

## **Design & Access Statement**

To support Proposed External ATM at **45-47 East View, Boldon Colliery, Tyne And Wear**

**REF: PP- 05128667**

### **Use**

The location is currently occupied by a branch of the Post Office and provides a valued service to the local community. As part of the Post Offices financial product and at the request of the Postmaster, an ATM is proposed for installation at the location. The ATM will provide a valuable amenity to the local community while helping the Post Office provide a 24hr Cash service to their customers.

### **Background and Concept**

#### **The Post Office Card Account**

The government has encouraged the Post Office to expand further into financial services. They believe this to be the second major area with the potential to substantially increase Post Office revenues, along with making it possible to access all UK current accounts through the post office network. They are behind the current installation programme between BOI and The Post Office.

The Post Office card account is a simple bank account which will allow customers to collect their Pension, Benefit or Tax Credit payments, which are paid directly into the account. It is a simple and convenient way for people to manage their money received from Government Departments. The Post Office Card Account provides access to, withdraw, deposit or collect cash throughout the UK by using the Post Offices network of 11,500 branches. Access is via, over the counter services or through the Post Office branded ATMs, which are owned and operated by Bank of Ireland. These are the only ATMs available to use with the Post Office card account card. **The Post Office card will not work in any other ATM.** This is why these ATM's provide such a valuable service to Post Office customers.

## **The Design Brief**

The Post Office has been offering financial services at the heart of the community for over 150 years, to ensure this will continue into the future we are undertaking the installation of Automated Teller Machines (ATM's) in Post Offices around the UK as part of a joint project between the Post Office and The Bank of Ireland. Each ATM is to be installed in the most suitable and efficient location in relation to the building, its occupants and the customers that will use the ATM.

## **Access**

All proposals have the express intention of providing means of access for disabled users compliant with DDA requirements. Wherever possible we ensure the ATM is DDA compliant, meaning the centre of the keypad is between 850mm to 1000mm from FGL. The Post Office takes its responsibility for DDA access to its branches very seriously and this follows on with the new ATM installations which have been located to ensure access for all with an accessible keypad height from street level. This Post Office ATM will be DDA compliant. The ATM will not affect or alter public rights of way and due to its location the local infrastructure is capable to serve the proposed ATM.

## **Character**

**Amount:** The Proposal will not increase the existing floor space in any respect however the proposed ATM will provide various customers with a reliable and safe means of account and cash withdrawal facilities near to where they live, this helps to improve not only the viability of this Local Post Office but to encourage use of other facilities nearby and positive effect on the immediate locations security and economics due to positive footfall in the area, and should not affect the amenity of adjoining occupiers. As the ATM is being installed to provide an additional service to existing customers thereby reducing the waiting time inside the branch and providing a more efficient service it should improve and reduce any existing parking or queuing issues at the location.

**Layout:** The Post Office resides on **45-47 East View, Boldon Colliery, Tyne And Wear** and is located within the local high street. The store is one of many retail outlets in the main road area. The proposed ATM is to be installed through the glazing to the left hand side of the front elevation when viewed from the outside.

**Scale:** The scale of the proposed ATM will have no impact on the Post Office or surrounding buildings, its height, width and length are minimal in comparison to the existing building and therefore would not be applicable.

**Appearance:** The proposed ATM does not affect the existing buildings construction, detailing or materials; it will be installed through the existing front elevation therefore creating minimal impact on the locations visual characteristics.

**Landscaping:** The ATM will have no adverse effect on the location, as this application is for an ATM installation no external landscaping is required. The proposed ATM will not result in the loss of land which the local planning authority considers essential to safeguard for other uses, or exacerbate to an unacceptable extent any derogation of controlled waters or their uses and will not be subject to or create an unacceptable risk of flooding.

## **Community Safety/ ATM Security**

The Post Office Ltd has a number of standards used to ensure that all ATMs have the required level of security as stated by ATM Security Working Group. These standards are supplemented by information gathered for incidents within a 2km radius relating to the Post Office and industry data. For high-risk sites, additional security measures are put in place where appropriate to eliminate specific risks. This site has not been flagged as High Risk.

Details Accessed include:-

- Previous Post Office incidents
- Crime Statistics within the location post code this year to date.(Police.UK)
- Localized 'Hot Spot' Risks
- Security and Safety

The Post Office uses this information to ensure the safety of clients and operators of the and are committed to ensuring all necessary security measures are taken to 'Design Out' crime, minimizing any risks to our clients or possible attacks on our ATMs, operators and CIT Officers.

The Post Office belongs to the 'ATM Security Working Group' among others, which ensures safety for all involved with the installation process and continues throughout its operational life and are committed to ensuring that the proposed Post Office ATM installation not only helps to sustain this local branch/ community, but also provides a very safe way of withdrawing cash.

We are happy to work with the local Planning Department and Police to provide/improve security standards at this site, should it be required to gain Planning Permission at this location please don't hesitate to contact us.

## **Physical Security**

- The minimum standard of the ATM will be UL291 level 1
- ATM's that have safes backing into the retail area will require an ATC (Anti Tamper Cabinet)
- The ATM will be protected by either a Post Office Ltd monitored alarm or approved, private, monitored alarm, which will be fully operational and have Police response ready for when the ATM is switched on.
- Concrete pad under ATM must be a minimum of 225mm with 4N0. x M16 anchoring bolts. Bolts must be 200mm long and the hole drilled into the floor to 150mm.

## **Alarms/ CCTV**

All Post Office branches are alarmed with the majority also being monitored by Romec. Any branch having an ATM installation will automatically be upgraded to a monitored system which is designed to meet the specific requirements of each location and will be adapted for the ATM.

- In many cases the locations have CCTV internally within the area of the proposed ATM or will be installed to cover the ATM installation.
- Various means of surveillance are used to ensure the safety and security of the ATM, the most effective form is Natural Surveillance.
- An ATM installation can have a positive effect on the immediate locations security and economics due to positive footfall in the area.
- Additional security measures such as ram raid protection can be installed where required to aid the application or meet local authority requirements, subject to approval. Although a full risk assessment was undertaken by the Post Office and relevant steps taken prior to this application.
- The ATM will have a personal attack, seismic alarm and Passive Infra-Red detector fitted. All connected to a Post office Ltd monitored alarm or an approved private monitored alarm.

- The system meets the requirements of the latest versions of; ACPO Police Response to Intruder Alarms, PD6662, DD243 and EN50131. Specifications can be made available on request.

## **Cash Replenishment and Delivery**

The ATM will be cash replenished by the Post Office staff in a secure environment outside of customer hours and in accordance with Post Office operational standards. Where a location is open 24 hours the doors will be secured during the short period required to replenish the machines.

Delivery of the cash for the ATM will be undertaken by a professionally trained and licensed Collection/ Delivery Officer as part of the normal cash delivery/ removal service currently in place at the location, (No additional CIT service is required because of this application for the ATM). Cash replenishment will be undertaken while the branch is closed creating a secure area or whilst in a secure room.

## **Environmental Sustainability**

The ATM itself does not have an environmental impact on the location. Any additional pedestrian or vehicle traffic to the site would be minimal and should not impact on the location or local environment. The ATM is aimed at reducing queues and providing a reliable 24hr service to its existing customers, therefore it should improve and reduce any existing parking or queuing issues at the location.

## **Context**

The proposed ATM will not result in the loss of land which the local planning authority considers essential to safeguard for other uses, or exacerbate to an unacceptable extent any derogation of controlled waters or their uses and will not be subject to or create an unacceptable risk of flooding.

**Social Context:** The financial services provided by the post office in some cases are the only available option to the most vulnerable in our society. The proposed ATM will provide various customers with a reliable and safe means of account and cash withdrawal facilities near to where they live, which helps to improve not only the viability of this Local Post Office but also the area it is within.

The government has encouraged the Post Office to expand further into financial services They believe this to be the second major area with the potential to substantially increase Post Office revenues, along with making it possible to access all UK current accounts through the post office network. They are behind the current installation programme between BOI and The Post Office.

**Economic Context:** The Post Office network has a unique geographical reach with over half of the Post Offices (55%) in rural areas, one third in urban areas and one tenth in urban deprived areas. Modernization is essential to create a sustainable financial future for Post Office Ltd, Sub Postmasters, and other post office agents.

Post offices play significant roles in local economies as sources of cash.

- For every £1 transacted in the UK, 14p is handled through post offices, and over £80bn of cash a year passes through the network.
- Local access to banking services is not just a question of access for individuals. Access to banking is 'key' to the survival of retail and other services in many communities.
- Cash is often spent near to where it is withdrawn - people who take out money from a bank or cashpoint spend 50-67% in nearby shops.
- There are 4.5 million small businesses in the UK, accounting for 49% of total private sector turnover.
- The Federation of Small Businesses reports 20% of small businesses use a post office every day and 47% use it more than once a week.

With footfall through the post office doors falling annually (due to online services) and rising overheads, the loss of certain post office services like TV licensing and the Green giros, the consequences have been hard felt by all. Over the next few months DVLA changes will have even further impact the Post Offices business, with some locations struggling to sustain themselves. The Post Office offers possible services that can be used to create additional income streams, such as the installation of a Post Office ATM machine. These can help make the difference between having a continued presence within local communities or closure.

Securing the future of local post offices was a key theme in many proposals received by the LGA. Post offices quite clearly play a vital social and economic role in many communities, by helping to make small businesses, such as village shops, viable and providing local access to basic services, such as access to cash by either counter services or one of the Post Office networks new ATM's, such as the one proposed at this location. Post Offices are often at the hub of community life and are particularly important to disadvantaged groups and elderly people. **Local councils should** play a key role in supporting new development that will benefit local communities directly.

## **Movement to, from and within the development**

The ATM will not affect the movement to from or within the development. The ATM is aimed at the existing customer base and will provide an additional teller terminal that customers can use rather than queuing for the cashier/ teller inside the Post Office. Therefore reducing problems that arise from long queuing times and improving the quality of service. The ATM will be used mainly by locals who are currently using this facility therefore would not have an adverse effect on this location.