



Build Studios, London, SE1 7FR

Development and Conservation
North Hertfordshire District Council
PO Box 10613
Nottingham
NG6 6DH

27 February 2026

Dear Sir/Madam

Re: Application by Shell UK Oil Products Limited for Full Planning Permission for the Demolition of the Existing Sales Building and the Canopy Link and Erection of New Sales Building, Replacement of Pumps, Installation of Jet Washes, Retention of Car Wash, Creation of New Car Parking Spaces and Associated Works at Shell Hitchin, Bedford Road, Hitchin, Herts, SG5 2TY.

I act on behalf of Shell UK Oil Products Limited and I am instructed to submit a planning application to your Authority for full planning permission for the *“demolition of the existing sales building and the canopy link and erection of new sales building, replacement of pumps, installation of jet washes, retention of car wash, creation of new car parking spaces and associated works”* at Shell Hitchin, Bedford Road, Hitchin, Herts, SG5 2TY.

The planning application has been submitted via the Planning Portal (Ref: PP-14738886). Accordingly, please find enclosed the following attached in support of the planning application:

- (i) Planning Application Form, signed and dated;
- (ii) Relevant Ownership Certificate and Agricultural Land Declaration signed and dated;
- (iii) Location Plan, Ref: 10019011 LP 26;
- (iv) Block Plan, Ref: 10019011 BP 26;
- (v) Existing Site Layout, Ref: 10019011 ESL 26;
- (vi) Existing Site Elevations, Ref: 10019011 ESE 26;
- (vii) Existing Sales Building Elevations, Ref: 10019011 ESBE 26;
- (viii) Proposed Site Layout, Ref: 10019011 PSL 26;
- (ix) Proposed Site Elevations, Ref: 10019011 PSE 26;
- (x) Proposed Sales Building Elevations, Ref: 10019011 PSBE 26;
- (xi) Proposed Jet Wash Elevations, Ref: 10019011 PJWE 26;
- (xii) Internal Sales Building Layouts, Ref: 10019011 ISBL 26;
- (xiii) Tracking Layout, Ref: 10019011 TRACK 26;

- (xiv) Planning, Design and Access Statement prepared by JMS Planning & Development Ltd dated February 2026;
- (xv) Phase I Environmental Site Assessment prepared by Arcadis dated December 2024;
- (xvi) Comprehensive Groundwater Monitoring Event prepared by AECOM dated June 2016;
- (xvii) Comprehensive Groundwater Monitoring Event prepared by URS dated October 2014;
- (xviii) Environmental Verification Report prepared by URS dated October 2013;
- (xix) Comprehensive Environmental Site Assessment - Further Investigation prepared by URS dated February 2013; and
- (xx) Comprehensive Environmental Site Assessment prepared by URS dated September 2012.

The required application fee has been paid directly via the Planning Portal.

In addition to the above and enclosed, I would be grateful if you could take into account the contents of this letter in your consideration of the planning application.

The National Planning Policy Framework identifies the need for planning positively for community facilities and motorist services that support the safety and welfare of road users. Service stations are a vital necessity and provide an important role ensuring that motorists travel safely, particularly as the number of vehicles on the roads continues to increase and the number of service stations have decreased over past decades, thereby increasing the demand on existing service stations.

The principle of the redevelopment on the site should be accepted given that the site is an existing long-established service station and roadside use which provides an important facility for motorists travelling on Bedford Road. The site is in need of an upgrade in order to meet customers' needs and bring the facility up to modern day standards. The proposal includes a new and improved sales building, retains the existing car wash, and introduces two new jet washes, ensuring continued provision of valued ancillary services alongside an enhanced forecourt offer.

Detailed consideration has been given to the layout of the site to ensure the operation of the site and traffic flows through it are optimised. Access into and out of the site remains as existing, meaning there will be no change or impact on the existing highway network.

Retail impact is not a consideration which is material to the application. The site is an existing service station, and the use will stay broadly as existing, seeking to improve an existing community and motorist facility.

The site has no ecological constraints and the site is BNG exempt.

The proposals will not give rise to any unacceptable noise effects. The development modernises an established service station and will continue to operate in a manner consistent with its long-standing commercial use. The surrounding area is already characterised by commercial activity, and the proposals sit comfortably within this context whilst maintaining appropriate separation from nearby residential properties. The scheme therefore complies with Policy D3 of the Local Plan.

Based on the above it is requested that planning permission is forthcoming for this proposal.

Should you have any queries regarding the above or any other matter relating to this application, please contact me on [REDACTED]

Yours faithfully

N. Thomson

Neve Thomson
JMS Planning & Development

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