

## Councillors Briefing Note

No. 211

**Service :** Economic Development and Planning

**Further Enquiries to:** Tim Martienssen

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**Direct Line:** 01249 706548

### Payphones Consultation

We have received notification from BT regarding consultation on their current programme of proposed public payphone removals.

There are currently 85 public payphones which have very low usage levels and BT propose to remove them following a full consultation. Details of these payphones are shown on the enclosed sheets which include telephone number and addresses. BT has also placed consultation notices in the relevant payphone kiosks.

We are required to carry out our own consultation process to canvas the views of the local community. Therefore, we are seeking the views of parish councils, Wiltshire Councillors and other groups and organisations representing the community on the removal of these payphones.

Please can reasons be provided for any objections to the removal of specific phones as a blanket objection is unlikely to carry much weight.

BT have provided some examples of factors that may be relevant (see link to their guidance at bottom of page):

- If there is predominantly privately rented or council housing in the area, this may suggest people on a lower income without access to mobile and fixed telephones and support the view that a public call box should be retained.
- There may be concerns about access to telephones services in areas with particular low population densities.
- The payphone may be sited in an area of particularly poor mobile phone coverage.
- There may be a higher than average need to access emergency services, including breakdown services due to specific local factors for example, the call box is near a known accident black-spot.

BT offers the opportunity for parish councils and registered charities to adopt a kiosk for just £1, thereby protecting the heritage of the community.

Details about this can be found at <http://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

The consultation period will close on 8 January 2015 so we would be very grateful if you could return your comments by 22 December 2014 as all responses need to be collated and channelled via a single point of contact.

Please can comments to be returned to Tim Martiensen at Wiltshire Council who will co-ordinate the response on behalf of the Council:

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BT will normally remove payphones as soon as possible after the consultation period has ended.

Full guidance on the removal process can be viewed at:  
<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

The guidance also details the appeals process BT is required to follow in case of unreasonable objections.

Wiltshire Council will submit a response to BT on each payphone.

All correspondence to BT should be addressed at:  
BT Payphones, 4TH FLOOR, Monument TE, 11-13 Great Tower Street, London, EC3R 5AQ  
or via email to [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com)