



Chief Planning Officer  
Stroud District Council  
Ebley Mill  
Ebley Wharf  
Stroud  
GL5 4UB

STROUD DISTRICT COUNCIL  
RECEIVED

16 SEP 2019

16 September 2019

DEVELOPMENT SERVICES

TIME SENSITIVE - 90 Day Consultation period end date: 15 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 24 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 15 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

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[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)

Stroud

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01452617503	PCO PCO1 BONDEND ROAD UPTON ST. LEONARDS GLOUCESTER	GL4 8AJ	36	10/09/2019		
2	01452740291	PCO PCO1 THE CLOSE WHITMINSTER GLOUCESTER	GL2 7NX	9	10/09/2019		
3	01452813113	PCO PCO1 EDGE STROUD	GL6 6NE	1	10/09/2019		
4	01453521399	PCO PCO1 THE GREEN SYNWELL WOTTON-UNDER-EDGE	GL12 7HL	4	11/09/2019		
5	01453542005	PCO PCO1 WOTTON ROAD NORTH NIBLEY DURSLEY	GL11 6DS	5	11/09/2019		
6	01453542724	PCO PCO1 PITT COURT NORTH NIBLEY DURSLEY	GL11 6EH	6	11/09/2019		
7	01453731578	PCO PCO1 HIGH STREET CHALFORD STROUD	GL6 8DH	2	11/09/2019		
8	01453731584	PCO PCO1 FRIDAY STREET MINCHINHAMPTON STROUD	GL6 9JL	30	11/09/2019		
9	01453731585	PCO PCO1 ROPE WALK THRUPP STROUD	GL5 2DH	18	11/09/2019		
10	01453731586	PCO PCO1 HOPE MILLS BUSINESS CENTRE BRIMSCOMBE STROUD	GL5 2SE	3	11/09/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01453731591	O/S LONGCOMBE PCO1 SWELLSHILL BRIMSCOMBE STROUD	GL5 2SR	0	11/09/2019		
12	01453762517	PCO PCO1 PARLIAMENT STREET STROUD	GL5 1DP	235	11/09/2019		
13	01453762586	PCO PCO1 WESTWARD ROAD STROUD	GL5 4JQ	62	11/09/2019		
14	01453762687	PCO PCO1 MAIN ROAD WHITESHILL STROUD	GL6 6AT	7	10/09/2019		
15	01453763126	PCO PCO1 THOMPSON ROAD STROUD	GL5 1TB	120	11/09/2019		
16	01453763803	PCO PCO1 BISLEY ROAD STROUD	GL5 1HE	6	11/09/2019		
17	01453764141	PCO PCO1 PAGANHILL LANE STROUD	GL5 4JS	168	11/09/2019		
18	01453765131	PCO SCHOOL TERRACE CHAPEL LANE EBLEY STROUD	GL5 4TE	3	10/09/2019		
19	01453822226	PCO PCO1 WOODCOCK LANE STONEHOUSE	GL10 2EE	26	10/09/2019		
20	01453822414	PCO PCO1 HAVEN AVENUE STONEHOUSE	GL10 2AS	11	10/09/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
21	01453823414	PCO PCO1 SEVERN ROAD STONEHOUSE	GL10 2DL	12	10/09/2019		
22	01453832339	PCO PCO1 NYMPSFIELD ROAD FOREST GREEN STROUD	GL6 0EL	41	11/09/2019		
23	01453832886	PCO PCO1 OLD MARKET NAILSWORTH STROUD	GL6 0LX	341	11/09/2019		
24	01453860384	PCO PCO1 WOODSTOCK TERRACE ULEY DURSLEY	GL11 5SW	0	11/09/2019		

Signature: .....  
Area: Stroud

Notice date:



## PUBLIC NOTICE

# Payphone kiosk removal

**Hello.**

Our information shows that this phone box has had very little use over a significant period of time.

We're therefore proposing to remove this phone box. There is a consultation period of 42 days from the above date.

**Please contact your Local Authority if you have any comments.**

If you'd like to know where the nearest alternative payphone is, or who your local authority is please contact us on:

**0800 661 610 option 1**

This number is only able to provide alternative payphone details and the name of your local authority.

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