



Karen Wade
Wiltshire Council
County Hall
Trowbridge
BA14 8JN

7th October 2014

TIME SENSITIVE - 90 Day Consultation period end date: 8th January 2014

Dear Chief Planner,

BT is writing to you as part of a formal consultation process regarding BT's current programme of proposed public payphone removals. This letter formally starts our consultation with you and the local community.

There are currently 85 public payphones which have very low usage levels and proposed by BT for removal under full consultation. Details of these payphones are shown on the enclosed sheets which include telephone number and addresses.

BT has placed consultation notices in the relevant payphone kiosks. Ensuring that the local community are fully informed and a sample notice is enclosed. Also enclosed is a list that details the payphones which BT wishes to consult on within the Wiltshire Council area..

The consultation period will close on 8th January 2014. Responses received after this date will not be accepted. Please allow at least two days for postal delivery, and kindly note that proof of postage may be required in instances of dispute. If you are responding by email, please retain proof of despatch or apply a read receipt. Payphones will normally be removed as soon as practicable after the consultation period has ended.

Over the past seven years there has been a decline of 93% in payphone usage as a result of significant changes in communication in the UK. 94% of all UK adults now own or have regular access to a mobile phone and 85% of all adults in the UK have access to a landline and 96% of those who don't have a fixed line do have a mobile.

Significantly, it is now possible to call emergency service from any mobile phone even when there is no credit or you are not a customer of a particular mobile network. Mobile networks have very extensive coverage throughout the country and are the preferred communication method of people out and about. Additionally, you may 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

BT regularly reviews payphone usage, with recent figures confirming that less than 6% of all UK adults claim to have used a payphone within the last year. 71% of public payphones in Great Britain no longer cover their costs.

BT has managed to keep its payphone business viable by careful management. However occasionally it is necessary to re-align the public payphone provision to reflect present day demand.

BT offers to Parish councils and registered charities the facility to adopt a kiosk, taking ownership of the kiosk for just £1 thereby protecting the heritage of the community.

<http://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

On the 14th 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 BT's obligations with regard to the removal of payphone service.
http://stakeholders.ofcom.org.uk/consultations/uso/uso_statement/

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 they must be able to objectively justify their decisions.

Full guidance on the removal process can be viewed at:

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

a plain English version is available at:

http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf

The guidance also details the appeals process BT is required to 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 to 'adopt', please provide the name of the adopting body and their contact details OR
- If you wish to 'object', you'll need to complete the last column with your reasons, having reviewed the factors set out in Annex 1 of Ofcom's guidance (see link above).

If there are any blank rows, we'll assume 'agree' and there's no wish to adopt and no objection to removal.

All correspondence should be addressed to us at:

BT Payphones, 4TH FLOOR, Monument TE, 11-13 Great Tower Street, London, EC3R 5AQ

or via email to bt.authorisation.team@bt.com. Please note that all responses should be collated and channelled via a single point of contact for your authority.

Yours sincerely

Linda Kennedy
BT Payphones

Wiltshire Council

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree / Adopt / Object	Comments/Reasons
01225742287	PCO HIGH ST BOX CORSHAM	SN13 8NB	6	22/09/2014		
01225742844	PCO O/S POST OFFICE LONDON RD BOX CORSHAM	SN13 8NA	0	22/09/2014		
01225782292	PCO ELM CLOSE STAVERTON TROWBRIDGE	BA14 6PD	0	17/09/2014		
01225864744	PCO FROME RD BRADFORD ON AVON	BA15 1LE	0	17/09/2014		
01249652737	OPP LYSLEY ARMS PH A4 CALNE RD 1 MILE FROM CHIPPENHAM PEWSHAM CHIPPENHAM	SN15 3RW	0	22/09/2014		
01249652988	PCO MONKTON PARK CHIPPENHAM	SN15 3PE	14	22/09/2014		
01249653629	PCO MALMESBURY RD CHIPPENHAM	SN15 1PY	0	22/09/2014		

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Email: btp.authorisation.team@bt.com

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 London EC1A 7AJ
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Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree / Adopt / Object	Comments/Reasons
01249653720	PCO CENTRE OF VILLAGE LANGLEY BURRELL CHIPPENHAM	SN15 4LL	7	22/09/2014		
01249730345	PCO BEWLEY LANE LACOCK CHIPPENHAM	SN15 2PG	2	22/09/2014		
01249782217	PCO WEST KINGTON CHIPPENHAM	SN14 7JQ	1	22/09/2014		
01249782304	PCO CENTRE OF VILLAGE UPPER CASTLE COMBE CHIPPENHAM	SN14 7HA	12	22/09/2014		
01249782480	PCO CENTRE OF VILLAGE LITTLETON DREW CHIPPENHAM	SN14 7LZ	4	22/09/2014		
01249812034	PCO NEWCROFT RD CALNE	SN11 9EF	33	19/09/2014		
01249816002	PCO BREMHILL BREMHILL CALNE	SN11 9LD	0	19/09/2014		
01264730241	NR LONG VIEW LODGE CHUTE STANDEN ANDOVER	SP11 9EE	1	25/09/2014		
01264730667	O S POST OFFICE VILLAGE GRN CHUTE STANDEN ANDOVER	SP11 9EE	2	25/09/2014		

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01264850211	OPPOSITE BLUE LION PH HIGH ST COLLINGBOURNE DUCIS MARLBOROUGH	SN8 3EH	2	23/09/2014		
01264850214	OPPOSITE CROWN HOTEL EVERLEIGH MARLBOROUGH	SN8 3EY	0	23/09/2014		
01373832366	1PCO O/S CORSLEY POST OFFICE CORSLEY HEATH CORSLEY WARMINSTER	BA12 7PR	0	17/09/2014		
01380722398	PCO GREEN LANE DEVIZES	SN10 5BL	0	19/09/2014		
01380722488	PCO HIGH STREET POTTERNE DEVIZES	SN10 5NA	6	19/09/2014		
01380812359	PCO SPIN HILL MARKET LAVINGTON DEVIZES	SN10 4NS	1	19/09/2014		
01380812394	PCO IN THE VILLAGE WEST LAVINGTON DEVIZES	SN10 4HF	0	19/09/2014		
01380813051	PCO AT HM DETENTION CENTRE ERLESTOKE DEVIZES	SN10 5TU	1	19/09/2014		

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01380813301	PCO IN THE VILLAGE WEST LAVINGTON DEVIZES	SN10 4HF	19	19/09/2014		
01380828227	PCO CLEEVE SEEND CLEEVE MELKSHAM	SN12 6QD	0	19/09/2014		
01380828276	PCO O/S THE THREE MAGPIES SELLS GREEN SEEND MELKSHAM	SN12 6RN	0	19/09/2014		
01380830450	PCO MELBOURNE ST BRATTON WESTBURY	BA13 4RW	28	17/09/2014		
01380840217	PCO WOODLAND RD PATNEY DEVIZES	SN10 3QZ	2	19/09/2014		
01380860212	PCO NEAR THE CROWN INN CHANDLERS LANE BISHOPS CANNINGS DEVIZES	SN10 2JZ	0	19/09/2014		
01380860248	PCO CENTRE OF VILLAGE ETCHILHAMPTON DEVIZES	SN10 3JY	8	19/09/2014		
01380860674	PCO AT CENTRE OF VILLAGE COATE DEVIZES	SN10 3LA	6	19/09/2014		

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01380870313	PCO MAIN ST KEEVIL TROWBRIDGE	BA14 6LU	6	17/09/2014		
01666823313	PCO CENTRE OF VILLAGE CLEVERTON CHIPPENHAM	SN15 5BS	0	22/09/2014		
01666837256	PCO AVILS LANE LOWER STANTON ST QUINTIN CHIPPENHAM	SN14 6DA	11	22/09/2014		
01666840211	PCO AT PINKNEY COURT PINKNEY MALMESBURY	SN16 0PD	5	22/09/2014		
01672520239	PCO HIGH ST RAMSBURY MARLBOROUGH	SN8 2PA	0	23/09/2014		
01672539227	PCO HIGH STREET AVEBURY MARLBOROUGH	SN8 1RF	0	23/09/2014		
01672539267	PCO YATESBURY CALNE	SN11 8YG	1	19/09/2014		
01672540243	PCO ALDBOURNE RD BAYDON MARLBOROUGH	SN8 2HZ	4	23/09/2014		

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01672562050	PEWSEY WHARF CANAL CAR PARK MARLBOROUGH ROAD PEWSEY	SN9 5NT	0	23/09/2014		
01672810249	PCO WOOTTON RIVERS MARLBOROUGH	SN8 4NH	7	23/09/2014		
01672851296	PCO BEECHINGSTOKE PEWSEY	SN9 6HQ	0	23/09/2014		
01672851311	PCO WILSFORD WILSFORD PEWSEY	SN9 6HB	0	23/09/2014		
01672861243	PCO WEST OVERTON MARLBOROUGH	SN8 4ER	0	23/09/2014		
01672870381	PCO CHISBURY CHISBURY MARLBOROUGH	SN8 3JA	0	23/09/2014		
01722327949	JNC RIVERSIDE RD DUCK LANE LAVERSTOCK SALISBURY	SP1 1PT	11	23/09/2014		
01722329191	NR POST OFFICE HIGH RD BRITFORD SALISBURY	SP5 4DS	5	24/09/2014		
01722329354	JNC ASSISI RD ST FRANCIS RD SALISBURY	SP1 3QP	0	23/09/2014		

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01722329660	PCO NUNTON DROVE NUNTON SALISBURY	SP5 4HZ	1	24/09/2014		
01722718210	O/S TELEPHONE EXCHANGE HOMINGTON RD COOMBE BISSETT SALISBURY	SP5 4LR	4	25/09/2014		
01722742173	AT ROUNDABOUT FUGGLESTONE WILTON SALISBURY	SP2 0BL	0	23/09/2014		
01722743565	O/S TELEPHONE EXCHANGE SHAFTESBURY RD WILTON SALISBURY	SP2 0DT	5	24/09/2014		
01722743771	LOWER RD QUIDHAMPTON SALISBURY	SP2 9AS	15	24/09/2014		
01722780201	O/S QUEENS HEAD PUBLIC HOUSE NORTH ST BROAD CHALKE SALISBURY	SP5 5EN	44	25/09/2014		
01722780394	PCO MEAD END BOWERCHALKE SALISBURY	SP5 5BW	1	25/09/2014		
01722790359	O/S POST OFFICE WYLYE ROAD LITTLE LANGFORD SALISBURY	SP3 4NP	0	24/09/2014		

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01725510211	A338 LAY BY --O/S GREENACRES SALISBURY RD DOWNTON SALISBURY	SP5 3HU	12	24/09/2014		
01725510677	JCT APPLE TREE LANE BOWERS HILL REDLYNCH SALISBURY	SP5 2HD	4	24/09/2014		
01725510799	O/S POST OFFICE WOODFALLS SALISBURY	SP5 2LP	13	24/09/2014		
01747820257	O-S BISHOPS FONTHILL SPO FONTHILL BISHOP SALISBURY	SP3 5SF	0	24/09/2014		
01747828284	CHARLTON CROSSROADS CORONATION CLOSE DONHEAD ST MARY SHAFESBURY	SP7 9NJ	0	25/09/2014		
01747828408	JNC OF SHEPHERS LANE OVERWAY DONHEAD ST ANDREW SHAFESBURY	SP7 9LH	0	25/09/2014		
01747830220	NR WAR MEMORIAL MILTON EAST KNOYLE SALISBURY	SP3 6BG	3	24/09/2014		
01747830312	PCO THE GREEN EAST KNOYLE SALISBURY	SP3 6BN	0	24/09/2014		

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01747840217	GASPER STOURTON WARMINSTER	BA12 6QH	9	17/09/2014		
01747840306	ADJ BUS SHELTER ZEALS WARMINSTER	BA12 6ND	3	17/09/2014		
01747860271	O/S THE GEORGE INN THE SQUARE MERE WARMINSTER	BA12 6DJ	0	17/09/2014		
01747870316	O-S RC CHURCH HIGH ST TISBURY SALISBURY	SP3 6PS	12	24/09/2014		
01747870357	PCO NEWTOWN SALISBURY	SP3 6NY	2	24/09/2014		
01747870391	NR ROYAL OAK INN PCO SWALLOWCLIFFE SALISBURY	SP3 5PA	1	24/09/2014		
01747870741	JCN DUCK ST THE AVENUE TISBURY SALISBURY	SP3 6JG	3	24/09/2014		
01793750353	PCO LIMES PLACE LATTON SWINDON	SN6 6DR	5	23/09/2014		
01793770413	PCO COMMON PLATT PURTON SWINDON	SN5 5JZ	2	23/09/2014		

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01793849047	ORCHARD LANE SCHOOL HOUSE WEST TOCKENHAM SWINDON	SN4 7PJ	0	22/09/2014		
01794341969	JCT MOODYS HILL/RECTORY HILL 1PCO WEST DEAN SALISBURY	SP5 1JF	14	24/09/2014		
01794884242	OPP POST OFFICE WHITEPARISH WHITEPARISH SALISBURY	SP5 2QX	0	24/09/2014		
01980610496	ADJ BOURNE VIEW TIDWORTH RD BOSCOMBE SALISBURY	SP4 0AE	4	24/09/2014		
01980620287	LAYBY ON RD TO DEVIZES AMESBURY RD SHREWTON SALISBURY	SP3 4HD	9	24/09/2014		
01980620373	OPP ST MARYS CHURCH PCO HIGH ST SHREWTON SALISBURY	SP3 4BZ	103	24/09/2014		
01980630251	ON A345 PCO PEWSEY ROAD RUSHALL PEWSEY	SN9 6EN	7	23/09/2014		
01980862201	O/S SUB POST OFFICE THE COMMON WINTERSLOW SALISBURY	SP5 1PJ	4	24/09/2014		

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01985850241	PCO CHITTERNE CHITTERNE WARMINSTER	BA12 0LL	6	18/09/2014		
01985850309	PCO HIGH STREET CODFORD WARMINSTER	BA12 0NB	65	18/09/2014		
01985850642	PCO HILLSIDE CODFORD WARMINSTER	BA12 0JZ	0	18/09/2014		

Signature:

Area: Wiltshire Council

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Notice date:



PUBLIC NOTICE

Payphone kiosk removal

Hello. Our survey shows that this phone box has had very little use over a significant period of time.

We're therefore proposing to remove this phone box. There is a consultation period of 42 days from the above date.

Please contact your Local Authority Planning Department if you have any comments.

If you'd like to know where the nearest alternative payphone is, please contact us on:

0800 661 610 option 1

(This number is only able to provide alternative payphone details, and is not for removal enquiries).

