Delegated Report	Analysis shee	et	Expiry Date:	19/03/2018	
	N/A / attached		Consultation Expiry Date:	21/02/2018	
Officer		Application N	umber(s)		
Charlotte Meynell		2018/0344/P			
Application AddressPavement outside Swiss Co88 Avenue RoadLondonNW3 3HAPO 3/4Area Team SProposal(s)		Drawing Num Refer to draft of Authorised Of			
Installation of 1 x telephone kiosk on pavement.					
Recommendation(s):	ior Approval Required	– Approval Ref	used		
Application Type: G	PDO Prior Approval De	termination			

Conditions or Reasons for Refusal:						
Informatives:	Refer to Draft Decision Notice					
Consultations						
Adjoining Occupiers:	No. notified	00	No. of responses	01	No. of objections	01
	A site notice was	s displa	ayed on 31/01/2018 a	ind exp	bired on 21/02/2018.	
	In response to the proposal, an objection was received from 32 Belsize Park Gardens.					
	Objections were	made	on the following grou	nds:		
	phone. It	is unn	ecessary street clutte			
Summary of consultation responses:	<ul> <li>grounds:</li> <li>Telephon the fact t mobile of telephone Borough point for a</li> <li>My own p ASB, ran littering, t a fixed lo current te damaged kiosk un theory, if of disrepa that locat</li> <li>The intro ASB, as i space ar in/near th regards to a back re width eve closely a them.</li> <li>The extra the public cluttered by this an produce i</li> </ul>	<ul> <li>Telephone kiosks are no longer used for their original purpose due to the fact that nearly every person is in possession of some kind of mobile device thus negating the need to use fixed land line telephones. As a result of this the phone boxes in the London Borough of Camden have now become 'crime generators' and a focal point for anti-social behaviour (ASB).</li> <li>My own previous experience of policing Camden highlights the above ASB, ranging from witnessing the taking of Class A drugs, urination, littering, the placing of 'Prostitute Cards', graffiti, sexual activities and a fixed location for begging. All of which have occurred within the current telephone kiosks. Also, due to poor maintenance any that are damaged or are dirty do not get cleaned, which makes the telephone kiosk unusable and an eye sore. Following the 'Broken Window' theory, if a location looks and feels that it is uncared for and in a state of disrepair then this leads to other criminal activity occurring within that location.</li> <li>The introduction of a telephone kiosk will only increase the above ASB, as it conceals the activities of what is occurring inside the actual space and prevents police or passers-by seeing what or who is in/near there. This generates for the latter a fear of crime especially in regards to begging. As they will use the phone box as a cover and as a back rest when they sit on the floor, when the footpath is reduced in width even more by their presence pedestrians have to walk past closely and therefore this generates an uncomfortable feeling for</li> </ul>				

are al pedes can be TfL Spatial P • TfL un statem phone is ther excha phone • TfL re	local community especially in regards to the facilities that they eged to supply. The main reason busy locations with a high trian and vehicle activity is chosen so that the telephone kiosk used as advertising space. anning objects on the following grounds: nderstands from previous discussions with the Council and tents in the application materials that this proposal for a new box is not part of a deal between the Council and Maximus. It efore not contingent on removal of more than 1 phone box in nge for the new unit proposed, leading to an overall reduction in boxes in the public realm across Camden minds the applicant and Council that the current London Plan 6.10 (Walking) refers to 'promoting simplified streetscape,
<ul> <li>TfL un statem phone is ther excha phone</li> <li>TfL re</li> </ul>	nderstands from previous discussions with the Council and eents in the application materials that this proposal for a new box is not part of a deal between the Council and Maximus. It efore not contingent on removal of more than 1 phone box in nge for the new unit proposed, leading to an overall reduction in boxes in the public realm across Camden minds the applicant and Council that the current London Plan
declut Decisi empha Planni contrit empha Declut Guida <u>report</u> this do by Part E 'New of 1.36-n fitted width consid are n conse The u the cu • We re for co materi genera regard releva Policy are p encou should dysfur space to intro	ering and access for all and also states that Planning ons 'should ensure high quality pedestrian environments and usise the quality of the pedestrian and street space'. TfL Spatial ing takes the view that the phone box proposed would not oute in any way to a high quality pedestrian environment or usise the quality of pedestrian and street space. tering the streetscape is also prioritised in TfL Streetscape one (available from https://tfl.gov.uk/corporate/publications-and- s/streets-toolkit). TfL expects the standards and principles in cument to be applied to all phone box replacement applications the council. , page 241 of the guidance is about phone boxes and states: open-sided units, such as the ST6, are now in use and include a letre wide illuminated advert on one side. ST6 units should be so that the advertisement faces the flow of traffic. A footway of minimum 4,200mm is required but designers should also er pedestrian flows to determine appropriate placement. They but appropriate for conservation areas and require planning nt for illuminated advertisements.' it proposed in this application is similar to the ST6 discussed in rrent TfL Streetscape guidance. mind the Council that the draft new London Plan was launched nsultation on 1st December 2017. This document is now a al consideration in determining applications and in assessing al conformity of emerging local policy. As such, TfL now has to this Plan, inter alia, when assessing and responding to nt consultations. D7 (Public realm), part I, states: 'Ensure that shade and shelter rovided with appropriate types and amounts of seating to rage people to spend time in a place, where appropriate. This be done in conjunction with the removal of any unnecessary or ctional clutter or street furniture to ensure the function of the and pedestrian amenity is improved. Applications which seek duce unnecessary street furniture should normally be refused.' treet furniture proposed would be unnecessary due to the pread popularity of mobile phones. It is also likely to

This development proposal would not deliver any improvements that support any of the ten Healthy Streets Indicators.

- The site of the proposed development is on Avenue Road, which forms part of the Transport for London Network (TLRN). TfL is the highway authority for the TLRN, and is therefore concerned about any proposal which may affect the performance and/or safety of the TLRN. Section 31 of the Traffic Management Act specifically states that the term "traffic" includes pedestrians. So the duty requires TfL to consider the movement of all road users: pedestrians and cyclists, as well as motorised vehicles whether engaged in the transport of people or goods. Unnecessary and dysfunctional street clutter at any location in the footway on the SRN or Transport for London Road Network (TLRN) has an obvious adverse impact on the movement of pedestrians, which goes against TfL's statutory network management duties.
- Furthermore, at this location, TfL is currently delivering and Cycle Superhighway extension which would directly conflict with this application. We are already facing significant challenges delivering our scheme due to the complexity of co-ordinating construction logistics with a neighbouring consented residential development at 100 Avenue Road.
- For the above reasons, TfL Spatial Planning objects to the application on behalf of TfL.

Transport Strategy object as follows:

- The site is located in one of our town centres near Swiss Cottage Underground Station on one of the busiest pedestrian corridors in the borough. Pedestrian volumes are extremely high and are forecast to increase significantly when Crossrail services become operational later this year along with ongoing economic growth in the borough. Existing footway space is a scarce resource and must be safeguarded for pedestrians both now and in the future to accommodate economic growth.
- The telephone kiosk would be located adjacent to the kerb on a section of footway with very little in the way of street furniture, with the exception of a slender lamp column. The telephone kiosk would be significantly wider than other items of street furniture in the general vicinity of the site. The streetscape is characterised by the presence of various mature and semi-mature trees adjacent to the kerb. The proposal to install a telephone kiosk would therefore have a harmful and negative impact on the streetscape.
- The telephone kiosk would obstruct and impede pedestrian movement (especially for blind and partially sighted pedestrians) and visibility on and along the footway. This would have a significant impact on pedestrian comfort levels, both now and in the future. It would obstruct inter-visibility between vehicular traffic and pedestrians wishing to cross the road at the traffic signal controlled junction nearby. The proposal therefore constitutes a hazard to public safety.
- I am also aware that the Metropolitan Police have raised concerns about this type of application. The telephone kiosk would facilitate crime and anti-social behaviour and would constitute a hazard to public safety. It would also obstruct CCTV visibility.
- The telephone kiosk would be located within 20 metres of the nearest bus shelter. This bus shelter has a digital advertising end panel attached to it. This would be a problem if a follow up application for digital advertising consent were to be submitted. The presence of 2

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	<ul> <li>digital advertising panels in such close proximity to each other would constitute a distraction to road users at a point where they need to be paying attention to the road ahead on the approach to a traffic signal controlled junction. Any such proposal would be strongly resisted due to the road safety implications on the approach to a traffic signal controlled junction.</li> <li>The telephone kiosk would appear to be located within 20 metres of the nearest traffic signals. This would be a problem if a follow up application for digital advertising consent were to be submitted. Transport for London guidance for roadside digital advertising states that any such proposals will not be supported within 20 metres of traffic signals. Any such proposal would be strongly resisted due to the road safety implications on the approach to a traffic signal controlled junction.</li> <li>The proposed scheme to install Cycle Super Highway Route 11 and reconfigure the Swiss Cottage Gyratory are within the vicinity of the site. The schemes aim to create a high quality place and improve pedestrian comfort and increase the safety of vulnerable road users through providing additional space for walking and cycling. The installation of a new telephone box in this location would add further street clutter to the streetscene, contrary to the aims of the committed schemes, and the resulting reduction in the footway width may discourage active travel. The siting of the proposal is therefore considered to be unacceptable.</li> </ul>
	<ul> <li>The Council's Access Officer objects as follows:</li> <li>Under the New BS8300-1:2018 and BS-2:2018 all telephone communication devices for public use should be fitted with assistive technology such as volume control and inductive couplers and there should be an indication of their presence.</li> <li>A kneehole should be provided at least 500mm deep and 700mm high to allow ease of access for wheelchair users.</li> <li>Telephone controls should be located between 750mm and 1000mm above the floor level. To benefit people who are blind or partially sighted, telephones should be selected which have well-lit keypads, large embossed or raised numbers that contrast visually with their background, and a raised dot on the number 5.</li> <li>Instructions for using the phone should be clear and displayed in a large easy to read typeface</li> <li>A fold down seat (450-520mm high) or a perch seat (650-800mm high) should be provided for the convenience of people with ambulant mobility impartments.</li> </ul>

	<ul> <li>Bloomsbury Ward Councillors Harrison, Francis and Madlani object on the following grounds:</li> <li><u>Street environment: use of space</u> As ward councillors for a central London ward, and one amongst us with executive responsible for street management and the environment, we are aware of the enormous demands that there are on space on the public highway. There are always a large number of competing claims from different items of street furniture. Their location can also impact on meeting other related demands, such as providing different types of parking or keeping the highway between a phone box and nearby buildings clear. Especially as London's population only grows, with the number of jobs projected to grow in the area (increasing the daytime population), and the arrival of major</li> </ul>
Bloomsbury Ward Councillors comments:	<ul> <li>the direct (infrastructure developments such, and the direct initial transport infrastructure developments such as Crossrail and HS2, permitting these new phone boxes to sprout up in these locations will cause significant detriment to the local authority's ability to effectively manage the streets, hindering the achievement of the very valid public aims of keeping the street clear, moving and uncluttered. When set against the virtually zero public benefit of more pay phones in the era of the smartphone – and in an area already with a preponderance of phone boxes – the additional clutter these would bring to the area form a strong reason for refusal. While we are here, one notes the brazenness of the pretence that these items are being proposed for any reason other than to generate income through advertising, which in itself represents zero public benefit.</li> <li>Street environment: cleanliness</li> <li>Phone boxes attract litter and mess of a variety of type, both inside the structures and adjacent. Getting the companies to properly and regularly clean them is a never ending struggle, and it is not a task where they have covered themselves in glory. On occasion the council has stepped in to clean. These applications should be refused on the grounds of (lack of) cleanliness, consequent impact on the appearance of the area, and the drain this can represent to the local authority.</li> <li>Crime and antisocial behaviour</li> <li>As noted by the local police, phone boxes can attract and provide a place for crime and antisocial behaviour to take place in. Creating new semi-enclosed spaces runs counter to both good design when it comes to designing out crime, and their creation will also represent a further drain on the time and resources of the police and of the local authority whose community safety officers, we know from our experience of many years as ward councillors, are obliged to respond to residents' complaints about these on-street venues of crime.</li> </ul>

## Site Description

The application site comprises of an area of the footway adjacent to Swiss Cottage Library at 88 Avenue Road, on the eastern side of Avenue Road. The site is directly adjacent to a tree to the southeast and a bus stop is situated approximately 15m north-west of the site along this side of Avenue Road. Three existing telephone boxes are located approximately 50m north-west of the site along this side of Avenue Road.

The site is part of Transport for London's (TfL's) Road Network (TLRN). Although the site does not fall within a conservation area, it is located adjacent to Swiss Cottage Library which is a Grade II listed building, and opposite the Grade II listed flats and parade of shops at Regency Lodge on the western side of Avenue Road.

## **Relevant History**

## Site history:

**2017/1073/P** – Installation of 1 x telephone box on pavement. **Prior Approval refused 04/04/2017** 

## Neighbouring sites:

# Land adjacent to 100 Avenue Road

2018/0343/P – Installation of 1 x telephone kiosk on pavement. Prior Approval under consideration 2017/1074/P – Installation of 1 x telephone box on pavement. Prior Approval under consideration 2004/2964/P – Remove existing two telephone kiosks and re-siting of new telephone kiosk on to paved area adjoining public footway. Prior Approval Given 24/08/2004

## Land adjacent to 131 Finchley Road

2018/0350/P – Installation of 1 x telephone kiosk on pavement. Prior Approval under consideration 2017/2489/P – Installation of 1 x telephone box on the pavement. Prior Approval refused 21/06/2017

2017/1069/P – Installation of 1 x telephone box on pavement. Prior Approval refused 07/04/2017

# O/S Overground House, 125 Finchley Road

**2017/0444/P** – Erection of freestanding BT panel providing phone and Wi-Fi facilities, with 2 x internally illuminated digital advertisements following the removal of 1 no. BT telephone kiosk. **Full planning application withdrawn 05/07/2017** 

# Bus shelter outside 125 Finchley Road (Overground House)

**2016/1654/A** – Installation of double-sided structure to existing bus shelter no. 0107/0211 for display of 2x internally illuminated digital screens. **Advertisement consent granted 02/11/2016** 

# Telephone Kiosks outside 125-127 Finchley Road

**2018/0960/A** – Display of LCD internally illuminated digital advertisement. **Advertisement consent under consideration** 

**2018/0884/P** – Erection of freestanding telephone kiosk providing phone and Wi-Fi facilities, location based information, payment facilities with 1 x LCD illuminated digital advertisement following the removal of 2 no. telephone kiosks. **Prior Approval under consideration** 

# Land adjacent to 17-24 Dobson Close

2018/0348/P – Installation of 1 x telephone kiosk on pavement. Prior Approval under consideration 2017/1068/P – Installation of 1 x telephone box on pavement. Prior Approval refused 05/04/2017

## Land adjacent to 1 Court Close

2018/0345/P – Installation of 1 x telephone kiosk on pavement. Prior Approval under consideration 2017/1080/P – Installation of 1 x telephone box on the pavement. Prior Approval refused 05/04/2017

## **Relevant policies**

National Planning Policy Framework (2012) Draft National Planning Policy Framework (2018)

#### London Plan (2016) Draft New London Plan (2017)

# TfL's Pedestrian Comfort Guidance for London (2010)

## Camden Local Plan (2017)

- A1 Managing the impact of development
- C5 Safety and Security
- C6 Access
- D1 Design
- D2 Heritage
- G1 Delivery and location of growth
- T1 Prioritising walking, cycling and public transport

# Camden Planning Guidance

CPG1 Design (2015) – Section 9 Designing safer environments CPG7 Transport (2011) – Section 8 Streets and public spaces

## Camden Streetscape Design Manual

# Assessment

- 1.0 Proposal
- 1.1 Confirmation is sought as to whether the installation of a telephone kiosk would require prior approval under Part 16 of Schedule 2 of the GPDO. The order permits the Council to only consider matters of siting, design and appearance in determining GPDO prior approval applications. The potential impact on crime and public safety are relevant considerations under siting, design, appearance and access.
- 1.2The kiosk would measure 1.3m in width, 1.1m in depth and 2.6m in height, and would be located on the eastern pedestrian footway along Avenue Road, adjacent to Swiss Cottage Library.
- 1.3 It would have a steel frame and casings with 8mm clear polycarbonate toughened glass on two sides, and a solar panel on the roof.

# 2.0 Assessment

2.1 Policy A1 states that the Council will seek to ensure development contributes towards strong and successful communities by balancing the needs of development with the needs and characteristics of local areas and communities, and that the Council will resist development that fails to adequately assess and address transport impacts affecting communities, occupiers, neighbours and the existing transport network. Paragraph 6.10 states that the Council will expect works affecting the highway network to consider highway safety, with a focus on vulnerable road users, including the provision of adequate sightlines for vehicles, and that development should address the needs of vulnerable or disabled users. Furthermore, Policy T1 point e) states that the Council will seek to ensure that developments provide high quality footpaths and pavements that are wide enough for the number of people expected to use them, including features to assist vulnerable road users where appropriate, and paragraph 8.9 of CPG7 (Transport) highlights that footways should be wide enough for two people using wheelchairs, or prams, to pass each other.

2.2 Camden's Streetscape Design manual – section 3.01 footway width states the following:

• "Clear footway" is not the distance from kerb to boundary wall, but the unobstructed pathway width within the footway;

- 1.8 metres minimum width needed for two adults passing;
- 3 metres minimum width for busy pedestrian street though greater widths are usually required;
- Keeping the footway width visually free of street furniture is also important, allowing clear sightlines along the street'.
- 2.3All development affecting footways in Camden is also expected to comply with Appendix B of Transport for London's (TfL's) Pedestrian Comfort Guidance, which notes that active and high flow locations must provide a minimum 2.2m and 3.3m of 'clear footway width' (respectively) for the safe and comfortable movement of pedestrians.
- 2.4 Policy T1 states that the Council will promote sustainable transport choices by prioritising walking, cycling and public transport use and that development should ensure that sustainable transport will be the primary means of travel to and from the site. Policy T1 points a) and b) state that in order to promote walking in the borough and improve the pedestrian environment, the Council will seek to ensure that developments improve the pedestrian environment by supporting high quality improvement works, and make improvements to the pedestrian environment including the provision of high quality safe road crossings where needed, seating, signage and landscaping.
- 2.5 Policy T1 (Public Transport) states that where appropriate, development will be required to provide for interchanging between different modes of transport including facilities to make interchange easy and convenient for all users and maintain passenger comfort.
- 2.6 Paragraph 8.6 of CPG7 (Transport) seeks improvements to streets and spaces to ensure good quality access and circulation arrangements for all. Ensuring the following:
  - Safety of vulnerable road users, including children, elderly people and people with mobility difficulties, sight impairments and other disabilities;
  - Maximising pedestrian accessibility and minimising journey times;
  - Providing stretches of continuous public footways without public highway crossings;
  - Linking to, maintaining, extending and improving the network pedestrian pathways;
  - Providing a high quality environment in terms of appearance, design and construction, paying attention to Conservation Areas;
  - Use of paving surfaces which enhance ease of movement for vulnerable road users; and,
  - Avoiding street clutter and minimising the risk of pedestrian routes being obstructed or narrowed e.g. by pavement parking or by street furniture.
- 2.7 Policy C5 requires development to contribute to community safety and security, and paragraph 4.89 of Policy C5 states that the design of streets needs to be accessible, safe and uncluttered, with careful consideration given to the design and location of any street furniture or equipment. Paragraphs 9.26 and 9.27 of CPG1 (Design) advise that the proposed placement of a new phone kiosk needs to be considered to ensure that it has a limited impact on the sightlines of the footway, and that the size of the kiosk should be minimised to limit its impact on the streetscene and to decrease opportunities for crime and anti-social behaviour.

# 3.0 Siting

- 3.1 The application site is located on a pavement measuring roughly 6.0m wide. This area of the footway consistently experiences high pedestrian flows, given its proximity to a bus stop, Swiss Cottage Underground Station, and Swiss Cottage Library and leisure centre.
- 3.2 Section 3.01 of Camden's Streetscape Design Manual requires a minimum unobstructed pathway width within the footway, known as the 'clear footway'. This guidance and Appendix B of TfL's Pedestrian Comfort Guidance, outlines the recommended minimum footway widths for different levels of pedestrian flows.

3.3 The footprint of the proposed telephone kiosk measures 1.325m in width. Detailed design drawings

that include the orientation and exact proposed positioning of the new telephone kiosk on the pavement have not been submitted and so it is unclear as to how wide the 'clear footway' width would be once the proposed telephone kiosk has been installed. However, Camden's Streetscape Design Manual section 4.01, together with TfL's Pedestrian Comfort Guidance, states that street furniture should be placed a minimum of 0.45m back from the carriageway, therefore the proposal would result in the loss of a minimum of 1.8m of the footway.

- 3.4 Policy A1 emphasises that it is important that development balances the needs of development with the needs and characteristics of local areas and communities and ties into the existing transport network. Given there are already three existing telephone kiosks located 50m north-west of the site on the same side of Avenue Road, there is not considered to be any benefit to highway users from this proposal. It is considered that the loss of any of the clear footway would reduce pedestrian comfort, may lead to the discouragement of sustainable travel, and impact on highway safety through interfering with signals, visual obstructions, visibility splays and leading to overcrowding. As such, the proposal would be contrary to Policies A1 and T1 and is considered unacceptable.
- 3.5 The applicant states there is a need for children to have access to public telephone kiosks in order to make free calls to Childline. However, as highlighted above, there are three existing telephone kiosks within approximately 50m of the site. As such, the applicant's reasoning is not considered to be sufficient justification for the installation of a further telephone kiosk. Given the infrequent use of telephone kiosks due to the prevalence of mobile phone use, it is considered that the proposed telephone kiosk would act only as a hindrance to pedestrian movement, adding further clutter to the streetscene rather than providing a public service for the benefit of highways users, contrary to Policy A1.
- 3.6 The proposed schemes to install Cycle Super Highway Route 11 and reconfigure the Swiss Cottage Gyratory are within the vicinity of the site. The schemes aim to create a high quality place and improve pedestrian comfort and increase the safety of vulnerable road users through providing additional space for walking and cycling. The installation of a new telephone kiosk in this location would add further street clutter to the streetscene, contrary to the aims of the committed schemes, and the resulting reduction in the footway width may discourage active travel. The siting of the proposal is therefore considered to be unacceptable and contrary to Policy T1.

# 4.0 Design and Appearance

- 4.1 Policy D1 aims to ensure the highest design standards for developments. Policy D1 states that the Council will require all developments to be of the highest standard of design and to respect the character, setting, form and scale of neighbouring buildings, its contribution to the public realm, and its impact on wider views and vistas. Policy D2 states that to preserve and enhance the borough's listed buildings, the Council will only grant permission for development that it considers would not harm the setting of a listed building.
- 4.2Considerable importance and weight has been attached to the harm and special attention has been paid to the desirability of preserving the special interest of the adjacent listed building, under s.16 of the Listed Buildings and Conservation Areas Act 1990 as amended by the Enterprise and Regulatory Reform Act (ERR) 2013.
- 4.3 This section of the footway is particularly clear of street furniture with the exception of several street trees, which enhance the visual amenity of the area. It is considered that the introduction of a new telephone kiosk to this section of footway would severely degrade the visual amenity of the area through the creation of further unnecessary street clutter. Furthermore, due to its proposed location approximately 50m from three existing telephone kiosks on the same side of Avenue Road, it is considered that the proposed development would add to the over-proliferation of such structures and severely degrade the visual amenity of the area through the creation of further unnecessary street clutter.

- 4.4 The proposed structure is considered to be a very poor design in terms of size, scale, massing and proposed materials, and is not an appropriate or acceptable addition in this location. It would be an obtrusive piece of street furniture in this location detracting from the streetscene. The stainless steel incongruous design would provide an intrusive addition to the street. Consequently, the proposed kiosk would seriously affect the setting of the Grade II listed Swiss Cottage Library, and would thus result in a significant harm to the wider streetscene. As such, the proposal would fail to adhere to Policies D1 and D2.
- 4.5 The National Planning Policy Framework (The Framework) says that heritage assets are an irreplaceable resource and that they should be conserved in a manner appropriate to their significance. In this case there would be harm but it is considered that this would be less than substantial harm. In these circumstances the harm should be weighed against the public benefits of the proposals. As there are already three existing telephone kiosks within close proximity of the site there is not considered to be any public benefit from the provision of another kiosk in this location.

## <u>Access</u>

4.6 Policy C6 requires new buildings, spaces and facilities that the public may use to be fully accessible to promote equality of opportunity. Although the proposed kiosk would allow for wheelchair users to 'access' the kiosk, this does not amount to the provision of a wheelchair accessible phone. The Council's Access Officer has highlighted that there are a number of requirements which need to be considered for an accessible phone booth, including the height of the telephone controls, which should be located between 0.75m and 1.0m above the floor. The telephone controls in the proposed kiosk would be located at a maximum height of 1.2m above the floor, and so the proposed kiosk is considered unacceptable in terms of providing access for all, contrary to Policy C6.

## 5.0 Anti-social behaviour

5.1 With regards to community safety matters, a number of issues have been raised by the Metropolitan Police Crime Prevention Design Advisor. In particular it has been noted that existing telephone kiosks within the London Borough of Camden have become 'crime generators' and a focal point for anti-social behaviour (ASB). The design and siting of the proposal on a busy footway would further add to street clutter and safety issues in terms of crime and ASB, through reducing sight lines and natural surveillance in the area, and providing a potential opportunity for an offender to loiter. This would increase opportunities for crime in an area which already experiences issues with crime, therefore the proposal would be contrary to Policy C5 and CPG1 (Design).

# 6.0 Conclusion

6.1 The proposal would result in unacceptable street clutter, harmful to the character and appearance of the streetscape and the adjacent Grade II listed building, and to the detriment of pedestrian flows, and would create opportunities for crime and ASB. The proposal, by virtue of its siting and appearance, is considered unacceptable.

# 7.0 Recommendation

7.1 Refuse Prior Approval