

**From:** [REDACTED]  
**Sent:** 04 September 2019 11:08  
**To:** Planning [REDACTED]  
**Subject:** Planning Response - 2019/4057/P - O/S 240 Kilburn High Road, NW6

FAO Tony Young

Thank you for allowing me to comment on the planning application 2019/4057/P for the placement of a new telephone kiosk o/s 240 Kilburn High Road, NW6.

I have no objections for this application but do make the following comments and recommendations.

- 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 telephone. 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).
- 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. I would recommend that the applicants submit a detailed maintenance and management plan for how often the pay phone is visited and cleaned to eliminate it becoming in a state of disrepair.
- The orientation of the pay payphone should be considered especially as this design is more open and has reduced overhead cover. The main issues around the Kilburn High Road area is persistent and aggressive begging involving organised criminal networks from European countries. 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 them. I would suggest the longest side of the pay phone to always be on the side of the vehicle highway so that there is less room on the pavement side for a beggar sit. This will allow for the 'open' side of the pay phone to be on the pedestrian side and this will reduce the back rest space and increase the natural surveillance into the pay phone space as pedestrians walk by.
- Consideration to the light levels produced by the advertising unit to make sure it is not overly bright or creates a dazzling glare. This should take into account any CCTV that is in the area and it should be made sure it will not disrupt the quality of the images this CCTV provides.
- I note that this application contains the document which deals with the large upgrading of the New World Phones estate around the London Borough of Camden. As part of this restructuring it states that 50 payphones will be removed from within the London Borough of Camden, reducing the number of payphones by 71% which overall should reduce the amount of crime being generated as a result of their presence. I would certainly ensure that these removals are carried out and evidence of when they have occurred obtained before approving any application.

Kind Regards

Jim



Jim Cope  
**Police Constable – Design Out Crime Officer**  
Metropolitan Police Service  
Continuous Policing Improvement Command (CPIC)



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