

Planning Statement (including Heritage, Design & Access Statement)

Installation of an automated prescription collection machine

Pewsey Surgery, High Street, Pewsey SN9 5AQ

October 2025

Ref: 25104

Rev: B

email@plande.uk

0333 444 3433

www.plande.uk

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I. INTRODUCTION

- I.1 Plande has been appointed to submit a supporting statement for the installation of an automated prescription collection machine at Pewsey Surgery, High Street, Pewsey SN9 5AQ.
- I.2 This statement has been prepared for the exclusive use of the applicant as part of their planning application and in accordance with the agreed scope of the project. The document may not be reproduced in whole or in part, without the prior written consent of Plande. The copyright in this document (including its electronic form) shall remain vested in Plande. Plande will not be liable for the contents or use of this document by any person for any purpose. The content herein, including but not limited to any assessments and conclusions, represents the author's opinions, not factual assertions, except where explicitly stated and independently verified.
- I.3 This statement, which should be read in conjunction with the supporting information submitted with the application, aims to give an appraisal of the planning issues and merits in context with planning and other policies, guidance and material considerations.

2. SITE & SURROUNDINGS

- 2.1 The existing site contains a detached purpose-built medical centre building with parking and amenity space. The property is two-storey and of a traditional appearance with brick elevations.



Figure I: Photographs of the property

- 2.2 The property sits at the rear of High Street, and is accessed from High Street via the Co-op supermarket access road, through the car parking areas. Immediate neighbouring properties are

predominantly commercial. To the north of the plot sits the Vale Dental Practice. To the southeast is Pewsey Vale Bowls Club. To the west is the Co-op supermarket and its associated car park.

- 2.3 The flood map illustrates that the application site is in Zone I, an area with a low probability of flooding. The site is not within the Green Belt.
- 2.4 The site sits within the Pewsey Conservation Area. The property is not a Listed Building, however there are several Listed Buildings nearby facing onto High Street. To the south of the plot is a group of trees covered by a Tree Preservation Order.



Figure 2: Aerial Photograph (Source: Google Earth)

3. RELEVANT PLANNING HISTORY

3.1 A planning history search illustrates the following relevant applications for the site:

- Application Number K/81/0456
ADDRESS Rear of Lloyds Bank, High Street, Pewsey
APPLICATION_TYPE F
AREA_HA 0.37
Decision Date 6/11/1981, 1:00 AM
PROPOSAL New Medical Centre
Application Status Approve with Conditions
- Application Number K/79/0460
ADDRESS Rear of Lloyds Bank, High Street, Pewsey
APPLICATION_TYPE O
AREA_HA 0.30
Decision Date 9/27/1979, 1:00 AM
PROPOSAL Group Practice Doctor's Surgery with self-contained flat
Application Status Approve with Conditions
- Application Number K/42834/T
ADDRESS The Surgery grounds, Pewsey.
APPLICATION_TYPE TRI
AREA_HA 0.20
Decision Date 3/26/2002, 12:00 AM

PROPOSAL Fell tree 1 as there is root lift and it is leaning towards Bowls club. Fell tree 2/extensive dieback in upper canopy and it is unbalanced and may not respond well to reduction.
Application Status Approve with Conditions

- Application Number 18/06654/TCA
ADDRESS Pewsey Surgery, High Street, Pewsey SN9 5AQ.
APPLICATION_TYPE Works to trees in a Cons. Area
Decision Date 20/08/2018
PROPOSAL 3 Birch trees - fell
Application Status No objections

4 THE PROPOSAL

- 4.1 The Pharmaself24 is the market-leading automated prescription-collection service allowing patients to simply and securely pick up their medicines when it is convenient for them.
- 4.2 Surgery staff dispense the medicines as normal and then load the dispensed bags securely into the machine using barcode technology. All medicines will be dispensed and packaged at the Marlborough surgery. They will then be securely transported to the Pewsey surgery, where they will be loaded directly into the kiosk using barcode technology to ensure accuracy and security.
- 4.3 Patients are notified that their prescription is ready and provided with a 1-time-use-only PIN number which they use to collect the medicine, which only takes a few seconds.
- 4.4 The purpose of the kiosk is to expand dispensing services to patients who are currently unable to access the dispensary in Marlborough. This proposal seeks to provide equitable access to the services offered by Kennet and Avon Medical Partnership (KAMP). The kiosk will operate 24 hours a day, enabling patients who struggle with limited pharmacy opening hours to obtain medication conveniently and close to home. Furthermore, the kiosk is highly automated, meaning this expansion does not require additional staff resources.
- 4.5 Patients will benefit from an easy-to-use, efficient service that provides 24/7 convenience, allowing collection outside normal pharmacy opening hours, including weekends and bank holidays, and at times that suit their daily routines (e.g., commuting to and from work). The kiosk also reduces queuing times and face-to-face contact, which is particularly advantageous for vulnerable patients.
- 4.6 Experience from previous installations shows that the vast majority of patients will collect from the Pharmaself24 during the Surgery's normal opening hours, but the ability to allow patients, who cannot get to the Surgery during opening hours to collect outside of these times (for example Weekends, Bank Holidays, on their way to or from work etc), means patients do not miss out taking their medicines.
- 4.7 The machines have operated in numerous premises throughout the pandemic and have proved invaluable in providing a contact-free and continuous service, supporting the NHS services and providing an invaluable community benefit while negating footfall inside of buildings and reducing face-to-face meetings.

THE MACHINE

- 4.8 The Pharmaself24 Compact is a self-contained, secure machine measuring approximately 1.9m tall and 1m wide externally, fitted securely into elevation of the Surgery, featuring the business logo, a touchscreen, credit card terminal and five collection doors. The Compact has a capacity of up to 100 bags and instructional signage may be added adjacent to the machine to provide information to users.
- 4.9 To date, there have been over 500 Pharmaself24 models installed in the Netherlands and approaching 100 currently in the UK, including within pharmacies, dispensing GP surgeries, hospitals and prison pharmacies. Pharmaself24s have been used in the UK for over a decade now and are listed on the General Pharmaceutical Council's website as an example of "innovative technology to support the safe and efficient collection of assembled medicines" (<https://inspections.pharmacyregulation.org/knowledge->

[hub/notable-practice/using-pharmacy-vending-machines-to-support-access-to-medicine-316](#)). The General Pharmaceutical Council is the government's professional regulator for pharmacies.



Figure 3: An example of an installed machine (NB colours shown indicatively).

USE AND AMOUNT

- 4.10 The planning application is for the provision of an automated prescription collection machine within the existing elevation of the business with surrounding DiBond (or similar) coloured aluminium panel, in place of the existing glazing, and associated external works, lighting and CCTV.
- 4.11 It is suggested that the use of the site will be in keeping with and complementary to the vitality and mix within the area and will not have a negative impact on the amenity of the surrounding properties, the vitality, character, viability of the area as a whole.

LAYOUT, SCALE AND MASSING & APPEARANCE



Figure 4: Proposed siting of the machine in modified existing window opening

- 4.12 The machine is to be located adjacent to the main entrance to the surgery, and will be installed within a modified existing window opening. The proposed siting of the machine is intended to facilitate safe, appropriate access and is considered in relation to the surrounding context and specific site constraints and existing servicing.

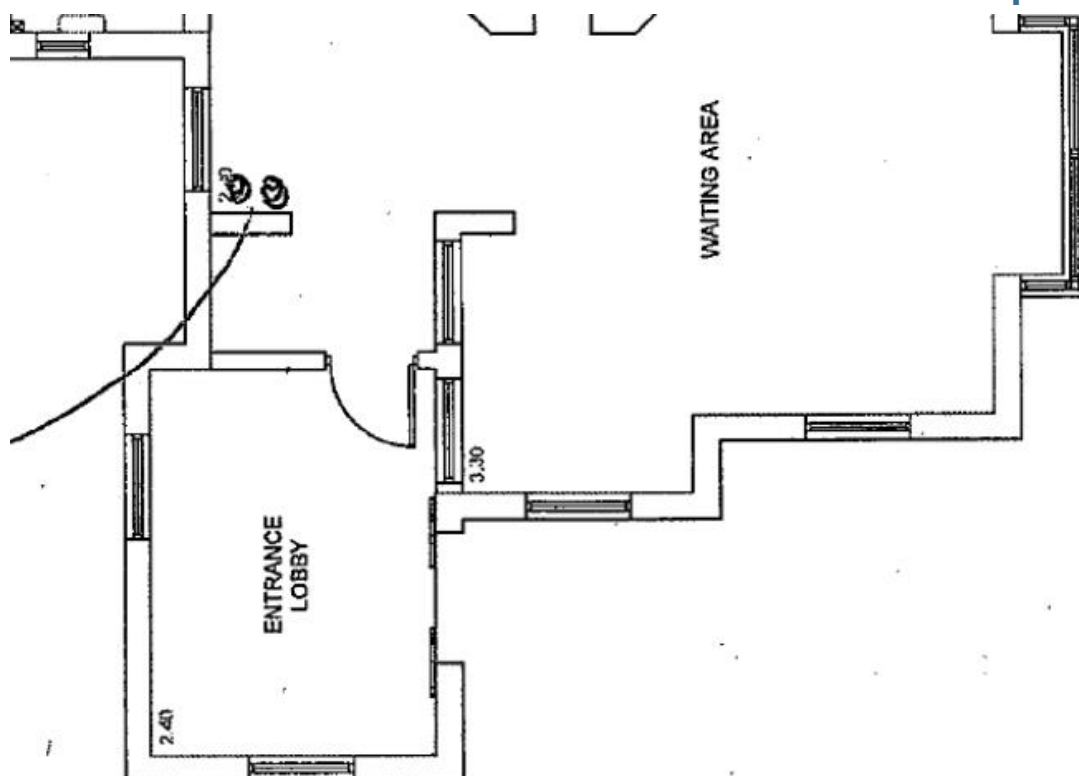


Figure 5: Existing floor plan extract

- 4.13 The machines have been designed to have an elegant and contemporary appearance, using coloured metal and decals (to reflect the Surgery's branding), to be in keeping with modern retail environments. It is suggested that the machine will not materially change the premises.
- 4.14 It is therefore suggested that the installation of the machine into the existing building will not materially harm visual amenity.
- 4.15 No amendments to the existing landscaping or boundary treatments are proposed as part of the application.

ACCESS & PARKING

- 4.16 The proposed works make no alterations to the existing access, either from the main road or into the site. It is proposed that the nature of the machine and the existing use means that there will be no material increase in vehicle or pedestrian movements into and out of the site or create a negative or unacceptable impact on the existing local highway network, especially when compared to the maximum potential for the existing use. It is therefore suggested that the proposed machine will not result in any discernible detrimental amenity impacts.
- 4.17 In addition, the site is well served by on-site parking and public transport. It is proposed that the Surgery as a whole provides safe and suitable access.
- 4.18 The proposals do not affect the car parking availability or existing servicing arrangements. As such it is suggested that the proposals conform with the relevant local policies.
- 4.19 It is also suggested that, by the very nature of the location, that visitors to the site are likely to visit the other premises and make use of the other services within the local centre which would reduce the overall trip generation.

- 4.20 The location of the proposed machine will not hinder any security or surveillance devices and will not cause an obstruction to transport or pedestrian safety. The use of the machine will not result in hindering pedestrians use of the footway which it is suggested is sufficient to allow pedestrians to pass while customers use the machine.
- 4.21 The machine is designed to be accessible by a range of users, including wheelchair access.
- 4.22 The existing surgery does not currently dispense prescriptions from the site, however the proposals would allow patients at the surgery to collect medication locally, thereby reducing the need for patients to travel to Marlborough, c. 10km away. All prescriptions will be processed at Kennet & Avon Medical Partnership's main branch based in Marlborough, for loading collection at the application site.
- 4.23 It is therefore proposed that the works conform to the relevant local policies as well as national policies generally.

SECURITY

- 4.24 Data illustrates that less than 10% of prescriptions are paid for, with the majority (children, elderly, low-paid and medical exemptions) receiving free prescriptions.
- 4.25 For the customers who need to pay for prescriptions, the machines only accept cards. Due to the cost of prescriptions (c. £9.90), the majority of transactions (of the small % who actually pay) are able to use secure contactless payment technology, which reduces the possibility of PIN number theft. Furthermore, receipts are sent electronically so there is no paper waste as well as reducing the potential for data theft. The machine doesn't accept cash. The Ingenico credit card terminal on the machine is designed as an unattended system (for example as per Toll Roads etc) and has a secure encrypted payment gateway to prevent tampering.
- 4.26 Unlike a traditional pharmacy dispensary where items are arranged in alphabetical order, the dispensing bags within the machine are not ordered in any particular logical way and are not labelled with the contents. There is no consistency of the contents i.e. it could be a simple dressing or an inhaler. Compared to the medicines stored within the dispensary, there is little incentive to target the Pharmaself24 or its contents. This is reflected in the hundreds of installations across Europe with no reported attempted break-ins to-date.
- 4.27 The machines are replenished internally by the appropriately trained staff having undertaken a general risk assessment. The Surgery has standard operating procedures in place for all of its workflow and this will include the loading of the machine. Standard Operating Procedures are a regulatory requirement for pharmacies and so the process will be documented, and staff trained accordingly. Dispensed bags in pharmacies are currently put on a shelf. The Pharmaself24 adds a level of security to this process by storing bags in a locked secure unit and having a full audit trail of when bags are loaded and collected - this significantly enhances governance over the collection process.
- 4.28 From the data provided by Pharmaself24 on the machines previously installed, around 80% of prescriptions, collected from the machine, are collected when the Surgery is open.
- 4.29 The principle of the Pharmaself24 is to allow the collection of regular repeat medicines for people on long term stable conditions who are comfortable with managing their treatments. This is the majority of patients and the Pharmaself24 empowers this process. The Pharmaself24 just automates the manual 'handing out process' and the Surgery team is still able to talk to patients as required.
- 4.30 The contents of the machines vary; however, the GP's have to make a professional decision about what is suitable and appropriate for the machine, with face-to-face consultations still required for key patients. Dispensers then follow clearly defined Standard Operating Procedures (SOPs), with the Partnering GPs retaining overall responsibility. The machine will **not** be loaded with controlled drugs including all Schedule 2 or Schedule 3 medicines that fall under the normal safe custody requirements.

- 4.31 With a large proportion of machines, the value of the prescription medicines does not tally with any notional prescription charge, with items such as painkillers being worth pence and inhalers being valued at a couple of pounds.
- 4.32 The collection PIN numbers are provided to the customers, by SMS message or email, and are 1-time-use-only linked only to the dispensing bag, rather than any patient details.
- 4.33 External CCTV will monitor the machine and its users which will form part of the Surgery's existing CCTV system. A BSIA Accredited CCTV system will be capable of receiving high-quality colour images of evidential quality. Any footage will be recorded onto a securely located and locked hard drive to prevent tampering of the captured footage. Such footage will be retained for no longer than is necessary. CCTV signage will also be installed, to act as a further deterrent. It is intended that the installation of the CCTV system will assist with crime reduction and detection, management of the Surgery as well as staff and public safety.
- 4.34 The machine will be appropriately illuminated, taking into consideration existing street-lighting and other background illumination, to further help reduce the opportunity for crime as well as the fear of crime. The lighting will be compatible with the installed CCTV system.
- 4.35 The machine itself has a 15-inch colour touchscreen and the central cross is backlit with a 10-watt LED light. There is a small light sensor fitted on the front of the PS24 which monitors the ambient light and so as dusk falls, the front screen gets less bright. During the day it emits 1,000 lumens (so people - especially the elderly can clearly see the screen in bright daylight) but by dusk, the brightness reduces to 600 lumens (which is sufficient for use on darker evenings).
- 4.36 The Compact machine is installed through the existing building with an outer steel frame which is bolted (internally) onto the machine, which itself weighs c 280kg. This outer frame creates a secure fit into the building with the frame, or machine, having no visible fixings on the outside.
- 4.37 The majority of the machine is located within the Surgery building and as such will be covered by the alarm of the Surgery.
- 4.38 It is suggested that the machines are similar to the internet retailer collections points, for example, Amazon lockers, which provide a secure environment for customers to collect items that are not easily identifiable or accessible by others.
- 4.39 One of the key objectives, of the Local Plan is to support safer communities. It is proposed that the installation of the machine meets the requirements of the relevant policies, by ensuring it has been designed in ways that reduce the opportunities for crime as well helping to reduce the fear of crime.

5. PLANNING POLICY FRAMEWORK

- 5.1 In accordance with S.38 of the Planning and Compulsory Purchase Act 2004 and section 70(2) of the Town and Country Planning Act 1990, this planning application should be determined in accordance with the relevant Development Plan policies unless material considerations indicate otherwise. For the purposes of this determination, the Development Plan comprises:
 - Wiltshire Core Strategy (Adopted 20 January 2015)
 - Saved policies from the Kennet District Local Plan (Adopted April 2004)
 - Pewsey Neighbourhood Development Plan 2006-2026 (Adopted June 2015)
- 5.2 This section provides the background to the development plan and identifies the relevant policies below.

WILTSHIRE CORE STRATEGY

- 5.3 **Core Policy I - Settlement Strategy** outlines Wiltshire's Settlement Strategy, which promotes sustainable development across designated areas. Principal Settlements are the main hubs for growth. Market Towns and Local Service Centres such as Pewsey support development to enhance services and self-containment. Large and Small Villages will see limited development to meet local housing and

employment needs. This strategy aims to improve quality of life while preserving the character and function of each settlement type.

- 5.4 **Core Policy 57 - Ensuring high quality design and place shaping** sets out expectations for high-quality design in all developments across Wiltshire. Proposals must reflect local character, enhance distinctiveness, and integrate well with the natural and built environment. Key considerations include landscape setting, biodiversity, townscape features, historic assets, sustainable construction, and community safety. Developments should also respect neighbouring uses, provide good amenity, and be accessible and legible.
- 5.5 **Core Policy 58 - Ensuring the conservation of the historic environment** focuses on conserving Wiltshire's historic environment. Development must protect and, where possible, enhance heritage assets, including archaeological sites, listed buildings, conservation areas, and historic landscapes. Both designated and non-designated assets that contribute to local character will be safeguarded. Proposals that improve the condition of at-risk heritage assets are encouraged, with input from statutory and local consultees. The policy supports sensitive development that delivers wider social, cultural, and environmental benefits.

SAVED POLICIES FROM KENNET DISTRICT LOCAL PLAN

- 5.6 **Policy ED24 – New development in service centres**, supports new development in Service Centres such as Pewsey, by permitting new shops and services or extensions to existing ones, provided service arrangements are adequate. The policy aims to strengthen local service provision while maintaining accessibility and infrastructure standards.

PEWSEY NEIGHBOURHOOD DEVELOPMENT PLAN

- 5.7 **Policy 3 - The Economy, Service Centre Provision**, supports Pewsey's role as a Service Centre by encouraging development of services and community facilities, subject to alignment with other policies.
- 5.8 **Policy 8 – Heritage** promotes the conservation and enhancement of Pewsey's historic character. Development proposals within or affecting the Conservation Area must reflect guidance from the Pewsey Conservation Area Appraisal (2009) and Village Design Statement (2007). High standards of design and traditional materials are required. Proposals that sensitively conserve listed buildings or improve the public realm—especially areas identified as 'at risk'—are encouraged to preserve Pewsey's heritage and identity.

NATIONAL PLANNING POLICY FRAMEWORK

- 5.9 The National Planning Policy Framework (NPPF) was published in 2012 and last revised in December 2024. The aim of the NPPF is to ensure there is a presumption in favour of sustainable development and that positive planning solutions are found to ensure development is brought forward. The NPPF is a material consideration in planning decisions as outlined in Paragraph 2 of the NPPF and Section 38(6) of the Planning and Compulsory Purchase Act 2004.
- 5.10 Sustainable development is broadly defined in Paragraph 8 of the NPPF as having three overarching objectives which are independent and need to be pursued in mutually supportive ways:
- a) An economic objective – to help build a strong, responsive and competitive economy, by ensuring that sufficient land of the right types is available in the right places and at the right time to support growth, innovation and improved productivity; and by identifying and coordinating the provision of infrastructure;
 - b) A social objective – to support strong, vibrant and healthy communities, by ensuring that a sufficient number and range of homes can be provided to meet the needs of present and future generations; and by fostering a well-designed and safe built environment, with accessible services and open spaces that reflect current and future needs and support communities' health, social and cultural well-being; and

- c) An environmental objective – to contribute to protecting and enhancing our natural, built and historic environment; including making effective use of land, helping to improve biodiversity, using natural resources prudently, minimising waste and pollution, and mitigating and adapting to climate change, including moving to a low carbon economy.
- 5.11 The NPPF sets out Government planning policies for England and how these are expected to be applied. Paragraph 11 of the NPPF states that the purpose of the planning system is to contribute to the achievement of sustainable development and that a presumption in favour of sustainable development is at the heart of the NPPF. For decision-taking this means:
- Approving development proposals that accord with the development plan without delay; and
 - Where the development plan is absent, silent or relevant policies are out of date, grant planning permission unless:
 - Any adverse impacts of doing so would significantly and demonstrably outweigh the benefits when assessed against the policies in the framework as a whole, having particular regard to key policies for directing development to sustainable locations, making effective use of land, securing well-designed places and providing affordable homes, individually or in combination; or
 - Specific policies in the Framework indicate development should be restricted.
- 5.12 Paragraph 39 states that local planning authorities should approach decisions on proposed development in a positive and creative way and should work proactively with applicants to secure development that will improve the economic, social and environmental conditions of the area. Furthermore, Decision-makers should seek to approve applications for sustainable developments where possible.
- 5.13 Paragraph 48 states that planning law requires that applications for planning permission be determined in accordance with the development plan unless material considerations indicate otherwise.
- 5.14 Paragraph 56 states that local planning authorities should consider whether otherwise unacceptable development could be made acceptable through the use of conditions.
- 5.15 Paragraph 128 states that local planning authorities should take a positive approach to applications for alternative uses of land which is currently developed but not allocated for a specific purpose in plans, where this would help to meet identified development needs.
- 5.16 Paragraph 135 (f) states that developments should ‘create places that are safe, inclusive, and accessible and which promote health and well-being, with a high standard of amenity for existing and future users and where crime and disorder, and the fear of crime, do not undermine the quality of life or community cohesion and resilience.
- 5.17 Paragraph 207 requires applicants to assess the significance of any heritage assets affected by a proposed development, including their setting. The level of detail should match the asset’s importance and be sufficient to understand potential impacts.
- 5.18 Paragraph 210 outlines key considerations for local planning authorities when assessing development proposals affecting heritage assets.
- 5.19 Paragraph 212 advises “When considering the impact of a proposed development on the significance of a designated heritage asset, great weight should be given to the asset’s conservation (and the more important the asset, the greater the weight should be).”
- 5.20 Paragraph 215 of the NPPF further states that “where a development proposal will lead to less than substantial harm to the significance of a designated heritage asset, this harm should be weighed against the public benefits of the proposal including, where appropriate, securing its optimum viable use.”
- 5.21 Paragraph 220 highlights that “not all elements of a Conservation Area ... will necessarily contribute to its significance”.

6.0 SCHEME ASSESSMENT

- 6.1 The following section will consider the compliance of the proposal with the Development Plan policies and material considerations for the application. It provides an analysis of the main planning matters related to the principle and a more detailed, policy-orientated assessment of planning considerations.

PRINCIPLE OF DEVELOPMENT

- 6.2 Considering the NPPF as a whole, it is important to note that the main purpose of the NPPF is to contribute to the achievement of sustainable development. Paragraph 8 states that “Achieving sustainable development means that the planning system has three overarching objectives which are interdependent and need to be pursued in mutually supportive ways (so that opportunities can be taken to secure net gains across each of the different objectives)”.
- 6.3 At Paragraph 7, the NPPF states that the purpose of the planning system is to contribute to the achievement of sustainable development. Paragraph 7 further states that, at a very high level, the objective of sustainable development can be summarised as meeting the needs of the present without compromising the ability of future generations to meet their own needs.
- 6.4 At Paragraph 11, the NPPF sets out a presumption in favour of sustainable development, which requires decision makers to approve applications that accord with the Development Plan without delay.
- 6.5 It is suggested that the proposals represent sustainable development as defined in the NPPF in that they contribute towards a strong, stable and more diverse economy, minimising the impact on climate change, the need to travel and the use of resources, including the production of waste. It is suggested that any adverse impacts of granting planning permission would be significantly and demonstrably outweighed by the benefits and there are no policies which would indicate development should be restricted.
- 6.6 It is suggested that the machine is complementary and ancillary to the existing use, is appropriate for its context, will not conflict with neighbouring land uses, will not impact unacceptably on the local highway network and will not have an adverse impact on the character and appearance of the area and/ or the amenities of neighbouring occupiers. It is suggested that the principle of development is in accordance with policy CPI of the Wiltshire Core Strategy and policy ED24 of the Kennet Local Plan, and can therefore be considered acceptable in this location.

DESIGN & APPEARANCE

- 6.7 It is suggested the installation of the machine is of a minor nature and accords to the relevant policies in that the design will not have an adverse impact on the street scene or character of the area and are of an appropriate scale, height and material given the context of the area.
- 6.8 The proposals are in keeping with the location and context, and respect the local architecture, design and materials. It is suggested that the proposal for the installation of an automated prescription machine, are of a minor nature and will not materially harm or have any notable adverse visual impact. In addition, the proposals will not dominate or detract from the architectural details of the building with the proposed materials considered appropriate for its setting.
- 6.9 It is suggested that the proposals would not have a detrimental impact on the appearance of the surgery. The finish and appearance of the machine and surrounding panel would be of a colour and material that would complement the appearance of the existing building.
- 6.10 As such it is suggested that the proposals comply with policy CP57 of the Wiltshire Core Strategy and the NPPF.

IMPACT ON NEIGHBOUR AMENITY

- 6.11 The nature of the existing building and limited nature of the proposed works means that there are no material differences in relation to overbearing, overshadowing, overlooking or visual intrusion. The proposed use will not inherently create any noise or odour that would be detrimental to the occupiers of the residential properties.
- 6.12 The proposals will provide a safe, inclusive, convenient and welcoming development which addresses personal safety, security and crime prevention, safe, secure and convenient access, reducing the scope for anti-social behaviour and fear of crime, while integrating successfully into the local area and avoiding harm to the neighbouring amenity.
- 6.13 It is suggested that the hours of operation of the machine will not have a material impact on the site or wider area, particularly the surrounding residential properties when compared to the existing and maximum allowable uses of the application site and wider area.
- 6.14 In addition, there is no adverse impact on the neighbouring uses in terms of noise, general disturbance, light pollution, loss of privacy or light. The proposals would also not lead to an over-intensification of the use of the site.
- 6.15 It is suggested that the proposals are in accordance with policy CP57 of the Wiltshire Core Strategy and the NPPF.

IMPACT ON THE CONSERVATION AREA

- 6.16 A Conservation Area, designated under the provisions of Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990, is defined as “an area of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance”.
- 6.17 The proposals are located within the Pewsey Conservation Area, and as such policy CP58 of the Wiltshire Core Strategy requires development to protect, conserve and enhance the historic environment. Policy 8 of the Pewsey Neighbourhood Plan requires all new development to be of a higher than normal standard in terms of design, blending harmoniously with neighbours and using high quality, local and traditional materials.
- 6.18 The host property was constructed in the 1980’s, and as such has no particular historic or architectural interest. The dispensing machine will be located within an existing window opening, and adjacent to the main entrance to the surgery. The proposals seek to make no other changes to the external appearance of the buildings or site, other than the installation of the pharmacy machine within an existing opening, with the overall character and appearance being retained.
- 6.19 In considering the impact of the proposals, the following elements have been considered:
 - Location and siting.
The building is located within the Conservation and is not a listed building, although it is appreciated there are a number of Grade II Listed Buildings in close proximity. The proposals do not materially affect the siting of the building, the boundary treatment or open space associated with the site and are unlikely to be seen as prominent from the Listed properties or seen prominently in the context of the Listed Buildings.
 - Form and appearance.
The existing structural opening is not prominent within building or the wider area and therefore any changes are unlikely to be seen from a variety of vantage points. The proposed changes, however, do not affect the overall appearance, scale or massing of the building or the wider street scene or how various stakeholders will experience the assets. Being of relatively small dimensions, the proposed machine will not compete with the host building or wider conservation area and will not be a distraction from the assets. The materials (texture, colour etc), overall design and style are intended to be complementary

and provide visual interest to the host building, Conservation Area and the wider area, which has a range of architectural styles.

- Wider effects of the development.
The proposed works will not materially change the built environment, skyline, silhouette or space. The proposals will also not introduce any material harm to amenity (noise, dust, odour, overshadowing, overbearing or loss of privacy) and are not intended to be illuminated other than as stated within this statement. No changes are being made to the general character, public access or use, land use, traffic and the proposals will not result in a fragmentation of ownership or use of the building but will aim to improve the economic viability of the building as well as providing an essential public and wider community service.
- Permanence.
It is intended that the machine is a permanent addition to the building however, the machine installation is reversible without affecting the fundamental fabric of the building or harm to the host building.

6.20 The proposals are suggested as being in keeping with the existing character of the elevation, the building and the area, is not obtrusive or visually prominent and will not dilute the positive features of the host building or Conservation Area or be unsympathetic or harmful to the special character and significance of the building.

6.21 It is suggested that the proposals will lead to a less than substantial harm to the significance of the nearby heritage assets and should be weighed against the public benefits of the proposal including the essential service the machine will provide.

6.22 It is suggested that the proposals are in accordance with the policies of the Wiltshire Core Strategy, Pewsey Neighbourhood Plan, and the NPPF.

7 CONCLUSION

7.1 It is suggested that the installation of an automated prescription collection machine within the Surgery will have a positive impact on the services of the area and aid the wider economy as well as providing an essential service at the current time. It is suggested that the use, in principle, is suitable for its location and of benefit to the community.

7.2 It is suggested that the proposal would align with the Development Plan in that it provides for appropriate use and will be a significant benefit to the area.

7.3 It is suggested that the proposals will have a positive impact on the heritage value and character of the Conservation Area. Therefore, the application should be seen positively in relation to the relevant national and local heritage policies particularly considering the public benefits of the proposal and the lack of permanent change to the fabric of the building.

7.4 It is suggested that the proposals represent sustainable development, consistent with local and national planning policies, and should be supported in order to deliver the wider social, environmental and economic benefits.