



Chief Planning Officer  
Torbay Council  
Town Hall  
Castle Circus  
Torquay  
TQ1 3DR

TORBAY COUNCIL PLANNING	
REC'D	23 SEP 2016
TO	

26<sup>th</sup> September 2016

TIME SENSITIVE - 90 Day Consultation period end date: 28<sup>th</sup> December 2016

Dear 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 16 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 28<sup>th</sup> December 2016. 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://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

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](http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf)

On the 14<sup>th</sup> 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 - [http://stakeholders.ofcom.org.uk/consultations/uso/uso\\_statement/](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 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](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](mailto: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 4<sup>th</sup> 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](mailto: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](http://www.bt.com)

Torbay

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agreed Adopt/ Object	Comments/Reasons
01803327333	PCO WILLOW AVENUE TORQUAY	TQ2 8DH	34	12/09/2016		
01803328316	MAIDENCOMBE CROSS TEIGNMOUTH ROAD MAIDENCOMBE TORQUAY	TQ1 4TJ	5	12/09/2016		
01803613177	PCO TAMAR AVENUE TORQUAY	TQ2 7LW	89	12/09/2016		
01803613785	OPP FIRE STATION NEWTON ROAD TORQUAY	TQ2 7AJ	201	12/09/2016		
01803663042	PCO COOMBE ROAD PAIGNTON	TQ3 2QT	94	12/09/2016		
01803663529	O/S/ S.P.O. PRESTON DOWN ROAD PRESTON PAIGNTON	TQ3 1DP	55	12/09/2016		
01803663892	THE GURNEYS TOTNES ROAD PAIGNTON	TQ3 3RY	240	12/09/2016		
01803665295	JCN SHORTEN ROAD LAMMAS LANE PRESTON PAIGNTON	TQ3 1PS	16	12/09/2016		

British Telecommunications plc  
Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 1890000  
www.bt.com

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01803842647	PCO GIBSON ROAD PAIGNTON	TQ4 7AG	141	12/09/2016		
01803842736	JCN BLACKROCK AVE/ CHERRY BROOK DRIVE PAIGNTON	TQ4 7NB	58	12/09/2016		
01803842884	PCO CHURSTON ROAD CHURSTON FERRERS BRIXHAM	TQ5 0HU	4	12/09/2016		
01803852738	PCO METHERELL AVENUE BRIXHAM	TQ5 9PZ	223	13/09/2016		
01803853160	PCO REA BARN ROAD BRIXHAM	TQ5 9DU	4	13/09/2016		
01803853334	PCO NORTH BOUNDARY ROAD BRIXHAM	TQ5 8LH	84	12/09/2016		
01803853505	PCO GREAT REA ROAD BRIXHAM	TQ5 9SW	10	13/09/2016		
01803882620	HOLWELL ROAD/ NEW ROAD BRIXHAM	TQ5 8LZ	150	13/09/2016		

Signature: .....

Area: Torbay

British Telecommunications plc  
Registered Office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 1800000  
www.bt.com

Notice date:



## PUBLIC NOTICE

# Payphone kiosk removal

**Hello.**

Our information 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, or who your local authority is please contact us on:

**0800 661 610 option 1**

This number is only able to provide alternative payphone details and the name of your local authority.