

Design and Security Statement

1. **Overview of security measures.** a) Combined telephone-ATMs are installed on 1-tonne concrete blocks anchoring the units to the pavement to prevent ram-raiding, b) the casing is hardened steel to prevent unauthorised access to the ATM, and c) the system is alarmed, and connected to a monitoring centre through multiple communications links, enabling instant police response. Other security measures are also installed, but these have been omitted from the public application to prevent giving potential criminals any advantage.
2. **0.3% attack rate, 0% success rate.** BT has been installing combined telephone-ATMs for almost a decade, since 2006, and has 550 installed across the UK. Only two have been subjected to cash attacks – and both attacks failed completely. Security analysis indicates that bank ATMs, often protected only by sheet glass windows, are far more vulnerable to attack – hence why criminals prefer to target them.
3. **Public service.** This work is part of a nationwide programme to upgrade and replace existing kiosks and maintain the viability of the payphone network. While usage is diminishing, the system is a valued a community service enabling almost 2 million emergency calls and 30% of all calls to Childline every year.
4. **Reduced anti-social behaviour.** Traditional enclosed kiosks are, unfortunately, magnets for anti-social behaviour, including drug abuse and prostitution adverts. The upgraded kiosks lack an enclosed area in which drugs can be injected, or prostitution adverts emplaced.
5. **Regular maintenance.** Because the combined telephone-ATM requires a constant connection to the bank's central computer, BT is able to identify (extremely rare) instances of damage, and respond immediately. Additionally, the requirement for personnel to visit the combined telephone-ATM to load it with cash means that any graffiti (again, extremely rare) is identified and removed extremely rapidly.
6. **Aesthetics.** The design of the new kiosk is more modern, and we consider that it is a more attractive item of street furniture.
7. **Damage-resistant.** Traditional phone kiosks were not designed to withstand attacks, and consequently are very vulnerable to criminal damage. Combined telephone-ATM kiosks have, as a deliberate design feature, resistance to sustained assault, and therefore they are both far less likely to be attacked, and far less frequently damaged if, nonetheless, attempts are made.
8. **Further information available on request: please contact BT to discuss any queries.** BT has an extensive track record of successfully deploying and operating ATMs across the UK for almost a decade. If the local authority, the local police force, or any other parties, have any queries or concerns – please contact us to discuss these first, before deciding this application. We have been unable, for example, to include full security details in this application because of the fact that it will be available to the public – we are happy to alleviate any residual concerns however, in the unlikely event that there are any.