



Chief Planning Officer
Babergh District Council
Endeavour House
8 Russell Road
Ipswich
IP1 2BX

03 July 2019

TIME SENSITIVE - 90 Day Consultation period end date: 07 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 11 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 01 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
Registered office:
81 Newgate Street
London EC1A 7AJ
Registered in England No 1800000
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

Babergh District

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01206322172	NR THE SWIFT PCO1 UPPER STREET STRATFORD ST. MARY COLCHESTER	CO7 6JW	0	28/06/2019		
2	01206337281	NR OLD POST OFFICE PCO1 HIGHAM ROAD HIGHAM COLCHESTER	CO7 6JY	1	28/06/2019		
3	01284828490	O/S AMICUS PCO1 OLD BURY ROAD ALPHETON SUDBURY	CO10 9BT	0	28/06/2019		
4	01473328210	IN CAR PARK BY COMPASSES INN PCO1 IPSWICH ROAD HOLBROOK IPSWICH	IP9 2QR	3	28/06/2019		
5	01473328465	NR POST OFFICE PCO1 CHURCH ROAD STUTTON IPSWICH	IP9 2SJ	1	28/06/2019		
6	01473658389	OPP ROSE AND CROWN PCO1 THE STREET ELMSETT IPSWICH	IP7 6PA	0	28/06/2019		
7	01473780247	OPP BOURNE VIEW PCO1 MAIN ROAD WOOLVERSTONE IPSWICH	IP9 1AX	0	28/06/2019		
8	01473787221	OPP LADY ROW PCO1 THE STREET SHOTLEY IPSWICH	IP9 1NA	0	28/06/2019		
9	01473822223	O/S 159 PCO1 ANGEL STREET HADLEIGH IPSWICH	IP7 5BY	7	28/06/2019		
10	01787210470	O/S BREWERS ARMS ON A1071 PCO1 BOWER HOUSE TYE POLSTEAD COLCHESTER	CO6 5BZ	0	28/06/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01787227448	NR MALTING FM/OPP WYATTS LA PCO1 BURES ROAD LITTLE CORNARD SUDBURY	CO10 0NS	0	28/06/2019		

Signature:

Area: Babergh District