

# COMMUNICATION HUB

## Unit Management Plan

### Summary

This document has been prepared in consultation with the Police Service and is intended to set out the processes that will be used to identify and action any misuse and anti-social behaviour associated with the operation of the Hub Unit. The Management Plan will evolve over time in light of experience and adapt to changes in communication technology.

## Introduction

Reliable high-quality communications infrastructure has long been recognised as an essential element for sustained economic growth. The provision of high speed broadband technology, which is widely and freely available is also instrumental in creating inclusive communities that can access local services. The rise in the ownership and use of personal mobile phones has resulted in a dramatic and continuing decline in the use of the traditional public phone box. The traditional public phone box as we recognise it today is no longer as relevant nor sustainable as a single function item of furniture. It is contended that for this form of public service to survive and remain relevant today it needs to offer a range of services and functions and offer real benefits to the communities and people that live, work and visit our town centres.

JCDecaux core business is communication through the visual medium. In 2017 the Company acquired a telecommunications company which was a Communication Code Operator and since then has applied the extensive experience and knowledge of designing and developing functional and attractive street furniture to this particular field of communication. The Communication Hub is a new product that seeks to reinvent the role and purpose of publicly accessible communication apparatus. The Hub unit provides greater levels of accessibility and opportunity for people to stay connected when out of home and to interact with their local authorities and other public bodies.

The Hub unit is purposefully designed to be a freely accessible service that includes Wi-Fi, phone calls, wayfinding, device charging, emergency service call button, defibrillator and other functions combined into a single piece of furniture. The Hub supports the general aim of using smart technology to declutter our streets and reduce unnecessary furniture. As with any free to use public service provision the Company has endeavoured to ensure that the design and use of the provision can help reduce crime, the fear of crime and the potential for anti-social behaviour. This document outlines the measures we have taken and how the Hub units are monitored and operated in a way that will help to achieve these aims. The document

has been compiled following meetings with the Police Service and applies their knowledge and experience in endeavouring to create safer places and, so far as is practicable, deterring criminal activity.

The document applies best practice, but it can never be a definitive static piece, but one that will continually evolve over time and be flexible enough to react to future issues. It is anticipated that a coordinated approach with and from the Community, the Police Service and Local Authority will ensure this document remains up to date and relevant to the local environment.

## Safe by Design

The purpose of this document is to set out our systems and processes for the tackling of issues associated with crime and anti-social behaviour or the inappropriate use of the Hub unit, services and functions, which are provided for the benefit of the wider community. Research has shown that design is one element that can influence the occurrence of crime and that through careful design one can reduce people and property vulnerability to crime by removing opportunities. Good design can also reduce fear of crime and thereby improve people's quality of life.

The design of the hub unit has evolved through consultation and valuable insight from stakeholders. The unit now includes a number of call restriction capabilities that can modify the function of the unit, administered remotely and in real-time. The technology enables instant change in the way the system operates to react to issues as and when they arise, whether in relation to a single Hub unit or across the entire network. This plan has been created and endorsed through close working with the Police Service to manage and mitigate against anti-social behaviour issues across our towns and cities.

## Policy Guidance

The Crime and Disorder Act 1998 established that the responsibility of reducing crime does not fall solely to the Police Service. We all have a responsibility to ensure

that our towns and cities are safe places and that any development within these environments is designed to reduce the opportunity for crime. Local Authorities also exercise that duty through the development management process and are required to help design out crime.

Planning Policy endorses this view and recognises the planning system as an important factor in successful crime reduction. Crime reduction measures and the design of development to prevent crime are material consideration to an application for planning permissions. The promotion of high quality and inclusive design to create safer places is enshrined in the role of the Planning system to design out the opportunities for crime and design for community safety.

## Hub Unit Design

Detail of the Hub Unit and its technical capabilities and specifications are included as part of the application documentation. The unit has undergone rigorous testing in extreme conditions and can boast 13.5mm thick anti-vandal toughened safety laminated glass on all glazed surfaces. The other external elements have been treated with a nanotech surface treatment, which enables easy removal of stickers and/or graffitied paint to the external surfaces. The unit has a protection rating against impact of >IK10. All electrical circuitry is inaccessible to the public and the unit features hidden fixings that require specialist tools to enable access.

The design of the Hub unit has also changed with the removal of the charging shelf, which provided a level platform for the storage of a phone users property and as a wireless charging ledge. Following further consultation this element was removed from the design as it had the potential for opportunistic theft. The redesign of the defibrillator holder removes the potential for this protrusion to be used for seating of the placing of waste material. Tactile paving along the advertised side of the unit is also a potential measure that could be installed where necessary to deter loitering in front of the screen. This latter measure is not a standard feature but one that could be implemented at the request of the local Police Service or public body in response to a specific problem area.

In respect of unit siting, and as a result of the consultation exercise, we are aware that there are certain areas within Borough's or discrete areas known to the Police Service where the risk of unlawful activity is higher than other areas. The Company will once again rely upon the advice of the Police at application, pre-application or post-installation stage to identify the known areas of high risk where more stringent measures may be applied to the Hub unit to assist the authorities to deter and prevent crime.

## Managing How the Hub is Used

It is our aim to assist local authorities to become smart connected Boroughs and for the Hub unit to assist in 4G/5G delivery across the City. Of equal importance is the need to ensure the Hub unit does not, albeit inadvertently, exacerbate any pre-existing issues or problems of anti-social behaviour where the installation of the Hub unit could provide a platform that can too easily be abused.

## The Communication Side

Experience has shown that the existing network of communication apparatus in London has been the subject of abuse and misuse for purposes other than those intended and occasionally to support the criminal activity. The issues seem to centre on the availability of an unrestricted "free to use" service and an inability to effectively manage calls and quickly react to misuse. It is our aim to provide a free phone, internet and device charging service for the wider public, however the free phone use will not include calls to mobile phone numbers. The phone element of the Hub unit will only allow free calls to land lines, for reverse charge calls to landlines, to the emergency services and charities. We will continue to work with the Police Service and implement more restricted use policy for Hub units located in identified problem areas. In these high-risk locations, and for these specific Hub units, there will be a prohibition on any free calls, other than emergency help lines and a limit on the free charging period as an emergency facility where, for example, a person's mobile phone is low on power and needs a short charge to use.

This function is super charge capable for a short duration using USB Power Delivery 3.0 PPS (programmable power standard) and for a portable handheld device using a USB cable. By applying more stringent controls in problem areas it is anticipated that the potential for these units to be misused will be minimalized or eliminated entirely. The prohibition on free calls to mobile numbers should also reduce the tendency for these services to be used to facilitate unlawful activity facilitated through untraceable devices.

Further management measures are possible and able to adapt to changing circumstances, actual experience and on advice from the local Police Service where misuse is suspected. Any new measure to the management policy will be discussed and agreed with the Local Authority and Police Service in response to a change in circumstance that requires a change of approach. The primary point of contact for the public and for public bodies relating to any issues on the use or management, condition or vandalism to a Hub Unit is via a 24hr Management Hotline number 0808 164 5081

or by Email:

[IncidentManagement@JCDecaux.co.uk](mailto:IncidentManagement@JCDecaux.co.uk)

[ReportSomething@JCDecaux.co.uk](mailto:ReportSomething@JCDecaux.co.uk)

Or via an online form to report damage, misuse or fault to a Hub Unit using the following Link:

<https://www.jcdecaux.co.uk/contact-us>

This Link will show the following screen to enable the efficient reporting of faults

Would you like to report damage, graffiti or faults?

Or call our 24hrs Incident Management Hotline: 0808 164 5081

REPORT

The technology enables the remote monitoring and management of the phone use using AI to identify and quickly highlight irregular and unusual call activity.

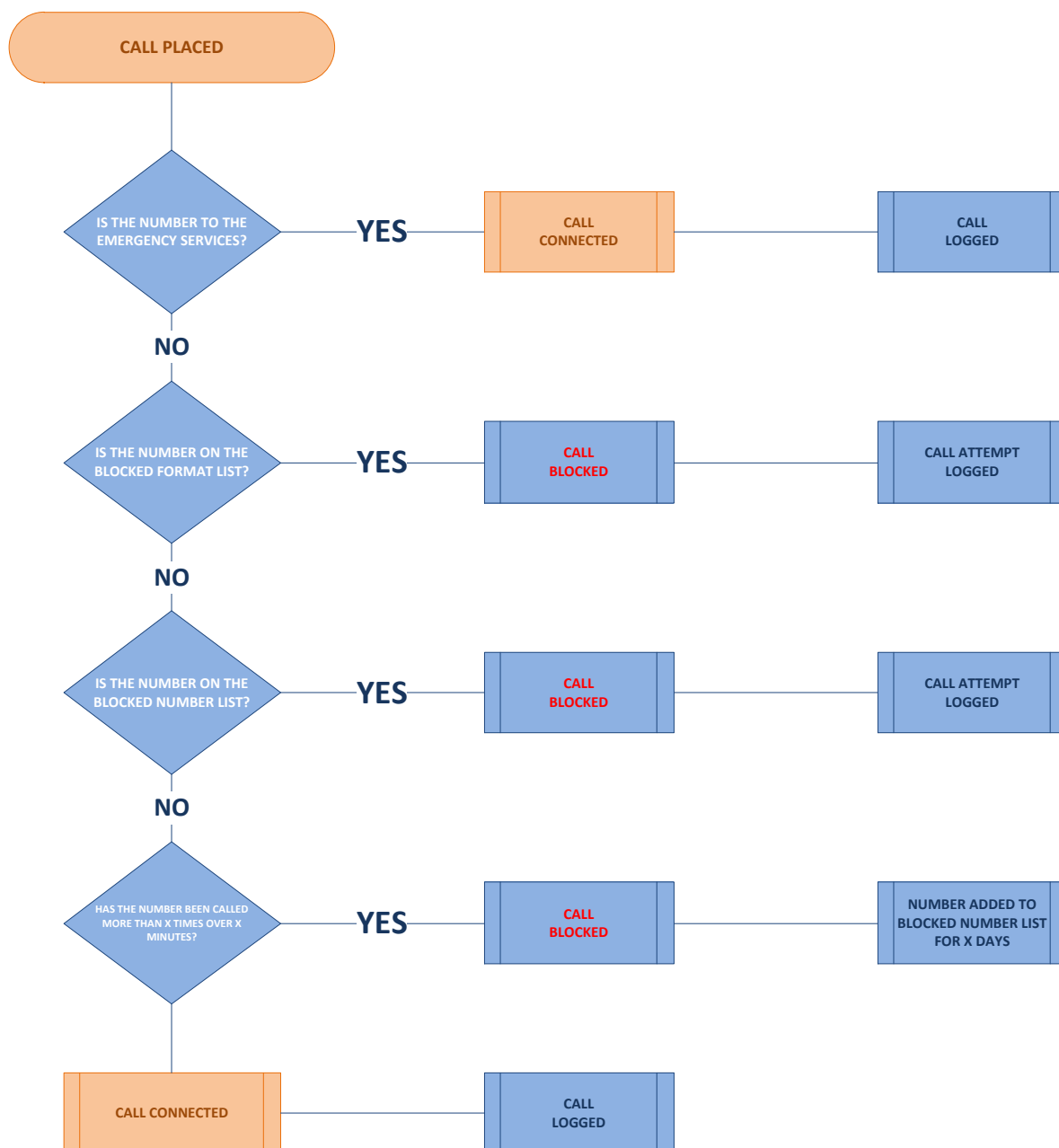
- Frequent calls from any one Hub unit to the same number, other than emergency service or charity, will be highlighted after reaching an agreed number of attempts over a set period of time.
- The system will automatically block any further calls being made to that number for a period to be agreed with partner agencies, after which the temporary block is lifted.

Prior to the activation of a block to a particular number a message will appear on screen to advise the caller that a block will be imposed with immediate effect should an attempt be made to call the same number. The message will also include details of the JCDecaux 24-hour freephone helpdesk number and email address to deactivate the block, where the repeat call purpose is legitimate.

The Company will assist the Police upon any reasonable request in their efforts to detect crime or monitor activity where the Police consider there are reasonable grounds that criminal conduct is undertaken. The installation and future operation of the Hub units will be managed and monitored in co-operation with the Police Service and Local Authority. The Company is committed to proper management of the service the Hub units provide and will constantly review and adopt best practice to design out the potential and opportunity for crime. The primary point of contact for the public and for public bodies relating to any issues on the use and management of the Hub Unit is the listed above.

## Call Management and Blocking

The process displayed below is automated and involves no human interaction. The call flow is applied at a per kiosk level and variables that are represented by a X symbol are configurable and so can be set at a kiosk or group of kiosk level.



*\* All process areas are reviewed at regular points as defined between JCDecaux and any contracted party or, when any relevant legislation changes take effect that may affect the operation of the automated system.*



- **Blocked format list** refers to a list of blocks that filter out numbers based on their format e.g. a mobile number will be in format 07XXX XXXXXX. Rules can be set to therefore block or allow based on the format of the number dialled.
- **Blocked number list** refers to a list of numbers that are barred from being called based on the volume of calls to that number. Blocked numbers can be added to the block list based on any combination of call duration or volume or calls in a set time period. Both of these variables are configurable.
- **Addition blocking control** can be provided for single or groups of kiosks and where multiple groups of kiosks exists across a large city (e.g. London and its many boroughs) numbers that are blocked in one borough could be automatically blocked across the City. Furthermore, the length of time a number can be blocked could also be increased if it is repeatedly called after it is blocked. e.g. The amount of time added to the block period could be incremented by 12 hours for each time the number was attempted, post blocking. This measure is entirely configurable based on the request of the relevant authority.
- **Data retention** is managed in 2 stages, the first stage is within JCDecaux for 60 days and within the underlying telco provider for a further 120 days, 180 days in total.

## The Interactive Display Screen

The interactive display screen on the reverse of the Hub unit is intended to be a platform for a range of messages, not solely commercial advertising. Screens will be available to the Police Service and Local Authorities and Charities for public announcement, alerts, available helplines and provide a point where assistance is at hand. Quick dial buttons and links to identified local or national mental health, child protection and homeless charities can complement any promotional material on screen. The screen time can be used to inform residents and visitors about local

services, local events and news, and to promote the Borough as a safe place to live, to visit and to work.

## Other Matters

### CCTV

The use of CCTV in crime prevention is well documented, but as an adjunct to creating spaces and structures that benefit from natural surveillance. The Hub unit has been designed to allow for inbuilt video cameras in a discrete position within the body of the unit. This facility is not operated as a standard feature of the unit but available to support other local crime prevention measures. In the event of occupancy of the sheltered phone side of the Hub unit, for a period longer than ten minutes, and where a camera is fitted, a message will be displayed on screen to advise that a recording will shortly commence. The use of the cameras will comply with the Company's adopted policy and established codes of practice governing the use of recording devices for Communication Providers. Any images that are recorded from any fitted device which captures or relates to the commission of a crime may be made available to the Police Service upon a lawful request. Images will be kept for 30 days, or longer, as required by the Police Service where footage is connected with a request to do so, applying legitimate powers of surveillance.

### Unit Lighting

The Hub is a lit unit both in respect of the advertising display screen and the phone/internet interface. The screens are powered using green energy and emit a luminance level of 600Cdm<sup>2</sup> during hours of darkness, to accord with the recommendations of the ILP publication 'PLG05 The Brightness of Illuminated Advertisements' (2015). The phone interface and USB charging facility are lit from above primarily from solar power and backed up by a hard-wired source. Internal lit symbols identify the presence of the unit and the functions it provides. The lighting will improve natural surveillance beyond daylight hours and reduce the fear

of crime, by lighting a dark area and deterring people from loitering, whilst acting as a visible beacon to those in need of the call facilities, but without detracting from the street scene or causing light pollution.

## In an Emergency

All of the Hub units include a direct access call button that connects a caller to the emergency services as a standard safety feature. The Hub unit is intended to provide a sense of safety and wellbeing and to alert people to the fact that assistance is available when needed. Each Hub unit locations is pre-registered with the emergency services, so in the event of the call button being activated, the emergency services will automatically be able to pinpoint the Hub location and, in special cases and where fitted, the camera will record an image. A notification will appear on screen seeking confirmation, through a second press of the button, that help is needed and to advise that their image is recorded, in order to deter mischievous or spurious activation.