



Chief Planning Officer
Herefordshire Council
County Offices Plough Lane
Hereford
HR4 0LE

30 July 2019

TIME SENSITIVE - 90 Day Consultation period end date: 28 October 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 69 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 October 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
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London EC1A 7AJ
Registered in England No 1800000
www.bt.com

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	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
21	01432850343	PCO PCO1 LUGWARDINE HEREFORD	HR1 4AB	1	25/07/2019		
22	01432850458	PCO PCO1 WHITESTONE HEREFORD	HR1 3SB	4	25/07/2019		
23	01432860286	PCO1 COURT ORCHARD FOWNHOPE HEREFORD	HR1 4NY	3	23/07/2019		
24	01432860387	PCO PCO1 WOOLHOPE HEREFORD	HR1 4QP	0	23/07/2019		
25	01432870340	PCO PCO1 HAMPTON BISHOP HEREFORD	HR1 4JR	0	23/07/2019		
26	01432870345	PCO PCO1 MORDIFORD HEREFORD	HR1 4LW	2	23/07/2019		
27	01432890259	PCO1 TARRINGTON HEREFORD	HR1 4EX	0	25/07/2019		
28	01497831229	PCO1 CLIFFORD HEREFORD	HR3 5ER	0	24/07/2019		
29	01497831257	PCO PCO1 CLIFFORD HEREFORD	HR3 5HL	0	24/07/2019		
30	01531632275	PCO1 BRIDGE STREET LEDBURY	HR8 2AS	20	26/07/2019		