

**NEW WORLD PAYPHONES**

# **MANAGEMENT PLAN**

**Town and Country Planning Act 1990**

**Town and Country Planning (Control  
of Advertisements) (England)  
Regulations 2007**

NWP Hubs in London Borough of Hillingdon

October 2023

## INTRODUCTION

1. In September 2023, New World Payphones (“NWP”) submitted applications for replacement telephone kiosks within the London Borough of Hillingdon (“the Council”). This Management Plan applies to the following sites, the subject of applications made to the local planning authority:
    - O/S 734-736 Uxbridge Road, Hayes
    - O/S 44-44A Station Road, Hayes
    - O/S 161 North Hyde Road, Hayes
    - O/S 141 High Street, Ruislip
  
  2. The London Boroughs frequently consults officers of the Metropolitan Police Design Out Crime Section (“METDOC”) regarding proposals for new kiosks and communication hubs. NWP has engaged with Design Out Crime Officers in other Boroughs (i.e. Kensington and Chelsea, Redbridge, Bexley, Tower Hamlets and Hackney) to discuss crime prevention measures that can be put in place. These are then to be set out in a Management Plan, which will form part of any grant of consent.
  
  3. METDOC typically seek measures be put in place to ensure the proposal does not contribute or escalate any prevailing trends of anti-social behaviour (“ASB”) in the Borough. The subject of a suitably worded planning condition, the Management Plan would provide a robust basis on which NWP and METDOC might address issues as they arise.
  
  4. Observations raised by METDOC during pre-application engagement and consultations stages in other Borough typically request the following:
    - A robust management plan, drawn up in consultation with our department. This should specify a clear escalation process on how problems will be dealt with, and reasonable timelines within which issues are to be addressed. The agreed management plan is to be followed and not altered without prior approval of the MPS Designing Out Crime team and the local planning authority.
    - No facility for free calls to mobile phones.
    - Any facility for free calls to landlines able to be blocked within agreed parameters. The algorithm ‘threshold’ must not be altered without consultation with the MPS Designing Out Crime team.
    - Any USB Port to be remotely adjustable to prevent ‘long term’ users of the device i.e. charging of mobile phones, where this becomes a problem.
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- An agreed algorithm which enables the blocking of numbers that have reached a certain call (or attempted call) threshold within a set period.
  - Specifically, should the free call to mobile or landline facility, or USB charging point be deemed to be a solution to an identified problem then this facility must be removed, and a review completed.
5. Accordingly, this Management Plan, is informed by previous meetings with METDOC Officers. NWP is grateful for their assistance in this matter.

### **TELEPHONE KIOSK RATIONALISATION**

6. NWP's electronic communications network in the London Borough consists of 19 kiosks. Records indicate 11 of these locations already feature the proposed new kiosk, the result of consents issued by the Council (and Inspectorate) between 2016 and 2017.
7. The Applicant acquired the kiosk estate in 2015 since when it has done what it can to maintain the near two-decades old kiosks, which are now tired-looking structures, featuring outmoded telephony equipment. This kiosk type has also experienced historic problems including anti-social behaviour and lack of access for people with mobility impairments.
8. NWP are therefore aware of the issues sometimes associated with telephone kiosks. In the main, due to the enclosed design and age of the existing kiosks (factors the Applicant inherited on acquiring the estate) some kiosks have been misused and thereby associated with ASB. Following the 'broken window' theory, if a structure looks uncared for, this can lead to ASB. It follows that the replacement of the existing tired-looking old kiosks with a new kiosk will of itself have ASB reduction benefits.
9. Moreover, the replacement Kiosk includes features to design out crime. Most significantly, it is purposefully open in design, specifically to increase natural surveillance. This will have further anti-social behaviour reduction benefits. And ongoing, the replacement new kiosks will receive appropriate weekly inspection, cleaning and maintenance to ensure they remain in good order going forward.
10. Those kiosks not upgraded will be removed as part of a Borough-wide rationalisation exercise. This will deliver not only significant Borough-wide public realm improvements, but also amenity and anti-social behaviour benefits.
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## MANAGEMENT PLAN MEASURES

11. Based on the historic consultation responses from METDOC and subsequent meetings/calls with its officers, the following Management Plan measures are proposed.

### Facility for free calls to mobile phones

12. The proposed kiosks do not offer free calls to mobiles or land lines. Free calls can be made to emergency services and to various charities.

### Algorithms enabling the blocking of mobile numbers

13. If certain mobile numbers have reached a certain call or attempted call threshold on any given day, and these numbers are identified and notified to NWP as being of actual or potential anti-social behaviour concern, algorithms will be enabled to block these mobile numbers.

### Publicly available WIFI

14. Should the unit's public Wifi be identified as a problem, this will be switched off.

### USB / charging points

15. The replacement new Kiosk does not have USB / charging points.

### Maintenance strategy including cleaning and regular checks

16. The new kiosks will receive weekly inspection, cleaning and maintenance to ensure they remain in good order going forward.

### Details of escalation process should problems arise

17. In the event of any management or operational issues arising, please can these be raised with the below listed personnel:

Dzifa Afeku, Operations Manager

Email: dzifa.afeku@clearchannel.co.uk

Alistair Cox, Head of Reach Portfolio

Email: alistaircox@nwpstreet.co.uk

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Richard Wilson, Planning Manager

Email: richardwilson@nwpstreet.co.uk

Ben Porte, Planning Manager

Email: benporte@nwpstreet.co.uk

18. Depending on the nature of the issue arising, it will be escalated and responded to accordingly.