



Chief Planning Officer
South Gloucestershire
Council;
Kingswood Civic Centre
High Street, Kingswood
Bristol
BS15 9TR 22nd August
2016

South Gloucestershire Council
Business Support - 2

24 AUG 2016

Received

Advanced notice of payphone removal consultations

Dear Chief Planning Officer,

BT has been undertaking extensive research to identify public payphones that are no longer viable to keep. There are currently 97 public payphones in your planning area which have been identified and proposed for removal by BT under the 90-day consultation process, although this number may be subject to minor change as the removal notices are physically posted. Please be aware we will begin posting removal notices in the affected payphones during the next two weeks and aim to complete the activity within 15 working days from the start date. Once the notice posting activity is completed, we'll send you a further letter listing all of the payphones involved and notifying you of the beginning of the formal consultation process.

Overall use of payphones has declined by over 90 per cent in the last decade and the need to provide payphones for use in emergency situations is diminishing all the time with at least 98 per cent of UK premises having either 3G or 4G coverage. You will no doubt be aware, through planning applications submitted for site upgrades (and some new sites), that 4G coverage in particular is being significantly enhanced through EE's programme to deliver the new Emergency Services Network. This is important because as long as there is network coverage, it's now possible to call the emergency services, even when there is no credit or no coverage from your own mobile provider. Customers that are hearing or speech impaired can also use a text message to contact emergency services.

We propose to remove payphones identified as unnecessary whilst retaining public payphones that are used, as well as those we have categorised as providing a social need. In this way we believe we can fulfil our regulatory obligations, improve the quality of the payphone estate overall and continue to meet the needs of your community. As a result we're not consulting to remove any public payphones where there is a social need for retention. These have been identified as being located:

- in suicide hotspots
- in accident blackspots
- in an area without any mobile coverage
- within 400 metres of the coast



In addition to these payphones, we will not remove payphones where there's a reasonable need. For this assessment we have used the following criteria, retaining payphones for which all three apply:

- the only payphone within 800 metres
- had at least 12 calls of any type within a 12 month period
- the local population is not fewer than 500 households within 1 kilometre of the payphone

Through our Adopt a Kiosk scheme; communities will also have the opportunity to adopt any phone box for just £1. The traditional, red phone boxes are part of our heritage and by opening them up for adoption; your community can keep these iconic landmarks and put them to great use. Uses made of phone boxes already adopted include a grocery shop, a wildlife information centre and the Community Heartbeat Trust charity has even installed defibrillators in some boxes. You can find out more about our Adopt a Kiosk scheme in the enclosed brochure or you can download an electronic copy at: www.btredcare.com/adopt.pdf.

I'm including a leaflet that sets out the rationale and process that BT is following to help you better understand why we are looking to remove some payphones. You can download an electronic copy at: www.btredcare.com/removals.pdf.

What you need to do next

There's no need for you to do anything until we contact you again to notify the beginning of the 90-day removal consultation period. But, if you would like to speak to us about adopting a payphone within your local area, or if you feel the need to request an extension to the consultation timeframe (e.g. to allow parish council meetings or similar to take place), please get in touch with us by emailing bt.authorisation.team@bt.com or by post to BT Payphones, pp 4th Floor Monument TE, 11 - 13 Great Tower Street, London, EC3R 5AQ.

Yours sincerely

Rick Thompson

Rick Thompson Payphone
Planning Officer