

**BABERGH DISTRICT COUNCIL**

**FROM:** Head of Community Development

**REPORT NUMBER:** **H31**

**TO:** **OVERVIEW AND SCRUTINY  
(COMMUNITY SERVICES) COMMITTEE**

**DATE OF MEETING:** 20 May 2008

**BT PHONE BOX REMOVAL CONSULTATION**

**1. PURPOSE OF REPORT**

1.1 To inform Members of BT's proposals to remove 43 telephone boxes in Babergh district, and the details of how the Council is consulting with its community about these proposals.

**2. RECOMMENDATIONS**

2.1 Members to note the proposals and details of the Council's consultation programme.

**3. FINANCIAL IMPLICATIONS**

3.1 There are no financial implications to the Council in relation to this matter.

**4. RISK MANAGEMENT**

4.1 There are no relevant risks connected with this matter identifiable in the Council's significant business risk register.

<b>Risk Description</b>	<b>Likelihood</b>	<b>Seriousness or Impact</b>	<b>Mitigation Measures</b>
Loss of community facilities for vulnerable people	High in those areas identified for loss of telephone box	Low – alternative communication methods available in most communities	Consultation to identify which facilities should be retained

**5. KEY INFORMATION**

5.1 BT has written to the Council to formally consult on its proposals to remove 43 little used telephone boxes in Babergh district, almost all in rural settlements. The consultation is open from 2<sup>nd</sup> April to 2<sup>nd</sup> July 2008.

5.2 In order to remove these facilities, BT is required to undertake a prescribed consultation process laid down by the regulator with the Relevant Public Body – district councils in two-tier areas. The Relevant Public Body has a local veto on proposals to remove specific boxes, although reasons for retention of a telephone box must be robust as they can be challenged by BT. The Office of Communications (Ofcom) has produced guidance on the sort of factors that would support the view that a Public Phone Box should be retained including emergency calls, mobile phone coverage, housing type in the area, number of households in the area and location.

5.3 The Council is required to follow the following consultation process:

- consult with its community for a minimum of 42 days
- consideration of responses
- publish its first notification stating whether it consents or objects to the removal of each telephone box, with reasons. Draft published for a minimum of one month, and copy sent to the Secretary of State
- consideration of responses to first notification
- publication of final decision, with copy to Secretary of State and BT

5.4 The Council's decision must have regard for competition issues set out in section 4 of the Communications Act 2003. Legal advice will be sought to ensure the Council meets this requirement.

5.5 The initial consultation with the community has commenced, with letters to all Members, parish councils and over 200 community groups to canvass their views. The deadline for responses is 23<sup>rd</sup> May.

5.6 After responses are considered it is proposed that the first notification is sent to all Members, parish councils and other respondees by the end of May.

5.7 Strategy Committee will consider this matter and the details of the first notification at its meeting on 19<sup>th</sup> June.

5.8 The final notification will be sent by the end of June in time for the 2<sup>nd</sup> July deadline.

## 6. **APPENDICES**

Appendix 1: 'BT's proposal to realign payphone provision to meet consumer demand' dated 2<sup>nd</sup> April 2008.

## 7. **BACKGROUND PAPERS REFERRED TO:**

None.

**CONTACT:** Neil Henry

**DIRECT LINE:** 01473 825868

BT Payphones,  
PP 05A23,  
Delta Point,  
Wellesley Road,  
CROYDON,  
CR9 2YZ.



Chief Planning Officer  
Babergh District Council  
Cork Lane  
Hadleigh  
Suffolk  
IP7 6SJ

BABERGH DISTRICT COUNCIL PLANNING DEPARTMENT		
YES	NO	
DATE: 11 APR 2008		
FILE NO:		
DPD		
ADP(1)	ADP(2)	ADP(3)
NW		

2 April 2008

TIME SENSITIVE - 90 Day Consultation period end date: 02 July 2008

Dear Chief Planning Officer

**BT's proposal to re-align payphone provision to meet consumer demand.**

As part of BT's Universal Service Obligation it is required to provide adequate coverage of public payphones. In recent years the needs of consumers have changed drastically with the increase in mobile phone ownership leading to a complete change in the communications culture throughout the UK - the number of calls made from BT payphones has more than halved in the last three years. Ninety nine per cent of UK homes now have a phone at home and 85 per cent have a mobile phone. There are currently 61,792 public payphones in Great Britain and 60% of these no longer cover their costs.

Striking a balance between the growing commercial pressures and providing an effective payphone service is vital, and BT has managed to keep its payphone business viable by careful management of costs. However, this challenge is becoming ever more demanding, so BT constantly needs to review payphone usage and on occasions looks to re-align the public payphone provision more closely to the reducing demand that still exists.

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. Part of that statement (which can be viewed at [www.ofcom.org.uk/consult/condocs/uso/uso\\_statement/](http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/)) amended BT's obligations with regard to the removal of payphone service.

In compliance with those revised obligations BT is writing to you as part of a formal consultation process regarding BT's current programme of proposed public payphone removals.

One of the changes introduced following the review is that there is no longer a requirement for BT to consult on the removal of a public payphone which has another payphone within 400m. Out of courtesy we are advising you that there are a number of these payphones within Babergh District which we will be addressing over the forthcoming months. Additionally there are currently 43 public payphones which are little used by consumers and are therefore proposed by BT for removal under full consultation. Details of these boxes are shown on the enclosed sheets which include telephone number and address on a box by box basis.



This letter formally starts our consultation with you and the local community on these proposals. BT will place consultation notices in the relevant kiosks over the next three weeks to ensure that the local community are fully informed.

### What you need to do next

The enclosed list details the payphones which BT wishes to consult on within Babergh District.

Part of Ofcom's review in 2005 states that it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community, and that they would normally expect these consultations to involve other public organisations such as the parish or community councils.

Notifications of your final decision should include all justifications as BT may wish to challenge any unreasonable objections within the provisions of the appeals process.

Full guidance on the removal process can be viewed at the following URL:

[http://www.ofcom.org.uk/consult/condocs/uso/uso\\_statement/removals.pdf](http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/removals.pdf)

and a plain English version is available at:

[http://www.ofcom.org.uk/consult/condocs/uso/uso\\_statement/uso\\_plain\\_english/removing\\_callboxes.pdf](http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/uso_plain_english/removing_callboxes.pdf)

The consultation period will close on 7/2/2008 and 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.

We recognise that there may be concerns about our plans and that you may wish to discuss the content of this notification. Should your comments relate to a particular phone box, please clearly show the telephone number of the kiosk on your correspondence. This will ensure that we are able to deal with your enquiry efficiently.

All correspondence should be addressed to us at BT Payphones, PP 05A23, Delta Point, Wellesley Road, Croydon, CR9 2YZ or via email to **btp.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,

A handwritten signature in black ink, appearing to read 'Rick Thompson', with a horizontal line extending to the right.

**RICK THOMPSON**

Project Liaison Office, BT Payphones

Babergh District

Telephone Number	Address	Post Code	Agree/ Object	Comments
01206262411	Pco1, Wissington Rd, Nayland, Colchester	CO6 4LU		
01206262533	Pco1, Honey Tye, Leavenheath, Colchester	CO6 4NX		
01206262559	Pco1, The Blundens, Stoke By Nayland, Colchester	CO6 4RH		
01206322357	Pco1, A12 Eastbound, Stratford St Mary, Colchester	CO7 9DQ		
01206392118	Pco1, Ipswich Rd, Brantham, Manningtree	CO11 1NR		
01206392192	Pco1, New Village, Brantham, Manningtree	CO11 1RJ		
01206392234	Pco1, Palfrey Heights, Brantham, Manningtree	CO11 1SG		
01284828235	Pco1, Blacksmiths Lane, Thorpe Morieux, Bury St Edmunds	IP30 0NJ		
01284828281	Pco1, Great Green, Cockfield, Bury St Edmunds	IP30 0HQ		
01284828338	Pco1, Mackenzie Place, Cockfield, Bury St Edmunds	IP30 0HY		
01284828397	Pco1, The Street, Shimpling, Bury St Edmunds	IP29 4HS		
01284828490	Pco1, Old Bury Rd, Alpheton, Sudbury	CO10 9BT		
01449740625	Pco1, Nedging Rd, Nedging Tye, Ipswich	IP7 7HW		
01449740739	Pco1, Brettenham Rd, Hitcham, Ipswich	IP7 7NT		
01473310211	Pco1, Wenham Rd, Great Wenham, Colchester	CO7 6PT		
01473310382	Pco1, Mill Close, Capel St Mary, Ipswich	IP9 2JG		

Signature: .....

Area: Babergh District

Job Title: .....

Please return this to:

**BT Payphones, PP 05A23, Delta Point, Wellesley Road, CROYDON, CR9 2YZ**  
**by 02 July 2008**

Babergh District

Telephone Number	Address	Post Code	Agree/ Object	Comments
01473310505	Pco1, Rectory Close, Raydon, Ipswich	IP7 5LS		
01473312057	Pco1, The Street, Capel St Mary, Ipswich	IP9 2EF		
01473328305	Pco1, White Horse Hill, Tattlingstone, Ipswich	IP9 2NU		
01473328465	Pco1, Church Rd, Stutton, Ipswich	IP9 2SJ		
01473328630	Pco1, The Street, Brantham, Manningtree	CO11 1PN		
01473652311	Pco1, Duke St, Hintlesham, Ipswich	IP8 3QP		
01473652372	Pco1, Burstall, Ipswich	IP8 3DR		
01473730240	Pco1, The Street, Copdock, Ipswich	IP8 3HS		
01473730396	Pco1, Grove Hill, Belstead, Ipswich	IP8 3LP		
01473741260	Pco1, Lower St, Sproughton, Ipswich	IP8 3AA		
01473780229	Pco1, The Street, Freston, Ipswich	IP9 1AF		
01473780247	Pco1, Main Rd, Woolverstone, Ipswich	IP9 1AX		
01473780282	Pco1, Main Rd, Chelmondiston, Ipswich	IP9 1DX		
01473787279	Pco1, Church Walk, Shotley, Ipswich	IP9 1EU		
01473822222	Pco1, Aldham Tye, Ipswich	IP7 6NS		
01473823507	Pco1, Raydon, Ipswich	IP7 5QU		

Signature: .....


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Telephone Number	Address	Post Code	Agree/ Object	Comments 
01787210382	Pco1, Straight Rd, Polstead Heath, Colchester	CO6 5BB		
01787210585	Pco1, Mill Green, Edwardstone, Sudbury	CO10 5PY		
01787247498	Pco1, The Street, Preston St Mary, Sudbury	CO10 9NG		
01787247517	Pco1, The Street, Brent Eleigh, Sudbury	CO10 9NR		
01787280498	Pco1, Alston Crescent, Stanstead, Sudbury	CO10 9AN		
01787312940	Pco1, Church Rd, Newton, Sudbury	CO10 0QP		
01787371184	Pco1, High St, Long Melford, Sudbury	CO10 9DF		
01787377526	Pco1, Lavenham Road, Great Waldingfield, Sudbury	CO10 0SA		
01787377530	Pco1, High St, Acton, Sudbury	CO10 0AU		
01787377575	Pco1, Newmans Green, Acton, Sudbury	CO10 0AB		
01787377597	Pco, Bures Rd, Great Cornard, Sudbury	CO10 0JE		

Signature: .....

Area: Babergh District

Job Title: .....

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**by 02 July 2008**