NEW WORLD PAYPHONES

NEW COMMUNICATIONS KIOSK

Overview and Specification



February 2025

Contents

1. Introduction 3
2. Rendered views of New Communications Kiosk 4
3. Overview 5
4. Instantly recognisable yet modern design 6
5. Inclusive, accessible, and safe ‘open plan’ design 7
6. New telephone equipment 8
7. Interactive Wayfinding and Public Information Display 9
8. Public connectivity - Optional feature 10
9. Defibrillator 11
10. Digital display 12
11. Council public communications and emergency incident messaging 13
12. Trees for Cities 14
13. Sustainability 15 - 16
14. Specification 17
15. Elevations 18
16. Management Plan overview 19
17. Gallery of installed New Communications Kiosks 20

“For those without access to a landline or working mobile, or in areas with poor mobile coverage, a public call box can be the only option for making calls to friends and family, helplines and, crucially, emergency services.”

(Ofcom)

1. Introduction

Public telephone kiosks provide a necessary public service, the growth of mobile communications notwithstanding.

They provide a communication safety net for people without access to a landline or mobile phone, including to services like the Samaritans, Shelter, Crisis, St Mungo’s, Centrepoint, Refuge and Childline, and the emergency services. For such users, they represent a vital lifeline. Retaining a level of such service provision is therefore essential.

“For those without access to a landline or working mobile, or in areas with poor mobile coverage, a public call box can be the only option for making calls to friends and family, helplines and, crucially, emergency services.” (Ofcom)

The National Planning Policy Framework chapter 8. Promoting healthy and safe communities states, “Planning policies and decisions should aim to achieve healthy, inclusive and safe places” (para.96), and para.135 states, “Planning policies and decisions should ensure developments: f) create places that are safe, inclusive and accessible and which promote health and well-being.”

Therefore, the future retained public telephone service provision needs to be fit for purpose and modernised, to provide equal inclusive access to communications services for people otherwise excluded or marginalized.

At the same time, reflecting changing user needs and technological and market developments, the functionality of telephone kiosks has evolved to include greater service flexibility, including commercial aspects.

Responding to the above context - that kiosk use has declined, but that retaining a level of such service provision is essential, that such provision needs to be fit-for-purpose and modernised, and that the functionality of kiosks has evolved to include greater service flexibility – the Applicant has developed a New Communications Kiosk.

The New Communications Kiosk is manufactured in the UK by Amscreen at their factory in the north of England. Established in 2000, and with over 12,000 displays rolled out, Amscreen is an established UK-based global leader in the display sector.

2. Rendered views of New Communications Kiosk



3. Overview

Reflecting changing user needs and technological and market developments, the New Communications Kiosk is multi-functional with the following key features:

- Instantly recognisable yet modern design, including curved canopy roof, Telephone signage, and side glazing panel;
- Inclusive, accessible and safe open plan design - Purposefully ‘open plan’ layout to enable unfettered access for all users including the accessibility impaired, and to help eradicate anti-social behaviour sometimes associated with kiosks;
- New telephone equipment, which accepts credit/debit card;
- Interactive wayfinding and public information capability, via the portrait touchscreen display;
- Equipment for the provision of public wireless telecommunications services;
- Defibrillator;
- On reverse side, a 1635mm H x 925mm W digital display for advertising purposes, including Council public information, public health information, and emergency incident messaging



4. Instantly recognisable yet modern design

With the New Communications Kiosk, the objective was to create an instantly recognisable yet modern kiosk; recognisability linking directly to utility.

This is a key attribute of the proposal given that other modern kiosks are not readily identifiable as telephone kiosks.

To this end, the Applicant pursued a traditional approach with the design, drawing appropriate influence from UK kiosk design heritage.







5. Inclusive, accessible, and safe ‘open plan’ design

The New Communications Kiosk is purposefully ‘open plan’ in order to:

- Enable Inclusive unfettered access for all users, including the accessibility impaired; and
- To help eradicate anti-social behaviour sometimes associated with kiosks via the natural surveillance provided.

The New Communications Kiosk complies with the latest Inclusivity standards for public telephone kiosks, contained in British Standards BS8300-1:2018 and BS-2:2018.

The overhead canopy roof and glazed side panel provide users with shelter from the elements and shielding from road noise alongside.

Internal overhead courtesy lighting illuminates the Kiosk interior after dark.

The Kiosk footprint is just 0.41sq.m.

A Management Plan is in place for the New Communications Kiosks, covering inspection, cleaning and maintenance activities. This was prepared in consultation with Metropolitan Police Design Out Crime Officer and will be reviewed and updated annually.









6. New telephone equipment

New public telephone equipment is cash free.

Free calls are available to all numbers, except for international calls, which are paid for by credit/debit card payments.

Vandal resistant alphanumeric keypad.

Armoured cord handset with internal steel lanyard and inductive coupling for users wearing hearing aids.

Telephone controls located at an accessible height for disabled users (1060mm), in accordance with British Standards BS8300-1:2018 and BS-2:2018.

Equipment features remote diagnostics and monitoring capability.

How to operate instructions and important phone number information located above the telephone equipment.









7. Interactive Wayfinding and Public Information Display

Contains:

Local Area Map with Points of Interest (POIs)
Map showing Kiosk location and 5, 10 and 15 min walk radius lines and Points of Interest (POIs). POIs gathered from API based on pre-identified categories.

Points of Interest information card
Provides details about the POI; address, opening hours, contact info. May include a QR code that can be scanned by mobile device enabling turn-by-turn directions shown on the device.

Emergency Numbers
These include telephone numbers for the Police, Ambulance service, and Fire Service.

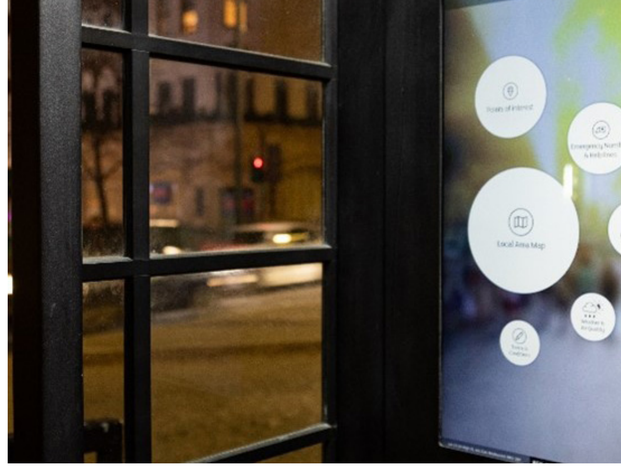
Need Help button
Includes information and contact details for support services including for abuse and addiction, eg. The Samaritans, Childline.

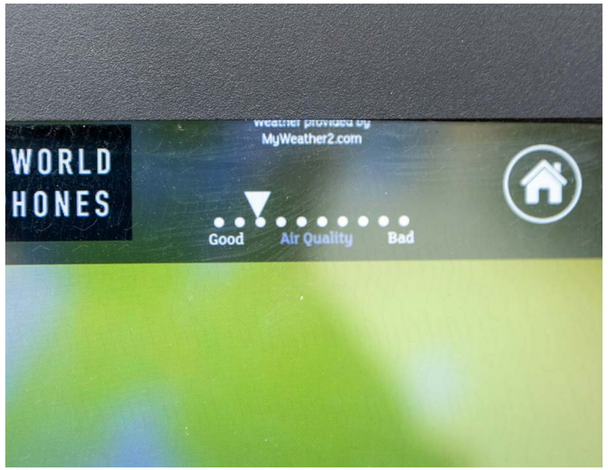
Accessibility button
When pressed, this lowers the interactive buttons on the display for easier access.

‘How To Use The Phone’ instructions

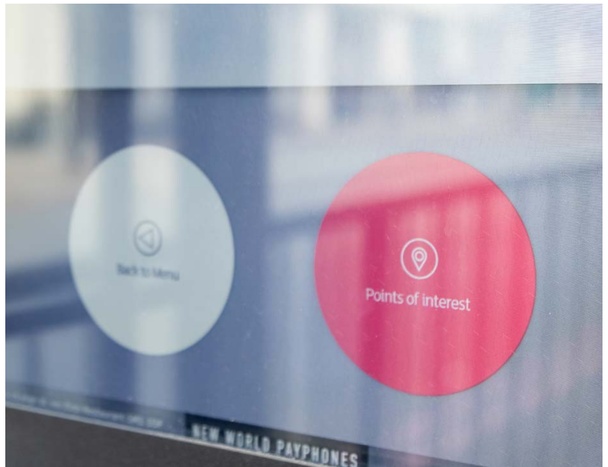
Additional applications can be added to enhance the offering.
Sessions timeout after a period of inactivity.

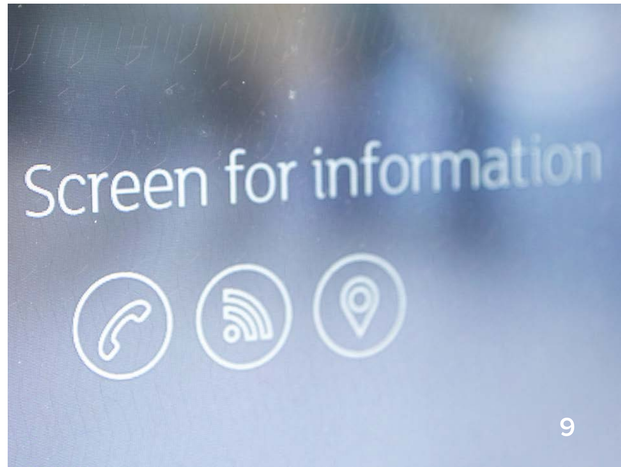










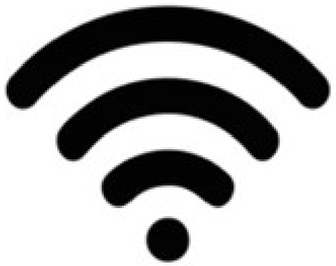


8. Optional feature: Equipment for the provision of public wireless telecommunications services

Can contain equipment for the provision of public wireless telecommunications services.

Public wireless telecommunications services, including small cells, help address connectivity demands in busy urban areas, in particular where demand is highest and where installing other antennae is difficult.

The New Communications Kiosk can accommodate 4G/5G small cells, with the capacity therefore to improve local cellular coverage and capacity.





9. Defibrillator

There are more than 30,000 out-of-hospital cardiac arrests in the UK each year and currently fewer than 1 in 10 survive.

Without immediate intervention with a Defibrillator, most cardiac arrests are fatal.

Every minute without CPR and a Defibrillator, reduces survival chances by up to 10%.

A Defibrillator is used to give an electric shock to restart a patient's heart when they are in cardiac arrest. Its purpose is to restart the heart pending the arrival of the emergency services. Therefore, in the event of someone having a cardiac arrest, the order of events is to:

- **Call 999;**
- **Start chest compressions; and**
- **Locate a Defibrillator.**

More Defibrillators are needed. In London for example, there are around 7,000 registered defibrillators but if there were more, more people would receive life-saving assistance as quickly as possible, giving them better chances of survival.

Once installed, the Defibrillator would be registered on the national defibrillator network, known as The Circuit – the national defibrillator network, thereby ensuring its precise location is known to ambulance services.







10. Digital display

Integrated Digital display is for advertising purposes mainly, but also for not for profit communications (including charity events, public service alerts, local Election info, public health messaging), and Emergency incident messaging.

Telephone kiosks have for many years borne advertising typically in the form of a secondary application and, until recently, such advertising was included among those with deemed consent under the Advertisement Regulations. Such advertising however was an afterthought. Instead, the New Communications Kiosk includes this element as an integral part of the design.

As per established norms, the display would portray static advertising images that change every 10 seconds.

Display is a 1635mm H x 925mm W Liquid Crystal Display (LCD), recessed behind 9mm toughened laminated safety glass, in accordance with British Standards.

Display has an inbuilt sensor control system which adjusts display luminance to ambient light levels. It operates in full accordance with recommendations within the latest authority document on illuminated advertisements, namely ‘PLG 05/23 The Brightness of Illuminated Advertisements including Digital Displays’ (2023).

Comprehensive remote diagnostics monitoring system (RDM) and secure remote Content Management System (CMS).

50% less energy usage compared with previous generation displays.



11. Digital display: Community and other communications

In addition to advertising, the Digital display is available to charities for communication purposes' for example, for Charity service announcements, Election notifications, public health messaging, and so on, at no cost to the Authority.

In addition, it can be utilised for Emergency incident messaging.



"We are very proud that our annual Umbrella Project campaign has been able to run on the new communication kiosks"

- ADHD Foundation



"Moorfields Eye Charity is very proud that our campaign has been able to run on the new communication kiosks to raise awareness around people losing their eyesight."

- Moorfields Eye Charity



"Raising awareness of our Mother's Day campaign enabled us to highlight the crucial work our charity does and displaying our campaign on kiosks across the UK enabled us to connect with people who we can directly benefit"

- Tommy's

12. Trees for Cities

As part of its environmental commitments, the Applicant is partnered with ‘Trees for Cities’, the Lambeth-based charitable organisation working to create greener cities nationally and internationally.

Established in 1993, Trees for Cities is the only UK charity working at a national and international scale to improve lives by planting trees in cities.

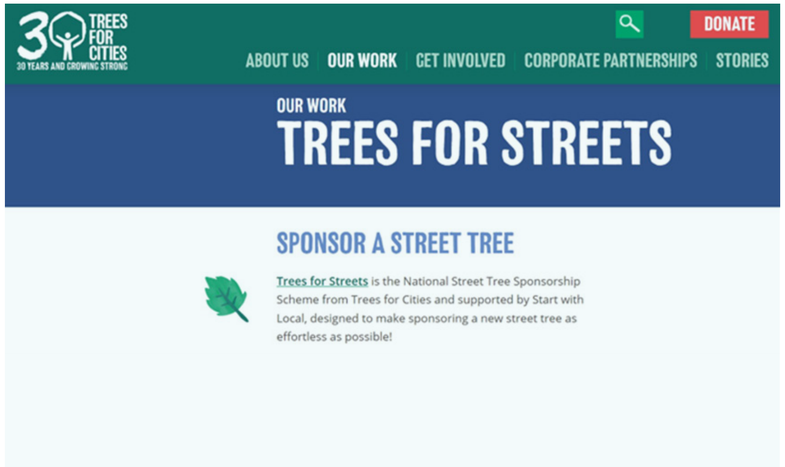
In addition to the above-mentioned benefits, the proposals include the planting of Street trees in locations to be agreed with the Authority for each consented New Communications Kiosk, to be delivered by condition or agreement under Section 278 of the Highways Act 1980.















13. Sustainability

Our operations

We buy 100% renewable electricity

99.6% of waste avoids landfill

ISO14001 certified

Nearly 90% of waste separated and recycled

Our estate

50% more energy efficient digital screens

Life Cycle Assessments (LCA) for all products

Our premises

LED lights installed

Rainwater collection in 92% of depots

Work in our communities

400+ urban trees planted

Charity partners:

TREES FOR CITIES

KEEP BRITAIN TIDY.





Sustainability

The applicant, as a subsidiary, operates in accordance with the requirements and standards set out by the programmes and awards highlighted on this page.

Our commitments and progress are against international and industry initiatives, which are independently verified, published annually and shared transparently with our partners.

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

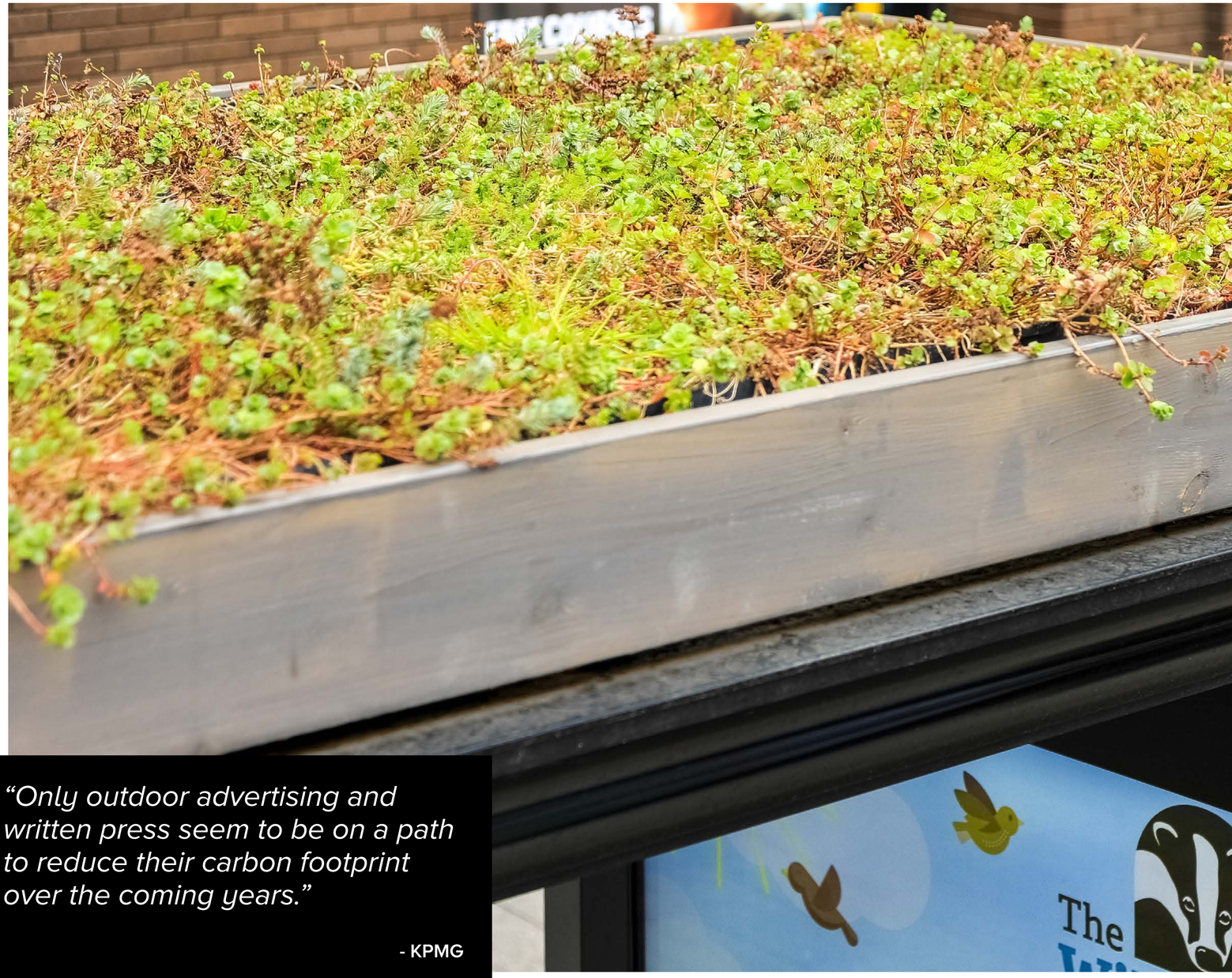
CDP
DISCLOSURE INSIGHT ACTION

PlanetMark

SUSTAINABLE DEVELOPMENT GOALS

WE SUPPORT
UN GLOBAL COMPACT

AD NET ZERO
ALL FOR NONE
PROUD SUPPORTER



“Only outdoor advertising and written press seem to be on a path to reduce their carbon footprint over the coming years.”

- KPMG

14. Specification

New Communications Kiosk: Dimensions
H: 2459 mm
W: 1096 mm
D: 756 mm

New Communications Kiosk: Structure and materials

Internal structure - Stainless steel

Cladding - Powder coated steel

Side panel - safety glass and composite material

Canopy roof - composite material

Ingress Protection - IP55

Glazing
Interactive Wayfinding and Local information display recessed behind 6mm safety glass.

Digital display for advertising recessed behind 9mm toughened laminated safety glass.

Colour
Powder coated, satin or matt finish
Colour RAL9005 Black

Digital display

Technology – Liquid Crystal Display (LCD) Direct sunlight readable

Display Active Area – H 1635mm x W 925mm

Maximum luminance (full white) in darkness - 300 cd/m2

Maximum luminance (full white) in daylight - 3500 cd/m2. Only applicable in very bright ambient light conditions as and when detected by the display sensor control system.

Installation
Adjustable bottom plinth to work with sloping / uneven pavements

Ducting for power, signal and earth protection

Inspection, Cleaning and Maintenance
A Management Plan is in place for the new communications Kiosks, covering inspection, cleaning and maintenance activities. This was prepared in consultation with Metropolitan Police Design Out Crime Officers. It would be extended to the new communications Kiosks as proposed.

Telecommunications
4G connectivity with roaming across multiple mobile networks

5G to be added when available

Fibre-optic

Electrical
Power supply – 220 to 240VAC, 50Hz single phase mains

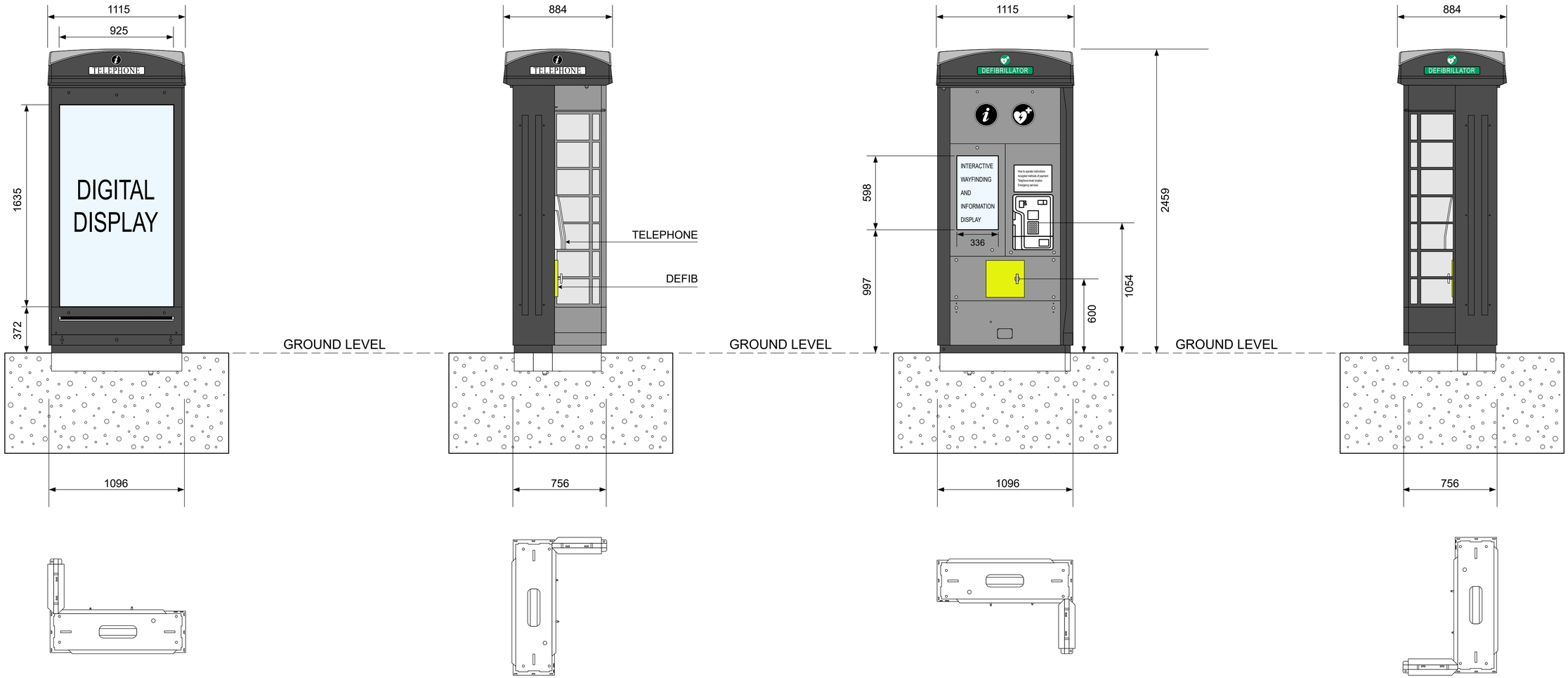
Environmental performance
New communications Kiosk is powered by 100% renewable energy

Digital display consumes 50% less power compared with previous generation LCD displays.

Compliance to Regulations, Standards and Certifications
Safety – CE, IEC/EN 60950-1
EMC - IEC/EN 55022 Class A, IEC/EN 55024, IEC/EN 61000-3-2, IEC/EN 61000-3-3
Environment - RoHS and WEEE compliant
Equality Act 2010
BS8300-1:2018 and BS-2:2018

Air quality monitoring
Given their roadside location within main built-up areas, New Communications Kiosks are ideally suited to air quality monitoring. This being the case, we are trialling air quality monitoring equipment within our street furniture, including New Communications Kiosks.

15. Elevations



16. Management Plan overview

In 2022, the Applicant worked with Metropolitan Police Design Out Crime Officers to prepare a Management Plan for the New Communications Kiosks, updated in 2024.
This includes the following measures.

Call management
The new Kiosks allow free calls to all numbers, including Emergency services and various charities. The exception is international calls which require credit/debit card payment.

Algorithms enabling the blocking of mobile numbers
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 - Optional
Should the Kiosk's public Wifi be identified as a problem, this will be switched off.

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

Handset is the only means to communicate.
No external speakers
The new Kiosk does not have external speakers.
The handset is the only means to communicate when making calls.

The canopy is at a height and depth that will not encourage loitering
The new Kiosk canopy and side fenestration are designed to be only as big as necessary to provide a degree of weather protection and also shielding from traffic for people using the kiosk.

Provision of a small area of tactile paving
As agreed with Metropolitan Police Design Out Crime Officers, tactile paving can be provided on the advertising display side of the new Kiosk, to prevent people sitting and leaning against the kiosk.

Maintenance plan
The new Kiosks receive bi-weekly inspection, cleaning & maintenance to ensure they remain in good working order and condition.

17. Gallery of installed New Communications Kiosks













NEW WORLD PAYPHONES