

<b>Delegated Report</b>		<b>Analysis sheet</b>		<b>Expiry Date:</b>	24/07/2015
		N/A		<b>Consultation Expiry Date:</b>	25/06/2015
<b>Officer</b>			<b>Application Number(s)</b>		
Matthias Gentet			2015/2792/P		
<b>Application Address</b>			<b>Drawing Numbers</b>		
O/S 99-101 Camden High Street London NW1 7JN			See Draft Decision		
<b>PO 3/4</b>	<b>Area Team Signature</b>	<b>C&amp;UD</b>	<b>Authorised Officer Signature</b>		
<b>Proposal(s)</b>					
Replacement of existing public telephone kiosk with combine public telephone and Automated Teller Machine (ATM) kiosk and removal of adjacent existing telephone kiosk.					
<b>Recommendation(s):</b>		Refuse Planning Permission			
<b>Application Type:</b>		Full Planning Permission			

Conditions or Reasons for Refusal:	Refer to Draft Decision Notice					
Informatives:						
<b>Consultations</b>						
Adjoining Occupiers:	No. notified	<b>11</b>	No. of responses	<b>01</b>	No. of objections	<b>01</b>
Summary of consultation responses:			No. electronic	<b>00</b>		
Camden Town CAAC	<p>Objections have been received from the Camden Town CAAC summarised as follow:</p> <ul style="list-style-type: none"> <li>○ Concerns over the inclusion of the ATM machine with the phone box.</li> <li>○ All the proposed sites you listed on Camden High Street are particularly vulnerable.</li> <li>○ The streets are packed with visitors to the Locks so lot of stealing as people tried to get their money from the ATMs.</li> <li>○ Advertisements on the kiosks not necessary.</li> </ul>					

A letter of objection has been received from owner/occupier at 105a, Camden High Street, LONDON, NW1 7JN summarised as follow:

- Many ATMs in the vicinity and walking distance. No need for another ATM
- Unnecessary obstruction on the high street;
- Upcoming redevelopment of this area of Camden High Street to widen the pavement. The new kiosk will thus be located in the middle of the pavement causing unnecessary obstruction to pedestrians.

An objection from Transport for London (TfL) has been received, summarised as follow:

- The footway along this section of TLRN is constrained. This application has the potential to impede the footway and obstruct the flow of pedestrians.
- The application increases the scale of the existing kiosk.

Objections have been received from the Metropolitan Police:  
*There are a number of applications, to change a BT telephone box, to an ATM. There have been agreed guidelines between the police and BT as to security measures to reduce risk of crime concerning this change of use, which I have attached. I don't see any of these guidelines as part of the planning application. Some of these applications I have strong concerns regarding density of people, such as Camden High Street, and in particular outside the Tube Station.*  
*In summary I must object to these planning applications as the security guidance has not been followed.*

## Site Description

The site is located on the edge of the rather narrow pavement on the south-west side of Camden High Street, outside 4-storey buildings with commercial units at ground floor level, office and residential at upper levels, half way between Mornington Crescent and Camden High Street tube stations. The application site sits in a very busy high street which offers a wide variety of commercial units such as restaurant, clothes, food, sports and charity shops, home stores, drinking and eating establishments, banks and building societies, take-away and others.

The site lies within Camden Town Conservation Area.

## Relevant History

### Site Address:

**PE9606036** – (granted by default on 08/05/2003) - Upgrade existing telephone kiosks.

### Adjacent sites:

**2009/3563/P** – (granted on 10/09/2009) – Re-siting and installation of a telephone kiosk - Outside Camden Market, Camden High Street;

**2009/3556/P** – (granted on 10/09/2009) – Re-siting and installation of a telephone kiosk on footpath - Outside 176 Camden High Street;

**2009/1766/P** – (refused on 27/05/2009) - Installation of a telephone kiosk on the public highway - outside 221 Camden High Street;

**2003/3611/P** – (refused on 11/02/2004) - Removal of a telephone kiosk and replacement kiosk with ATM facilities - Outside Camden Market, Camden High Street;

**2003/0793/P** – (refused on 18/08/2003) - Application for prior approval for the siting and appearance of 2 telephone kiosks within the roadside pavement at 154A Camden High Street - 154A Camden High Street;

**2003/0789/P** – (refused on 18/08/2003) - Application for prior approval for the siting and appearance of 2 telephone boxes within the roadside pavement at 220/222 Camden High Street - 220/222 Camden High Street.

**PE9700948** – (agreed by default on 24/12/1997) - Siting of a payphone kiosk on the public highway - 7-9 Camden High Street;

**PE9700481** – (agreed by default on 24/07/1997) - Siting of payphone kiosk on the public highway - o/s Worlds End Pub, Camden High Street;

**PE9700117** – (granted by default on 21/03/1997) - Siting of two public payphones - o/s 273 Camden High Street, Jnc Jamestown Road;

**PE9700116** – (granted by default on 21/03/1997) - Siting of two public payphones - o/s 152 Camden High Street, Jnc Greenland Road;

**PE9606038** – (granted by default on 04/12/1996) - Upgrade existing telephone kiosks - O/S 20 Camden High Street;

**PE9606037** – (granted by default on 04/12/1996) - Upgrade existing telephone kiosks - O/S 88 Camden High Street;

**PE9606035** – (granted by default on 04/12/1996) - Upgrade existing telephone kiosks - O/S 112-124 Camden High Street;

**PE9606033** – (granted by default on 04/12/1996) - Upgrade existing telephone kiosks - O/S 181/183 Camden High Street;

**PE9606032** - (granted by default on 04/12/1996) - Upgrade existing telephone kiosks - o/s Camden Town Station, Camden High Street;

**PE9606031** - (granted by default on 04/12/1996) - Upgrade existing telephone kiosks - o/s Camden Town Station, Camden High Street;

**PE9606030** - (granted by default on 04/12/1996) - Upgrade existing telephone kiosks - O/S Camden Market, Camden High Street;

**P9601586** – (granted by default on 20/06/1996) - Installation of public telephone kiosk - O/S 72 Camden High Street;

**P9601585** – (granted by default on 20/06/1996) - Installation of public telephone kiosk - O/S 16 Camden High Street;

**P9601582** – (granted by default on 20/06/1996) - Installation of public telephone kiosk - O/S Midland Bank, Camden High Street;

**P9601581** – (granted by default on 20/06/1996) - Installation of public telephone kiosk - O/S Camden Market, Camden High Street;

**9501464** – (granted on 01/10/1995) - The placing of telephone kiosks - o/s 84A-90 Camden Road and o/s 47, 144-146 Camden High Street;

**9501395** – (granted on 01/10/1995) - Application for determination whether the Council's approval is required for the siting and appearance of 2 public payphones - O/S 181-183 Camden High Street;

**9500797** – (granted on 01/10/1995) - Application for determination whether the Council's approval is required for the siting and appearance of 2 public payphones - o/s 3-7 Parkway Nr junction Camden High Street;

**9300913** – (refused on 18/08/1993) - Application for determination whether the Council's approval is required for the siting and appearance of one public payphone (kiosk) - Outside Camden LRT Station Camden High Street;

**9300910** – (refused on 18/08/1993) - Application for determination whether the Council's approval is required for the siting and appearance of one public payphone (kiosk) - Outside 86 Camden High Street;

**9300076** – (granted on 08/05/2003) - Application for determination whether the Council's approval is required for the siting and appearance of two public payphones - Outside 144-146 Camden High Street;

**9300074** – (granted on 08/05/2003) - Application for determination whether the Council's approval is required for the siting and appearance of two public payphones - Outside 140 Camden High Street;

This application is one of a number of similar proposals from BT in 12 various locations within Camden, listed as follow:

2015/1058/P – O/S 26-28 Agar Grove  
2015/2620/P - O/S 100 Euston Road  
2015/2622/P - O/S 1 Eversholt Street  
2015/2776/P - O/S Gospel Oak Primary School, Mansfield Road  
2015/2780/P - O/S 84-92 Camden Road  
2015/2801/P - O/S 181-183 Camden High Street  
2015/2824/P - O/S The Earl of Camden PH, Junction of Parkway and Albert Street  
2015/2851/P - O/S 176 Camden High Street  
2015/2853/P - O/S 45-46 Chalk Farm Road  
2015/2856/P - O/S 10 Chalk Farm Road  
2015/2911/P - O/S Camden Market, 192 Camden High Street

## **Relevant policies**

### **LDF Core Strategy and Development Policies**

#### **Core Strategy**

CS5 – Managing the impact of growth and development  
CS14 – Promoting high quality places and conserving our heritage  
CS17 – Making Camden a safer place

#### **Development Policies**

DP17 – Walking, cycling and public transport  
DP21 – Development connecting to the highway network  
DP24 – Securing high quality design  
DP25 – Conserving Camden’s Heritage  
DP26 – Managing the impact of development on occupiers and neighbours  
DP29 – Improving access

#### **Camden Planning Guidance**

CPG1 - Design Section 9 (Designing safer environments)  
CPG7 - Transport Section 8 (Streets and public spaces)

#### **London Plan March 2015, consolidated with alterations since 2011**

#### **National Planning Policy Framework 2012 (March 2012) (Chap 42 to 46)**

#### **Camden Town Conservation Area Appraisal**

## Assessment

### Proposal:

The application is seeking approval for the replacement of an existing BT public payphone kiosk – part of a twin set of BT public payphone kiosk – with a combined public payphone and Automated Teller Machine (ATM) kiosk. The payphone will be installed on the south-east facing elevation of the proposed kiosk and the ATM will be installed on the north-west facing side. The second existing BT public phone is also to be removed. This will bring the number of units down to a single kiosk.

The existing kiosk sits on a 900 x 900 mm footprint and the combined new unit will occupy a footprint of 900 mm x 1012mm. The proposed combine public payphone and ATM is to be painted black and be adorned with advertisement indicating the provision of cash dispenser. It must be noted that advertisement consent has not been applied for the advertising of the provision of cash dispenser.

Camden Town CAAC has expressed concern in relation to the placement of adverts on the kiosk.

It is not considered that the proposed structure would benefit from deemed consent for advertisements by virtue of Class 9 (adverts on highway structures) or Class 16 (adverts on telephone kiosks). This site lies within Camden Town Conservation Area, therefore any form of advertising on the proposed kiosk would require advert consent. It would be unlikely that such consent would be granted as it would result in visual clutter alter the characteristics of the kiosks where one side would invariably be used as a platform for advertisements harming the character and appearance of the conservation area by increasing the level of advertising in the area. In the similar line as to the existing twin set of BT phone boxes on the pavement opposite the application site.

Please note that 2 enforcement cases have been opened for the unlawful display of advertisement on the BT twin boxes on the existing site and the BT twin boxes located on the opposite site ref: EN15/0838 and EN15/0839 respectively.

This application is assessed in terms of siting, public safety and design.

In considering recent appeals APP/X5210/A/09/2112784; 2112781; 2112748; 2112753; 2112776; 2112754; 2112772 & 2112750 the inspector noted that the individual merits of each case need to be assessed with regards to crime and safety . Evidence of existing anti-social behaviour was contributory to dismissing some of these appeals.

### Policies:

DP25 states that in order to maintain the character of Camden's conservation areas, the Council will only permit development within conservation area that preserves and enhances the special character and/or appearance of the area.

DP24 requires all developments to be of the highest standard of design and to consider the character setting context and form and scale of neighbouring buildings and its contribution to the public realm, and its impact on wider views and vistas.

DP21 States that the Council will expect development connecting to the highway network to avoid causing harm to highway safety or hinder pedestrian movement and avoid unnecessary street clutter; and contribute to the creation of high quality streets and public spaces.

CS17 requires development to contribute to community safety and security particularly in areas of relatively high crime levels.

Camden Planning guidance contains specific guidance on telephone boxes and seeks to ensure that such development is designed and located to limit its impact on the streetscene and to decrease the opportunities for crime and antisocial behaviour. It states that street furniture should not obstruct pedestrian views or movement or be positioned to encourage antisocial behaviour.

### **Context:**

There are currently 2 (twin set) BT phone boxes on the proposed site which were granted prior approval by default in 2003 (although the application was submitted in 1996).

Similar applications have been submitted by the applicant [*Please refer to the list in Relevant History*] for the replacement of existing BT public payphone kiosks with a combined BT public payphone and ATM kiosks. [*Please refer to individual Officer's Report*].

Only one of the twin public payphone kiosks is to be replaced. The other kiosk will be removed, thus reducing the number of units down to just one.

### **Design:**

The proposal is of a slightly larger size than the standard size for payphone kiosks but not enough to warrant any justifications for concerns in relation to its footprint. There are merits to the design such as its pod shape which removes the internal space commonly found public payphone booths where members of the public can physically enter and stand within the booth. The design alleviates potential anti-social behaviour associated with phone boxes as it would no longer be enclosed.

However, the proposed pod being of a full metal body - unlike the classical payphone being a hollow glazed structure – the design of the proposed combined payphone and ATM kiosk would have a very bulky and solid appearance out of character with other street furniture. As proposed, it would entail installing a new structure with little merit if any in terms of improving the appearance and character of the streetscape. This will exacerbate the harm caused by the existing visual clutter not add any benefit to the visual clutter already in situ such as traffic signs and traffic lights, bollards, bus stops, advertisements other public payphones, and bins, ~~cycle racks, a tree~~.

Overall, the proposal is of a poor design and in an inappropriate location and as such, is considered to be harmful to the appearance and character of the streetscape and Camden Town Conservation Areas.

### **Pedestrian Movement:**

The application site is located on the pavement and adjacent to the kerb. This section of the pavement on Camden High Street is not very wide, not exceeding 4m in width.

DP21 states that Camden will expect developments connecting to the highway network to avoid causing harm to highway safety or hinder pedestrian movement and avoid unnecessary street clutter; and contribute to the creation of high quality streets and public spaces.

The proposed combined public payphone and ATM, in terms of its location, would result in an obstacle for the public navigating along the pavement with very high foot traffic which could result in highway safety impacts. However, the proposal must be assessed in mind of the presence of the existing and lawful double phone box. The changes from a double phone box to a single, albeit larger, combined box and ATM would actually reduce the level of obstruction on the footway. As such, the proposal would marginally improve the existing situation in terms of pedestrian movement along to

footway. Therefore, the proposal is considered acceptable in terms of pedestrian movement. If the proposal were to be acceptable in all other respects a condition would be imposed on any permission to ensure the adjoining phonebox is removed prior to completion of the combined phonebox and ATM.

### **Anti-social Behaviour:**

The Metropolitan Police states in its comments that there have been agreed guidelines between the police and BT as to security measures to reduce risk of crime concerning this change of use.

These are summarised as follow:

- Natural Surveillance;
- surrounding mirrors / polished surfaces to improve surveillance for the ATM user is an effective measure in reducing both crime and the fear of crime;
- Installation should have both Overt and Covert 24hr CCTV provided with a min 28 day storage facility;
- Street Lighting;
- Ground markings (otherwise known as a 'Privacy Zone') should be employed at the front of the ATM;
- PIN Shields;
- The ATM should be positioned to prevent physical observation of PIN entry from adjoining teleph kiosks or payphones. The ATM and telephone uses of the combined kiosk must be positioned on opposite sides of the booth/pod.

However, these guidelines have not been introduced as part of the planning application with the exception of the location of the ATM in relation to the public phone which are proposed to be installed on the opposite side of each other.

Phone boxes are generally underutilised due in large part to the mass use and ownership of mobile phones. The siting of the proposal is not so far a distance from Camden Town and Mornington Crescent tube stations. There are also the numerous patrons drinking in the various establishments up and down the high street. The safety of these patrons, should they wish to use of the ATM provided by the applicant, may be compromise by the lack of security as requested by the Metropolitan Police.

No details of CCTV cameras have been provided by the applicant in line with the recommendations made by the Metropolitan Police, should footage be required following criminal activities taking place in relation to the presence of the proposed ATM.

The proposal is therefore considered to be unacceptable by virtue its siting in relation to added street clutter and safety issues (crimes and anti-social behaviour) and would be contrary to the guidance of the NPPF, Camden Planning Guidance (CPG1) and policy CS17 (Making Camden a safer place).

### **Conclusion:**

- The proposed kiosk is considered to result in visual clutter to the detriment of the visual amenity of the streetscene and Camden Town Conservation area;
- And would fail to reduce opportunities for crime and antisocial behaviour and contribute to community safety and security.



**Recommendation:**

It is recommended that planning permission be refused.