



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

24 January 2020

TIME SENSITIVE - 90 Day Consultation period end date: 23 April 2020

Dear Chief Planning Officer,

We're continually reviewing the demand for our payphones. Further to our letter of 30 July 2019 we've now identified an additional 6 public payphones that we're proposing for removal under the 90 day consultation process and details of these payphones are attached. We'd welcome your feedback on whether the payphones in question are still needed. We greatly appreciate your help with this.

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 23 April 2020.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make it 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 Ofcom's 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

On the 14 March 2006 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

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 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

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 btp.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 4th Floor Monument TE
11 – 13 Great Tower Street
London
EC3R 5AQ

You will need to obtain proof of postage 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 btp.authorisation.team@bt.com.

Yours sincerely

Rick Thompson
Payphone Planning Officer

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

htp.authorisation.team@bt.com

County of

Herefordshire

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01432265729	PCO1 HOARWITHY ROAD HEREFORD	HR2 6HA	106	07/01/2020		
2	01432266354	PCO1 ESCLEY DRIVE HEREFORD	HR2 7LU	80	07/01/2020		
3	01432266585	PCO1 GRANDSTAND ROAD HEREFORD	HR4 9NR	66	13/01/2020		
4	01432266659	PCO PCO1 COLLEGE ROAD HEREFORD	HR1 1EE	270	13/01/2020		
5	01432760221	PCO1 CREDENHILL HEREFORD	HR4 7DL	35	08/01/2020		
6	01989763153	O/S JOHN KYRLE HIGH SCHOOL PCO1 THREE CROSSES ROAD ROSS-ON-WYE	HR9 7HB	39	07/01/2020		

Signature:

Area: County of Herefordshire

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