



Chief Planning Officer
Taunton Deane Borough Council
The Deane House, Belvedere Road
Taunton
Somerset
TA1 1HE

6 August 2019

TIME SENSITIVE - 90 Day Consultation period end date: 4 November 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 21 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 4 November 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

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 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 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

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 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 btp.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

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

Taunton Deane

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01823275237	PCO PCO1 STAPLEGROVE TAUNTON	TA2 6PX	3	31/07/2019		
2	01823275408	PCO PCO1 PRIORSWOOD ROAD TAUNTON	TA2 7PL	83	31/07/2019		
3	01823283643	PCO PCO1 MIDDLEWAY TAUNTON	TA1 3QH	8	31/07/2019		
4	01823289150	PCO PCO1 NORMANDY DRIVE TAUNTON	TA1 2JT	109	31/07/2019		
5	01823333694	PCO PCO1 CHEDDON ROAD TAUNTON	TA2 7AX	72	31/07/2019		
6	01823337273	PCO PCO1 CROWCOMBE ROAD TAUNTON	TA2 7NH	3	31/07/2019		
7	01823337527	PCO PCO1 EASTWICK ROAD TAUNTON	TA2 7HG	167	31/07/2019		
8	01823337621	PCO PCO1 LADYMEAD ROAD TAUNTON	TA2 7RS	0	31/07/2019		
9	01823337684	PCO PCO1 WORDSWORTH DRIVE TAUNTON	TA1 2HJ	56	01/08/2019		
10	01823337746	SHEPHERDS REST PCO1 GALMINGTON ROAD TAUNTON	TA1 5NZ	17	31/07/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01823352726	PCO PCO1 HOLWAY GREEN TAUNTON	TA1 2YJ	161	01/08/2019		
12	01823412211	MONKTON HEATHFIELD PCO1 WEST MONKTON TAUNTON	TA2 8NP	24	31/07/2019		
13	01823421411	NR. THE CHURCH PCO1 CORFE TAUNTON	TA3 7AJ	0	01/08/2019		
14	01823480597	PCO PCO1 SLOUGH GREEN TAUNTON	TA3 5RR	0	01/08/2019		
15	01823490220	PCO PCO1 THE PAVEMENT NORTH CURRY TAUNTON	TA3 6LU	16	01/08/2019		
16	01823601319	O/S VILLAGE HALL PCO2 HONITON ROAD CHURCHINFORD TAUNTON	TA3 7QZ	0	01/08/2019		
17	01984623211	PCO PCO1 PLAIN POND WIVELISCOMBE TAUNTON	TA4 2LG	0	31/07/2019		
18	01984623226	PCO PCO1 LANGLEY MARSH WIVELISCOMBE TAUNTON	TA4 2UJ	0	31/07/2019		
19	01984623241	PCO PCO1 BATHEALTON TAUNTON	TA4 2AJ	0	31/07/2019		
20	01984623348	OPP ROCK INN PCO1 WATERROW TAUNTON	TA4 2AX	0	31/07/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
21	01984623352	JUBILEE GARDENS PC01 WEST STREET WIVELISCOMBE TAUNTON	TA4 2JP	78	31/07/2019		

Signature:

Area: Taunton Deane