



Chief Planning Officer  
Herefordshire Council  
County Offices Plough Lane  
Hereford  
HR4 0LE

30 July 2019

TIME SENSITIVE - 90 Day Consultation period end date: 28 October 2019

Dear Chief Planning Officer,

Further to our previous letter, we are writing to you as part of a formal consultation process regarding our current programme of intended public payphone removals. This letter formally starts our consultation with you and the local community.

There are currently 69 public payphones in your area which have been identified and proposed for removal by BT under the 90-day consultation process and details of these payphones are shown below.

To ensure that the local community are fully informed, we have placed consultation notices on the relevant payphones, and a sample notice is enclosed. We have also included the date we posted these notices on the payphones. The consultation period will close on 28 October 2019. Unless you contact us to agree otherwise, responses received after this date will not be accepted.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy. It's really simple to do and it costs just £1 - <http://bt.com/adopt>

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 the UK having either 3G or 4G coverage. 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.

You may also want to consider the recent Ofcom affordability report which found that most people do not view payphones as essential for most consumers in most circumstances -

[http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability\\_report.pdf](http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf)

On the 14<sup>th</sup> March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market, which includes a requirement for payphone provision to meet reasonable needs. Part of that statement amended our obligations with regard to the

removal of payphone service

[https://www.ofcom.org.uk/\\_data/assets/pdf\\_file/0021/34266/statement.pdf](https://www.ofcom.org.uk/_data/assets/pdf_file/0021/34266/statement.pdf)

As stated in Ofcom's 2005 review, it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community. They would normally expect these consultations to involve other public organisations such as the Parish or Community councils and work within the terms of the Communications Act 2003. This means that you must be able to objectively justify your decisions.

Full guidance on the removal process can be viewed at:

<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

and a summary is available at:

[http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing\\_callboxes.pdf](http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf)

The guidance also details the appeals process we must follow in case of unreasonable objections.

### **What you need to do next**

Please complete and return the attached annex with your decision on each payphone.

If the decision is that the local community wish to 'adopt', please provide their contact details and we'll do the rest.

If you wish to 'object', you'll need to complete the last column with your reasons, having reviewed all of the factors set out in Annex 1 of Ofcom's guidance (see link above), and the information sent to you in our previous letter.

If the information is incomplete for any payphone in the list, then we'll assume you have no objection to its removal and also that you do not wish to adopt it.

The best way to respond to us is by email at [bt.authorisation.team@bt.com](mailto:bt.authorisation.team@bt.com). Please retain proof that the email was sent or apply a read receipt. If you would prefer to respond by post please use the following address and allow at least two days for postal delivery:

#### **BT Payphones**

pp 4<sup>th</sup> Floor Monument TE  
11 – 13 Great Tower Street  
London  
EC3R 5AQ

You will need to obtain proof of postage from your local post office and be aware that we are unable to receive mail that requires a signature.

If you've got any questions then please get in touch with us by emailing [bt.authorisation.team@bt.com](mailto:bt.authorisation.team@bt.com).

Yours sincerely

**Rick Thompson**  
**Payphone Planning Officer**

British Telecommunications plc  
Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 1800000  
[www.bt.com](http://www.bt.com)

**Please use this annex and return in this format to ensure that the telephone number of the kiosk is clearly shown.**

**A separate sheet can be used for further comments if required.**

**If you would like an electronic copy of this letter, please e mail [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com)**

Herefordshire Council

|    | Telephone Number | Address  | Post Code | Number of calls in last 12 months | Posting Completed Date | Agree/ Adopt/ Object | Comments/Reasons |
|----|------------------|--|-----------|-----------------------------------|------------------------|----------------------|------------------|
| 1  | 01432265684      | PCO PCO1 WHITECROSS ROAD HEREFORD                  | HR4 0DE   | 2                                 | 23/07/2019             |                      |                  |
| 2  | 01432266216      | PCO1 HAROLD STREET HEREFORD                        | HR1 2QU   | 160                               | 23/07/2019             |                      |                  |
| 3  | 01432266310      | PCO PCO1 LEDBURY ROAD HEREFORD                     | HR1 2SX   | 4                                 | 25/07/2019             |                      |                  |
| 4  | 01432266448      | PCO1 KINGS ACRE ROAD HEREFORD                      | HR4 0QJ   | 6                                 | 23/07/2019             |                      |                  |
| 5  | 01432266636      | BUS STOP PCO1 WHITECROSS ROAD HEREFORD             | HR4 0DE   | 75                                | 23/07/2019             |                      |                  |
| 6  | 01432267117      | PCO PCO1 ST. MARTINS AVENUE HEREFORD               | HR2 7RQ   | 226                               | 25/07/2019             |                      |                  |
| 7  | 01432267178      | PCO PCO1 ROMAN WAY STRETTON SUGWAS HEREFORD        | HR4 7AG   | 7                                 | 23/07/2019             |                      |                  |
| 8  | 01432272591      | PCO PCO1 BELMONT ROAD HEREFORD                     | HR2 7JN   | 101                               | 25/07/2019             |                      |                  |
| 9  | 01432275061      | PCO1 WHITTERN WAY HEREFORD                         | HR1 1PE   | 85                                | 25/07/2019             |                      |                  |
| 10 | 01432277549      | NEAR HAZEL COTTAGE TELEPHONE KIOSK MADLEY HEREFORD | HR2 9LP   | 0                                 | 25/07/2019             |                      |                  |

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| 11 | 01432760225      | PCO PCO1 BURGHILL HEREFORD                         | HR4 7SF   | 0                                 | 24/07/2019             |                      |                  |
| 12 | 01432820603      | 1PCO THE MARSH CROSS KEYS HEREFORD                 | HR1 3NT   | 0                                 | 25/07/2019             |                      |                  |
| 13 | 01432830200      | PCO1 CANON PYON HEREFORD                           | HR4 8NY   | 9                                 | 24/07/2019             |                      |                  |
| 14 | 01432830249      | PCO PCO1 KINGS PYON HEREFORD                       | HR4 8PS   | 1                                 | 24/07/2019             |                      |                  |
| 15 | 01432830265      | WELLINGTON PCO1 CANON PYON HEREFORD                | HR4 8NY   | 1                                 | 24/07/2019             |                      |                  |
| 16 | 01432830411      | WESTHOPE PCO1 CANON PYON HEREFORD                  | HR4 8NY   | 0                                 | 24/07/2019             |                      |                  |
| 17 | 01432840677      | PCO1 HOARWITHY HEREFORD                            | HR2 6QQ   | 0                                 | 23/07/2019             |                      |                  |
| 18 | 01432850202      | JUNCTION A438 PCO1 HAGLEY PARK BARTESTREE HEREFORD | HR1 4DB   | 1                                 | 25/07/2019             |                      |                  |
| 19 | 01432850211      | PCO1 SHUCKNALL HEREFORD                            | HR1 3SJ   | 0                                 | 25/07/2019             |                      |                  |
| 20 | 01432850311      | PCO PCO1 WITHINGTON HEREFORD                       | HR1 3RY   | 2                                 | 25/07/2019             |                      |                  |

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| 21 | 01432850343      | PCO PCO1 LUGWARDINE HEREFORD         | HR1 4AB   | 1                                 | 25/07/2019             |                      |                  |
| 22 | 01432850468      | PCO PCO1 WHITESTONE HEREFORD         | HR1 3SB   | 4                                 | 25/07/2019             |                      |                  |
| 23 | 01432860286      | PCO1 COURT ORCHARD FOWNHOPE HEREFORD | HR1 4NY   | 3                                 | 23/07/2019             |                      |                  |
| 24 | 01432860387      | PCO PCO1 WOOLHOPE HEREFORD           | HR1 4QP   | 0                                 | 23/07/2019             |                      |                  |
| 25 | 01432870340      | PCO PCO1 HAMPTON BISHOP HEREFORD     | HR1 4JR   | 0                                 | 23/07/2019             |                      |                  |
| 26 | 01432870345      | PCO PCO1 MORDIFORD HEREFORD          | HR1 4LW   | 2                                 | 23/07/2019             |                      |                  |
| 27 | 01432890259      | PCO1 TARRINGTON HEREFORD             | HR1 4EX   | 0                                 | 25/07/2019             |                      |                  |
| 28 | 01497831229      | PCO1 CLIFFORD HEREFORD               | HR3 5ER   | 0                                 | 24/07/2019             |                      |                  |
| 29 | 01497831257      | PCO PCO1 CLIFFORD HEREFORD           | HR3 5HL   | 0                                 | 24/07/2019             |                      |                  |
| 30 | 01531632275      | PCO1 BRIDGE STREET LEDBURY           | HR8 2AS   | 20                                | 26/07/2019             |                      |                  |

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| 31 | 01531635586      | NR 126 BIDDULPH WAY PCO1 LITTLE MARCLE ROAD LEDBURY | HR8 2JT   | 34                                | 26/07/2019             |                      |                  |
| 32 | 01544230564      | PCO1 TITLEY KINGTON                                 | HR5 3RR   | 0                                 | 24/07/2019             |                      |                  |
| 33 | 01544267364      | PCO1 LINGEN BUCKNELL                                | SY7 0DY   | 33                                | 24/07/2019             |                      |                  |
| 34 | 01544327211      | A4111 PCO2 MILLSTREAM GARDENS EARDISLEY HEREFORD    | HR3 6NR   | 7                                 | 24/07/2019             |                      |                  |
| 35 | 01544327214      | PCO PCO1 THE COURTLANDS WINFORTON HEREFORD          | HR3 6EF   | 0                                 | 24/07/2019             |                      |                  |
| 36 | 01544327411      | A438 PCO1 LETTON HEREFORD                           | HR3 6DH   | 0                                 | 24/07/2019             |                      |                  |
| 37 | 01544388211      | PCO1 STAUNTON-ON-ARROW LEOMINSTER                   | HR6 9LE   | 1                                 | 24/07/2019             |                      |                  |
| 38 | 01547540632      | PCO PCO1 WALFORD CRAVEN ARMS                        | SY7 0JT   | 0                                 | 24/07/2019             |                      |                  |
| 39 | 01568708487      | PCO PCO1 MORTIMERS CROSS LEOMINSTER                 | HR6 9PD   | 0                                 | 24/07/2019             |                      |                  |
| 40 | 01568760667      | PCO1 RISBURY LEOMINSTER                             | HR6 0NQ   | 12                                | 24/07/2019             |                      |                  |

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| 41 | 01568770277      | UPPER LYE PCO1 WIGMORE LEOMINSTER              | HR6 9UL   | 4                                 | 24/07/2019             |                      |                  |
| 42 | 01568780211      | LUCTON PCO1 KINGSLAND LEOMINSTER               | HR6 9SG   | 0                                 | 24/07/2019             |                      |                  |
| 43 | 01568780251      | PCO1 YARPOLE LEOMINSTER                        | HR6 0BD   | 1                                 | 24/07/2019             |                      |                  |
| 44 | 01568780255      | PLC PCO1 YARPOLE LEOMINSTER                    | HR6 0BD   | 2                                 | 24/07/2019             |                      |                  |
| 45 | 01600890511      | PCO PCO1 DEAN SWIFT CLOSE GOODRICH ROSS-ON-WYE | HR9 6HQ   | 0                                 | 23/07/2019             |                      |                  |
| 46 | 01684540409      | PCO1 ORLIN ROAD COLWALL MALVERN                | WR13 6HA  | 0                                 | 25/07/2019             |                      |                  |
| 47 | 01684540445      | PCO1 WALWYN ROAD COLWALL MALVERN               | WR13 6QP  | 17                                | 25/07/2019             |                      |                  |
| 48 | 01684540447      | PCO PCO1 JUBILEE DRIVE UPPER COLWALL MALVERN   | WR13 6DW  | 1                                 | 26/07/2019             |                      |                  |
| 49 | 01873860227      | PCO PCO1 LOWER MAESCOED HEREFORD               | HR2 0HP   | 4                                 | 23/07/2019             |                      |                  |
| 50 | 01873860687      | PCO PCO1 LONGTOWN HEREFORD                     | HR2 0LD   | 1                                 | 23/07/2019             |                      |                  |

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| 51 | 01885482352      | PCO PCO1 TEDSTONE WAFRE BROMYARD                          | HR7 4PX   | 0                                 | 25/07/2019             |                      |                  |
| 52 | 01885482360      | NR BRINGSTY FORGE PCO1 BROMYARD ROAD BRINGSTY WORCESTER   | WR6 5TA   | 0                                 | 25/07/2019             |                      |                  |
| 53 | 01886880411      | BIRCHWOOD JCN PCO1 STORRIDGE MALVERN                      | WR13 5HB  | 0                                 | 25/07/2019             |                      |                  |
| 54 | 01886880481      | PCO PCO1 MATHON MALVERN                                   | WR13 5NX  | 0                                 | 25/07/2019             |                      |                  |
| 55 | 01981240351      | PCO PCO1 EWYAS HAROLD HEREFORD                            | HR2 0EU   | 0                                 | 23/07/2019             |                      |                  |
| 56 | 01981250264      | PCO PCO1 GREEN LANE KINGSTONE HEREFORD                    | HR2 9EX   | 0                                 | 25/07/2019             |                      |                  |
| 57 | 01981251197      | OPP NO2 ELM GROVE PCO1 BIRCH HILL ROAD CLEHONGER HEREFORD | HR2 9RD   | 24                                | 25/07/2019             |                      |                  |
| 58 | 01981500200      | PCO PCO1 MOCCAS HEREFORD                                  | HR2 9LE   | 2                                 | 24/07/2019             |                      |                  |
| 59 | 01981500211      | PCO PCO1 BLAKEMERE HEREFORD                               | HR2 9JZ   | 0                                 | 25/07/2019             |                      |                  |
| 60 | 01981500243      | PCO1 STAUNTON-ON-WYE HEREFORD                             | HR4 7LP   | 0                                 | 24/07/2019             |                      |                  |

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| 61 | 01981500356      | O/S THE CHASE PCO1 STAUNTON-ON-WYE HEREFORD | HR4 7LP   | 0                                 | 24/07/2019             | 01981500356          |                  |
| 62 | 01981510235      | PCO PCO1 CRASWALL HEREFORD                  | HR2 0PN   | 0                                 | 23/07/2019             | 01981510235          |                  |
| 63 | 01981550200      | PCO PCO1 PETERCHURCH HEREFORD               | HR2 0RP   | 163                               | 25/07/2019             | 01981550200          |                  |
| 64 | 01989562137      | PCO1 THE AVENUE ROSS-ON-WYE                 | HR9 5AW   | 1                                 | 23/07/2019             | 01989562137          |                  |
| 65 | 01989730200      | PCO1 HAREWOOD END HEREFORD                  | HR2 8JT   | 41                                | 23/07/2019             | 01989730200          |                  |
| 66 | 01989750311      | NEAR THE CROWN INN PCO1 LEA ROSS-ON-WYE     | HR9 7LQ   | 0                                 | 23/07/2019             | 01989750311          |                  |
| 67 | 01989763151      | PCO PCO1 COUGHTON ROSS-ON-WYE               | HR9 5SE   | 23                                | 23/07/2019             | 01989763151          |                  |
| 68 | 01989763152      | WAYLEAVE PP304 PCO1 PETERSTOW ROSS-ON-WYE   | HR9 6JX   | 5                                 | 23/07/2019             | 01989763152          |                  |
| 69 | 01989763164      | PCO PCO1 WALFORD ROAD ROSS-ON-WYE           | HR9 5PY   | 26                                | 23/07/2019             | 01989763164          |                  |
|    |                  |   |           |                                   |                        |                      |                  |

Signature: .....  
Area: Herefordshire Council