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Sent: 16 February 2026 17:03:46 UTC+00:00
To: "planninginfo" <planninginfo@midsussex.gov.uk>
Subject: Mid Sussex DC - Online Register - Consultee Comments for Planning Application
DM/26/0274

Consultee comments

Dear Sir/Madam,

A consultee has commented on a Planning Application. A summary of the comments is provided below.

Comments were submitted at 16/02/2026 5:03 PM from Oliver Benson on behalf of Environmental Protection.

Application Summary

Reference:	DM/26/0274
Address:	Mcdonalds Drive Thru And Restaurant Civic Way Burgess Hill West Sussex RH15 9AR
Proposal:	Variation to condition 14 of BH.134.94 to extend the trading hours from 07:00- 23:00, seven days a week to 06:00-00:00, seven days a week.
Case Officer:	Stefan Galyas

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Comments Details

Comments: I have reviewed the submitted Noise Impact Assessment, by Sustainable Acoustics, Report No. 25-0210-0 R01 and dated 04/12/2025 and I am satisfied that plant noise and general vehicle movements are unlikely to give rise to adverse impacts. These elements are already present at background levels and the report demonstrates no meaningful change in overall noise climate during the proposed extended hours. My remaining concern relates instead to customer behaviour during the later and earlier operating periods. Previous issues at this site have not arisen from fixed plant or drive-thru activity, but from people lingering in the area, engines being revved, bins being taken out and collected and occasional antisocial behaviour. These short, unpredictable events are not easily assessed through an LAeq, nor known when or how frequently they will occur in the future.

The applicant proposes a Premises Noise Management Plan (Appendix C) which, if implemented in full, would provide an approach to supervising the site and discouraging loitering and noise associated with poor behaviour. Some benefit may arise from the presence of staff during the later closing hour, as this may reduce the opportunity for people to remain in the car park unsupervised. However, elements of the management plan depend on staff judgement and customer cooperation, and these matters are difficult to enforce for staff, or via planning conditions. It is therefore important to emphasise that, while a condition can require the operator to follow the submitted plan, compliance with it cannot eliminate the risk of how individuals and customers may behave during more sensitive periods.

Should the Local Planning Authority be minded to approve the application, I recommend that the Noise Management Plan at Appendix C is secured by condition, with clear wording that requires it to be followed in full. Again, I would make it clear, this cannot wholly remove the uncertainties associated with customer behaviour.

Recommendation: if approved the following condition should be attached:

1) The premises shall operate fully in accordance with the Premises Noise Management Plan within Appendix C of the Noise Impact Assessment, Sustainable Acoustics, Report No. 25-0210-0 R01, and dated 04/12/2025, together with measures contained within Appendix F. The approved measures shall include, as a minimum: (i) CCTV covering the car park and external areas; (ii) clear signage requesting customers to keep noise to a minimum; (iii) a requirement for staff or management presence in the car park at closing time to supervise customer dispersal; (iv) procedures for staff to challenge loitering or noisy behaviour within the site boundary; and (v) maintenance of an incident log, to be made available to the Local Planning Authority upon request. The approved Plan shall be implemented in full at all times during the operating hours hereby permitted and shall be permanently retained thereafter. No alterations to the Plan shall be made without the prior written approval of the Local Planning Authority.

Kind regards