



Chief Planning Officer  
South Derbyshire District Council Planning Services  
Civic Offices Civic Way  
Swadlincote  
Derbyshire  
DE11 0AH

12 September 2019

TIME SENSITIVE - 90 Day Consultation period end date: 11 December 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 14 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 11 December 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](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

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0021/34266/statement.pdf](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](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)

**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](mailto:btp.authorisation.team@bt.com)**

South Derbyshire

|   | Telephone Number | Address   | Post Code | Number of calls in last 12 months | Posting Completed Date | Agree/ Adopt/ Object | Comments/Reasons   |
|---|------------------|---|-----------|-----------------------------------|------------------------|----------------------|--|
| 1 | 01283550228      | SUN ST JNC KIOSK 550228 HIGH STREET WOODVILLE SWADLINCOTE           | DE11 7DT  | 18                                | 05/09/2019             | Agree                |  |
| 2 | 01283550235      | PCO KIOSK 550235 OPP SHOPS ELMSLEIGH DRIVE MIDWAY SWADLINCOTE       | DE11 0ER  | 0                                 | 05/09/2019             | Agree                |  |
| 3 | 01283550237      | PCO KIOSK 550237 NEAR R C CHURCH DARKLANDS ROAD SWADLINCOTE         | DE11 0PG  | 2                                 | 05/09/2019             | Agree                |  |
| 4 | 01283550238      | O/S 41 KIOSK 550238 JNT THE BURROWS SOUTH DRIVE NEWHALL SWADLINCOTE | DE11 0RN  | 27                                | 05/09/2019             | Agree                |  |
| 5 | 01283702109      | PCO PCO1 CASTLE WAY WILLINGTON DERBY                                | DE65 6BT  | 98                                | 05/09/2019             | Object               | An objection has been received from Willington Parish Council. See below annex 1 |
| 6 | 01283702220      | PCO KIOSK 702220 JNT OF HIGH STREET BROOK END REPTON DERBY          | DE65 6FW  | 5                                 | 05/09/2019             | Agree                |  |
| 7 | 01283702282      | PCO KIOSK 702282 JNT CASTLE HILL MAIN STREET FINDERN DERBY          | DE65 6AG  | 10                                | 05/09/2019             | Agree                |  |
| 8 | 01283732127      | PCO KIOSK 732127 AT CAR PARK MAIN STREET HILTON DERBY               | DE65 5GG  | 31                                | 05/09/2019             | Agree                |  |
| 9 | 01283732221      | PCO KIOSK 732221 O/S JOHN PORT SCHOOL MAIN STREET ETWALL DERBY      | DE65 6LU  | 17                                | 05/09/2019             | Object               | An objection has been received from Etwall Parish Council. See below annex 1     |

|    |             |   |          |   |            |        |  |
|----|-------------|---|----------|---|------------|--------|--|
| 10 | 01283732418 | PCO KIOSK 732418 BELFIELD ROAD ETWALL DERBY | DE65 6JN | 2 | 05/09/2019 | Object | An objection has been received from Etwall Parish Council. See below annex 1 |
|----|-------------|---|----------|---|------------|--------|--|

|    | Telephone Number | Address  | Post Code | Number of calls in last 12 months | Posting Completed Date | Agree/ Adopt/ Object | Comments/Reasons |
|----|------------------|--|-----------|-----------------------------------|------------------------|----------------------|------------------|
| 11 | 01283760315      | PCO KIOSK 760315 LINTON HEATH CROSSROAD BURTON ROAD OVERSEAL SWADLINCOTE | DE12 6JW  | 10                                | 05/09/2019             | Agree                |                  |
| 12 | 01283760367      | PCO PCO1 MAIN STREET OVERSEAL SWADLINCOTE                                | DE12 6LG  | 4                                 | 05/09/2019             | Agree                |                  |
| 13 | 01283761092      | PCO KIOSK 761092 MAIN STREET CALDWELL SWADLINCOTE                        | DE12 6RR  | 30                                | 05/09/2019             | Agree                |                  |
| 14 | 01332514928      | PCO PCO1 HOSPITAL LANE MICKLEOVER DERBY                                  | DE3 0DR   | 1                                 | 05/09/2019             | Agree                |                  |
|    |                  |  |           |                                   |                        |                      |                  |

Signature: .....

Area: South Derbyshire

## **Annex 1**

### **PCO Kiosk 732221 Outside John Port School, Main Street, Etwall Derby**

We feel that it should be retained for emergency purposes. The centre of Etwall has extremely poor or intermittent mobile phone signal and the only defibrillator in the village is sited across the road from this telephone kiosk. It is essential that this telephone kiosk remains in case of a situation whereby there is no mobile signal and a call has to be made urgently to the emergency services in order to gain an access code to the defibrillator cabinet. The fact that the telephone kiosk was across the road was one of the deciding factors in finalising the location of the defibrillator therefore we feel that it should remain.

### **PCO Kiosk 732418 Belfield Road, Etwall, Derby**

The telephone is situated in an area where there are a large number of elderly residents and this provides a back-up means of communication should telephones or mobile phones be out of order. We would therefore ask that it be retained.

### **PCO PCO1 Castle Way, Willington Derby**

The objection from the Parish Council is due to the high usage (98 calls) that the Kiosk still gets. People are obviously still using the phone there and if removed it may take away a key form of communication for some people.