

## Re-use of Telephone Boxes: Revision of ATM policy guideline

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Planning Committee  
10 August 2006

### 1. Purpose of report

- 1.1 To inform Committee of the consultation exercise on the revised Development Quality Handbook guideline on Automatic Teller Machines (ATMs) in relation to the issue of the re-use of telephone boxes; and to present the finalised version of the revised guideline for Committee's approval.

### 2. Main report

- 2.1 The DQ Sub-Committee on 11 January 2006 asked the Head of Planning to report on the re-use of redundant telephones boxes for other purposes. This request was partly in response to the development by BT of a cash-dispensing phone kiosk which is predominantly a cash machine with an exterior public phone box.
- 2.2 These cash-dispensing phone-boxes have a solid appearance and there are concerns that they would be an unattractive addition to the streetscene and contrary to the public realm objectives of creating clutter-free streets.
- 2.3 It was considered that the existing DQ Handbook guideline on ATMs did not adequately cover the issue of free-standing structures to support ATMs. A revised draft guideline was therefore presented to Committee on 9 March 2006 which proposed a revision to the guideline, which states that 'new free-standing mechanism to accommodate ATMS or the conversion of existing structures will not normally be acceptable'.

- 2.4 The draft revised guideline has been subject to consultation from 20 March to 5 May. A copy of the revised guideline was sent to Council departments, the Police Architectural Liaison Officer, Community Councils, Historic Scotland, amenity groups and BT. A total of 7 responses were received and these are summarised in Appendix 1. Copies of the responses have been provided as background papers. Although Planning staff discussed the issue with a senior BT manager, BT chose not to make a submission.
- 2.5 The majority of the consultation responses support the revision of the Development Quality Handbook guideline on ATMs. A minor change is proposed to also refer to free-standing ATMs in relation to sensitive locations. No other changes to the revised guideline are proposed. The revised guideline is found in Appendix 2 and it is recommended that is the finalised version.

### 3 Financial Implications

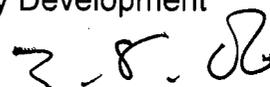
3.1 None

### 4 Recommendations

- 4.1 It is recommended that the Committee approves the finalised revised guideline (Appendix 2) as supplementary planning guidance to be included in the Development Quality Handbook.



**Andrew Holmes**  
Director of City Development



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<b>Appendices</b>	Appendix 1: Consultation Responses Appendix 2: Revised Guidelines
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<b>Wards affected</b>	All
<b>Background Papers</b>	Consultation responses

## Appendix 1

### Consultation Responses

Organisation	Comment	Council Response
Architectural Liaison Officer/ Police Community Safety Officer	<p>Concerns relating to:</p> <ol style="list-style-type: none"><li>1) security with potential ram raiding and the associated risk to the public and surrounding buildings;</li><li>2) maintenance as the filling the machines on the street could increase the risk of street robbery and;</li><li>3) obstruction of natural surveillance within the street as they cannot be seen through and can provide opportunities for concealment.</li></ol> <p>The close proximity of the ATMs to the telephone causes grave concern as will the ATM customers feel comfortable using the banking facilities so close to another customer using the telephone?</p> <p>Police consultation must be sought with regard to the situation of these machines.</p>	Comments noted.
Historic Scotland	<p>Supports the revision and the objective to remove redundant telephones boxes rather than put them to a new purpose which would completely change their character. The proposed ATMs are solid, heavy objects that will intrude on the streetscape and as such, should be resisted, particularly in the World Heritage Site and in prominent locations</p>	Comments noted. Additional wording added to guidance relating to sensitive locations.

Morningside Community Council	<p>No objection to the main thrust of the ATM guidance but recognises the difficulties that BT is facing in terms of providing public phone boxes and the need to provide a 24 hour public pay phone and ATM services, especially in rural areas.</p> <p>It considers that policy A4 is too restrictive for public needs and the policy should be altered to read 'new free-standing mechanisms to accommodate ATMs or the conversion or existing structures to form free-standing ATMs will only be acceptable if of suitable design for the intended location'.</p>	<p>Comments noted. Although it would be possible to amend the colours, the design of the cash-dispensing payphone is standard so there would not be scope to develop other designs.</p> <p>The revised guideline is aimed at free-standing payphones within public streets. It does state that free-standing mechanisms would not <i>normally</i> be acceptable leaving some opportunity for such development in appropriate locations.</p>
Stenhouse Community Council	Supports the revision of the guidelines	Comments noted
Streetscape Working Group	Supports the policy for the restrictions on the conversion of the boxes for ATMs. Specific mention should be made to the protection of listed telephone boxes as well as new ones.	Comments noted. Listed telephones boxes would be protected under listed building legislation. It would not be relevant to refer to this issue in the ATM guideline.
Southside Community Council	Revised guidelines seems sensible – the less street furniture the better. Would not welcome the payphone/ATMs combined	Comments noted.
Tollcross & Marchmont Community Councils	Supports the report and the recommendations. Suggests that advertising on buses, bus shelters and taxis also threaten to undermine Edinburgh's strict and successful advert control.	Comments noted.

## **Appendix 2**

**THE CITY OF EDINBURGH COUNCIL  
CITY DEVELOPMENT  
PLANNING  
DEVELOPMENT QUALITY HANDBOOK  
AUTOMATIC TELLER MACHINES  
Revision 10 August 2006**

### **OBJECTIVE**

These guidelines are supplementary to local plan conservation and design policies, providing additional guidance on the siting of automatic teller machines (ATMs).

### **POLICY CONTEXT**

Local plan policies promote **an attractive street scene**, high quality new design and also protect the character and appearance of listed buildings and conservation areas. For example, policy CD19 of the Central Edinburgh Local Plan states:

*"The Council will permit alterations and extensions to buildings which in their design and form, choice of materials and positioning are compatible with the character of the original building. Particular attention will be paid to ensuring that such works to listed buildings and non listed buildings in conservation areas do not damage their special architectural character."*

### **SCOPE OF GUIDANCE**

These supplementary guidelines apply on a city-wide basis.

### **STATUTORY REQUIREMENTS**

**Free-standing ATMs** or ATM terminals which materially affect the external appearance of a building will normally require planning permission. Listed building consent is normally required for an ATM on the outside or inside of a listed building. In addition, advertisement consent may be required for any additional signage

### **POLICY GUIDANCE**

#### **A GENERAL PRINCIPLES (applicable city wide)**

1. Within new developments where ATMs are likely to be required, they should be an integral part of the design concept.
2. Terminals should be sited to avoid pedestrian congestion at street corners and narrow pavements.
3. Where ATMs are removed, the frontage should be reinstated to match existing.
4. **New free-standing mechanisms to accommodate ATMs or the conversion of existing structures to form free-standing ATMs will not normally be acceptable**

## **B SENSITIVE LOCATIONS**

In addition to the General Principles, this guidance applies in the following sensitive locations:

- *Listed Buildings*
- *Conservation Areas*
- *World Heritage Site*

1. Prior to the consideration of any external ATMs, the possibility of installation within the building should be first investigated. In the case of listed buildings, this will only be acceptable where no features of architectural or historic interest are affected.
5. Where possible, ATMs should be located in concealed positions on the facade, within inner vestibules or on secondary (side) elevations.
6. ATM terminals should not be fitted to finely detailed façades or shopfronts of historic or architectural merit. ATMs will not be acceptable where stone frontages, architectural features or elevational symmetry will be disturbed. Proposals to create new slappings for ATMs will generally be discouraged.
7. Where acceptable in principle, only one ATM will normally be allowed on the exterior of any building. Additional ATMs will be considered where there will be no adverse impact on the frontage or townscape.
8. The installation of ATMs on the exterior of a building **or as free-standing structures** will not normally be allowed if there will be an adverse impact on the **streetscape**, townscape or any key views.

## **C DETAILED DESIGN GUIDANCE (applicable to sensitive locations)**

1. ATM terminals should be sensitively designed as modern additions to the existing architecture.
2. ATM terminals should be as small as possible with only the terminal being presented to the external elevation. The terminal should be formed in high quality materials and should not be surrounded by coloured panels or other devices.
3. Any surrounding space should be in a material and design to match the facade. (Especially important where terminals are fitted to stonework or plate glass).
4. Where existing terminals are to be replaced, the new ATM should be no larger than the existing.
5. Signs advertising the ATM other than those on the terminal should not be erected.
6. Where new steps and railings are required these should be appropriate to the townscape, of a high quality design and in materials to match existing.
7. Waste paper receptacles should be designed as an integral part of the ATM.

## **REASONED JUSTIFICATION**

An increasing number of ATMs are being installed on financial and non-financial buildings throughout the City to meet demands for easier access to a wide range of financial facilities. The benefits of ATMs are recognised and in the many locations, they will have no adverse visual impact. However, inappropriately designed or sited ATMs can be an unacceptable intrusion into frontages of architectural merit and can adversely affect the character of listed buildings, conservation areas or the World Heritage Site. The control of ATMs in such sensitive locations remains an overriding consideration. **An objective of the Council is to remove unnecessary street furniture and to promote a high quality streetscape so the preference is to locate ATMs within buildings rather than utilising free-standing structures.**

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