

Briefing Note
Full Council Monday 26th April 2021

Enquiry – Consultation on the proposed removal of public payphones in North Devon

Please see the information attached, the Parish Council has previously been consulted on the removal of public payphones in the Parish and has approved the proposed removals.

V Woodhouse
April 2021

Subject: FW: Planning Enquiry Consultation - Ref: ENQ/2149/2021
Attachments: North Devon District Annex.xlsx; ENQ_2149_2021_Enquiry.pdf; Street_Payphone notice_English.pdf

Dear Sir or Madam

Reference: ENQ/2149/2021

Consultation on proposed removal of public payphone telephone kiosks in the North Devon Area - various locations

I have received an enquiry for the above.

If you have any comments you would like to make about the proposal please send them to me in writing by **Friday 30th April 2021**.

If I have not received your comments within this period I will assume you do not wish to make any.

Details of the enquiry are attached to this correspondence but should you require any additional information please do not hesitate to contact us.

Please note that any representations made to us should be on behalf of the organisation and not on behalf of individuals.

Yours faithfully

Mr M. Brown, Case Officer
Strategic Development & Planning
North Devon Council | Lynton House | Commercial Road | Barnstaple | EX31 1DG
DDI: 01271 388292 | E: matthew.brown@northdevon.gov.uk |
W: www.northdevon.gov.uk

Planning Support Team - Strategic Development and Planning, Economic Development & Town Centres
North Devon Council | Barnstaple
Tel: 01271 388297 | www.northdevon.gov.uk



Please return in this format to ensure that the te

Address	Postcode
PCO PCO1 BICKINGTON BARNSTAPLE	EX31 2LJ
PCO PCO1 STICKLEPATH HILL STICKLEPATH BARNSTAPLE	EX31 2DW
PANNIER MARKET PCO1 MARKET STREET BARNSTAPLE	EX31 1BX
PCO PCO1 BARTON ROAD WOOLACOMBE	EX34 7BA
PCO PCO1 VICTORIA ROAD ILFRACOMBE	EX34 9LY
PCO PCO1 NORTHFIELD ROAD ILFRACOMBE	EX34 8AL
PCO PCO1 PORTLAND STREET ILFRACOMBE	EX34 9NL
PCO PCO1 KENTISBURY BARNSTAPLE	EX31 4NB
ADJ MILL POND PCO1 PARRACOMBE BARNSTAPLE	EX31 4PE
P PCO1 CHURCH HILL LYNTON	EX35 6HY

Telephone number of the kiosk is clear

Average calls per month	Posting Completed Date	Agree Adopt Object
4	08/03/2021	
7	08/03/2021	
6	08/03/2021	
1	08/03/2021	
38	08/03/2021	
18	08/03/2021	
19	08/03/2021	
3	08/03/2021	
0	08/03/2021	
0	09/03/2021	

Jo OMeara

Subject: FW: North Devon District Payphone Consultation
Attachments: North Devon District Annex.xlsx; Street_Payphone notice_English.pdf

From: btp.authorisation.team@bt.com <btp.authorisation.team@bt.com>

Sent: 18 March 2021 07:50

To: Matthew Brown <Matthew.Brown@northdevon.gov.uk>

Cc: Planning <planning@northdevon.gov.uk>

Subject: North Devon District Payphone Consultation

We'd like to remove payphones in your area so please tell us your views. Our 90 day consultation ends on 16 June 2021

Dear Chief Planning Officer,

We're continually reviewing the demand for our payphones and we've identified 10 public payphones in your area that aren't being used enough. We're proposing to remove them under the 90 day consultation process. The list of payphones is attached.

To make sure that the local community are fully informed, we've placed consultation notices (including the posting date) on these payphones. I've attached a sample copy.

Want to keep a phone box?

With payphones being used less, communities are looking at new ways of using them. Thousands have been turned into cafes, mini libraries and defibrillator sites. For just £1, most red boxes can be adopted. Plus, modern glass boxes can be adopted if communities want to house a defibrillator. Visit bt.com/adopt for more information.

Why do we want to remove payphones?

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 now having mobile call coverage. This is important because as long as there is mobile network coverage, it's possible to call the emergency services, even when there is no coverage from your own mobile network provider.

Ofcom's [affordability report](#) found, several years ago, that most people no longer view payphones as essential for consumers in most circumstances.

What we're asking you to do

We'd really appreciate your help and feedback on whether the payphones are still needed.

Ofcom's [statement](#) gives local authorities the responsibility of consulting with local communities on removal of the payphone service. Ofcom 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.

What to do next

Please complete and return the attached annex with your decision on each payphone by email to btp.authorisation.team@bt.com. Please retain proof that the email was sent or apply a read receipt.

- Just select **agree** if you're happy for us to remove it.
- If the local community wish to **adopt**, please provide their contact details and we'll do the rest.
- If you decide to **object**, please complete the last column with your reasons. It's important that you objectively justify your decisions based on why the payphone service is still needed. Annex 1 in [Ofcom's full guidance about removing phone boxes](#) states that BT's Universal Service Obligation applies to the telephone, not the phone box. The guidance also details the appeals process we must follow for

unreasonable objections. It would, for example, be inappropriate for a local authority to object to removal of a public call box on "heritage grounds" or because it is a local landmark.

We'll assume you have no objection to the removal of a payphone if information on the form is incomplete, not returned, or an adoption does not proceed. Please be aware that once removed, kiosks cannot not be re-instated.

If you've got any questions, please email us at btp.authorisation.team@bt.com.

Yours faithfully

Rick Thompson

Rick Thompson



This email contains information from BT that might be privileged or confidential. And it's only meant for the person above. If that's not you, we're sorry - we must have sent it to you by mistake. Please email us to let us know, and don't copy or forward it to anyone else. Thanks.

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Notice date:



We're thinking about **removing** **this payphone**

Our research shows that this payphone doesn't get used very much now, so we think it might be time to take it away.

Alternatively, you might like to adopt a kiosk. Some communities have turned theirs into a defibrillator point, a library, or even a miniature art gallery.

Do you have any comments?

If so, please contact your local authority within 42 days of the date shown above. And if you'd like to find out more about adopting a kiosk, please visit www.bt.com/adopt for more information.

If you'd like to know where the next nearest payphone is, or which local authority you're in, please call us on **0800 661610** and choose option 1.