



From: btp.authorisation.team@bt.com <btp.authorisation.team@bt.com>

Sent: 14 July 2020 13:43

Subject: County of Herefordshire Payphone Consultation

We'd like to remove payphones in your area so please tell us your views. Our 90 day consultation ends on 12 October 2020

Dear Chief Planning Officer,

We're continually reviewing the demand for our payphones and we've identified 39 public payphones in your area that aren't being used enough. We're proposing to remove them under the 90 day consultation process. The list of payphones is attached.

To make sure that the local community are fully informed, we've placed consultation notices (including the posting date) on these payphones. A sample notice is attached.

Why do we want to remove payphones?

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 mobile coverage. This is important because as long as there is mobile network coverage, it's possible to call the emergency services, even when there is no coverage from your own mobile network provider.

Also, Ofcom's [affordability report](#) found that most people no longer view payphones as essential for consumers in most circumstances.

How can a community keep a red phone box?

This is a great opportunity for local communities, councils and charities, to adopt their red phone box and make it an asset for everyone to enjoy. People across the country are using them for everything from defibrillators to foodbanks. It's really simple to do and costs just £1 -

<http://bt.com/adopt>

What we're asking you to do

We'd welcome your feedback on whether the payphones are still needed and we'd appreciate your help.

Ofcom's [statement](#) following their 2005 review of universal service in the telecommunications market gives the responsibility to the local authority to consult with the local community on the removal of payphone service. 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.

What to do next

Please complete and return the attached annex with your decision on each payphone by email to btp.authorisation.team@bt.com. Please retain proof that the email was sent or apply a read receipt.

- Just select **agree** if you're happy for us to remove it.
- If the local community wish to **adopt**, please provide their contact details and we'll do the rest.
- If you decide to **object**, you'll need to complete the last column with your reasons. You must be able to objectively justify your decisions based upon telephony needs. Annex 1 in [Ofcom's full guidance about removing phone boxes](#) states that BT's Universal Service Obligation applies to the telephone, not the phone box. The guidance also details the appeals process we must follow for unreasonable objections. It would, for example, be inappropriate for a local authority to object to removal of a public call box because it is a local landmark or on 'heritage' grounds,

We'll assume you have no objection to the removal of a payphone if information on the form is incomplete or an adoption does not proceed.

If you've got any questions, please email us at btp.authorisation.team@bt.com.

Yours faithfully

Rick Thompson

Rick Thompson



This email contains information from BT that might be privileged or confidential. And it's only meant for the person above. If that's not you, we're sorry - we must have sent it to you by mistake. Please email us to let us know, and don't copy or forward it to anyone else. Thanks.

We monitor our email systems and may record all our emails.
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	Telephone Number	Address	Postcode	Calls Per Year	Posting Completed Date	Agree Adopt Object	Reason for objection - based on need for telephony only not the kiosk
1	01981550200	PCO PCO1 PETERCHURCH HEREFORD	HR2 0RP	11	10/07/2020	Object	Call usage shows continuing need. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
2	01981510214	PCO PCO1 MICHAELCHURCH ESCLEY HEREFORD	HR2 0JR	3	10/07/2020	Object	Call usage shows continuing need. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
3	01981510235	PCO PCO1 CRASWALL HEREFORD	HR2 0PN	0	10/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
4	01873860227	PCO PCO1 LOWER MAESCOED HEREFORD	HR2 0HP	0	10/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
5	01544327214	PCO PCO1 THE COURTLANDS WINFORTON HEREFORD	HR3 6EF	0	10/07/2020	Agree	
6	01544327211	A4111 PCO2 MILLSTREAM GARDENS EARDISLEY HEREFORD	HR3 6NR	3	10/07/2020	Agree	
7	01544327411	A438 PCO1 LETTON HEREFORD	HR3 6DH	0	10/07/2020	Agree	
8	01981500200	PCO PCO1 MOCCAS HEREFORD	HR2 9LE	6	10/07/2020	Object	Call usage shows continuing need. Conservation team support retention of K6 design kiosk.
9	01432840677	PCO1 HOARWITHY HEREFORD	HR2 6QQ	0	10/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
10	01989730200	PCO1 HAREWOOD END HEREFORD	HR2 8JT	24	10/07/2020	Object	Call usage shows continuing need. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.

11	01989763164	PCO PCO1 WALFORD ROAD ROSS-ON-WYE	HR9 5PY	22	13/07/2020	Object	Call usage shows continuing need. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
12	01432860286	PCO1 COURT ORCHARD FOWNHOPE HEREFORD	HR1 4NY	0	13/07/2020	Agree	
13	01432870345	PCO PCO1 MORDIFORD HEREFORD	HR1 4LW	3	13/07/2020	Object	Call usage shows continuing need. Site of several recorded road traffic accidents. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
14	01989763151	PCO PCO1 COUGHTON ROSS- ON-WYE	HR9 5SE	1	13/07/2020	Object	Call usage shows continuing need. Site of several recorded road traffic accidents. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
15	01432870340	PCO PCO1 HAMPTON BISHOP HEREFORD	HR1 4JR	0	13/07/2020	Object	Site of several recorded road traffic accidents and frequent flooding. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
16	01432266216	PCO1 HAROLD STREET HEREFORD	HR1 2QU	102	13/07/2020	Object	Call usage shows continuing need.
17	01432267117	PCO PCO1 ST. MARTINS AVENUE HEREFORD	HR2 7RQ	192	13/07/2020	Object	Call usage shows continuing need.
18	01432272591	PCO PCO1 BELMONT ROAD HEREFORD	HR2 7JN	123	13/07/2020	Object	Call usage shows continuing need.
19	01432266636	BUS STOP PCO1 WHITECROSS ROAD HEREFORD	HR4 0DE	0	13/07/2020	Agree	
20	01432275061	PCO1 WHITTERN WAY HEREFORD	HR1 1PE	72	13/07/2020	Object	Call usage shows continuing need.
21	01432850211	PCO1 SHUCKNALL HEREFORD	HR1 3SJ	4	13/07/2020	Object	Site of several recorded road traffic accidents

22	01432850311	PCO PCO1 WITHINGTON HEREFORD	HR1 3RY	0	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
23	01432820603	1PCO THE MARSH CROSS KEYS HEREFORD	HR1 3NT	0	13/07/2020	Object	Site of several recorded road traffic accidents. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
24	01432830200	PCO1 CANON PYON HEREFORD	HR4 8NY	2	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
25	01432830249	PCO PCO1 KINGS PYON HEREFORD	HR4 8PS	1	13/07/2020	Object	Out-going usage low, but used for incoming calls from family of a vulnerable person in the community. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
26	01544388211	PCO1 STAUNTON- ON-ARROW LEOMINSTER	HR6 9LE	7	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
27	01544230564	PCO1 TITLEY KINGTON	HR5 3RR	0	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
28	01568770277	UPPER LYE PCO1 WIGMORE LEOMINSTER	HR6 9UL	0	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
29	01544267364	PCO1 LINGEN BUCKNELL	SY7 0DY	48	13/07/2020	Object	Call usage shows continuing need. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
30	01547540632	PCO PCO1 WALFORD CRAVEN ARMS	SY7 0JT	2	13/07/2020	Object	Site of several recorded road traffic accidents. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
31	01568780255	PLC PCO1 YARPOLE LEOMINSTER	HR6 0BD	0	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
32	01568760667	PCO1 RISBURY LEOMINSTER	HR6 0NQ	5	13/07/2020	Object	Call usage shows continuing need. Site of several recorded road traffic accidents. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.

33	01885482248	MARKET HALL PCO1 NEW ROAD BROMYARD	HR7 4AH	63	13/07/2020	Object	Call usage shows continuing need. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication.
34	01885482360	NR BRINGSTY FORGE PCO1 BROMYARD ROAD BRINGSTY WORCESTER	WR6 5TA	0	13/07/2020	Object	Site of several recorded road traffic accidents.
35	01886880411	BIRCHWOOD JCN PCO1 STORRIDGE MALVERN	WR13 5HB	3	13/07/2020	Object	Site of several recorded road traffic accidents. Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
36	01886880481	PCO PCO1 MATHON MALVERN	WR13 5NX	0	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
37	01684540409	PCO1 ORLIN ROAD COLWALL MALVERN	WR13 6HA	1	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.
38	01531633598	ST KATHRINES CHAPEL PCO1 OPP JOHN SALMON HIGH STREET LEDBURY	HR8 1DS	94	13/07/2020	Object	Call usage shows continuing need.
39	01684540447	PCO PCO1 JUBILEE DRIVE UPPER COLWALL MALVERN	WR13 6DW	0	13/07/2020	Object	Poor mobile coverage in this location, therefore residents must have an alternative means of telephone communication. Conservation team support retention of K6 design kiosk.