas **Telephone No:**