



Chief Planning Officer  
North Lincolnshire Council Development Control Planning and Regeneration  
Civic Centre  
Ashby Road  
Scunthorpe, North Lincolnshire  
DN16 1AB

20 November 2019

TIME SENSITIVE - 90 Day Consultation period end date: 18 February 2020

Dear Chief Planning Officer,

We're continually reviewing the demand for our payphones. Further to our letter of 28 August 2019 we've now identified an additional 12 public payphones that we're proposing for removal under the 90 day consultation process and details of these payphones are attached. We'd welcome your feedback on whether the payphones in question are still needed. We greatly appreciate your help with this.

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 18 February 2020.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make it 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 Ofcom's 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 March 2006 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 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 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**

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)

North Lincolnshire (B)

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01427752511	PCO PCO1 HIGH STREET HAXEY DONCASTER	DN9 2HH	57	15/10/2019		
2	01427872292	PCO PCO1 ASHTREE CLOSE BELTON DONCASTER	DN9 1NH	76	15/10/2019		
3	01469588311	JCN HALL CROFT PCO1 FRONT STREET ULCEBY	DN39 6SY	31	16/10/2019		
4	01652632340	PCO PCO1 CAISTOR ROAD BARTON-UPON-HUMBER	DN18 6DF	119	16/10/2019		
5	01724720211	OPP 40-42 PCO1 STATHER ROAD BURTON-UPON-STATHER SCUNTHORPE	DN15 9DH	1	14/10/2019		
6	01724732636	NR CROSSROADS PCO1 WEST STREET WINTERTON SCUNTHORPE	DN15 9QG	62	15/10/2019		
7	01724782311	PCO PCO1 CHURCH STREET AMCOTTS SCUNTHORPE	DN17 4AL	4	14/10/2019		
8	01724783211	PCO PCO1 NORTH STREET WEST BUTTERWICK SCUNTHORPE	DN17 3JR	2	15/10/2019		
9	01724783311	JCN KELSEY LANE PCO1 MAIN STREET ALTHORPE SCUNTHORPE	DN17 3HT	3	15/10/2019		
10	01724840590	JCN BUCKINGHAM AVE PCO1 FERRY ROAD SCUNTHORPE	DN15 8QF	751	15/10/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01724843814	PCO PCO1 LLOYDS AVENUE SCUNTHORPE	DN17 1AX	44	15/10/2019		
12	01724860081	PCO PUBLIC PAYPHONE BOLSOVER ROAD SCUNTHORPE	DN15 7UZ	402	15/10/2019		

Signature: .....  
Area: North Lincolnshire (B)

Notice date:



# We're thinking about removing this payphone

Our research shows that this payphone just isn't used enough for us to carry on running it. Because of this, we think we should remove it.

## **Do you have any comments or feedback?**

If so, please contact your local authority within 42 days of the above date.

If you'd like to know where the next nearest payphone is, or who your local authority is, please call **0800 661 610** and choose option 1.

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