



Chief Planning Officer
Torridge District Council
Riverbank House
Bideford
Devon
EX39 2QG

09th November 2016

TIME SENSITIVE - 90 Day Consultation period end date: 17th February 2017

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 47 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 17th February 2017. 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://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

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 - http://stakeholders.ofcom.org.uk/consultations/uso/uso_statement/

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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81 Newgate Street
London EC1A 7AJ
Registered in England No 1800000
www.bt.com

Torrige District

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01237421497	PCO LANE FIELD ROAD BIDEFORD	EX39 3QY	0	05/10/2016		
01237431229	PCO BUCKS CROSS BIDEFORD	EX39 5DP	15	06/10/2016		
01237431341	ALMINSTONE CROSS ALMINSTONE WOOLSERY BIDEFORD	EX39 5PX	0	06/10/2016		
01237441220	PCO FORE STREET HARTLAND BIDEFORD	EX39 6BD	68	06/10/2016		
01237441346	PCO STOKE HARTLAND BIDEFORD	EX39 6DU	61	06/10/2016		
01237451220	COACH AND HORSES HORNS CROSS BIDEFORD	EX39 5DH	8	06/10/2016		
01237451308	PCO PARKHAM BIDEFORD	EX39 5PG	4	06/10/2016		
01237451311	NEW HAVEN PARKHAM BIDEFORD	EX39 5PG	0	06/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01237451320	PCO POWLERS PIECE PUTFORD HOLSWORTHY	EX22 7XW	1	06/10/2016		
01237451330	PCO HOOPERS WATER BUCKLAND BREWER BIDEFORD	EX39 5EH	0	05/10/2016		
01237451379	POST OFFICE BUCKLAND BREWER BIDEFORD	EX39 5LW	74	06/10/2016		
01237473125	PCO LANDCROSS BIDEFORD	EX39 5JA	166	05/10/2016		
01237474411	PCO RICHMOND ROAD APPLIEDORE BIDEFORD	EX39 1PE	19	05/10/2016		
01237474495	PCO LITTLEHAM BIDEFORD	EX39 5HW	3	05/10/2016		
01237474560	PCO CAUSEWAY CLOSE NORTHAM BIDEFORD	EX39 1SN	128	05/10/2016		
01237475780	PCO BURROWS WAY NORTHAM BIDEFORD	EX39 1HA	0	05/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01288331211	PCO MEDDON COURT HARTLAND BIDEFORD	EX39 6HD	0	06/10/2016		
01288381367	POST OFFICE BRIDGERULE HOLSWORTHY	EX22 7EB	21	07/10/2016		
01409211271	PCO DUBBS VIRGINSTOWE BEAWORTHY	EX21 5DY	2	07/10/2016		
01409211352	PCO IVYHOUSE CROSS ASHWATER BEAWORTHY	EX21 5HD	0	07/10/2016		
01409221347	PCO MORECOMBE CROSS BEAWORTHY	EX21 5UX	0	07/10/2016		
01409221416	PCO BRANDIS CORNER BEAWORTHY	EX21 5UH	1	07/10/2016		
01409221428	PCO HALWILL JUNCTION BEAWORTHY	EX21 5XS	77	07/10/2016		
01409241261	PCO THE SQUARE BRADWORTHY HOLSWORTHY	EX22 7TB	94	06/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01409241275	PCO SOLDON CROSS SUTCOMBE HOLSWORTHY	EX22 7PH	0	07/10/2016		
01409241326	ADJ PRIMROSE COTTAGE PUTFORD BRADWORTHY HOLSWORTHY	EX22 7UF	0	06/10/2016		
01409241335	PCO CLAW CROSS WOOLSERY BIDEFORD	EX39 5RF	0	06/10/2016		
01409241422	POST OFFICE SUTCOMBE HOLSWORTHY	EX22 7PN	0	07/10/2016		
01409253611	PCO DERRITON ROAD PYWORTHY HOLSWORTHY	EX22 6SZ	1	07/10/2016		
01409253691	CAR PARK CLAWTON VILLAGE CLAWTON HOLSWORTHY	EX22 6QN	0	07/10/2016		
01409261211	PCO SOUTH WONFORD THORNBURY HOLSWORTHY	EX22 7DR	2	07/10/2016		
01409261219	PCO WINDY CROSS THORNBURY HOLSWORTHY	EX22 7BZ	3	07/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01409261268	POST OFFICE HOLSWORTHY BEACON HOLSWORTHY	EX22 7NA	0	07/10/2016		
01409261287	PCO WHITEBEER CROSS HOLSWORTHY	EX22 7NZ	0	07/10/2016		
01409261354	PCO VENN CROSS HOLSWORTHY	EX22 7NT	16	07/10/2016		
01409281211	PCO ROSE HILL SHEBBEAR BEAWORTHY	EX21 5RH	0	07/10/2016		
01409281278	PCO HOLEMOOR BRADFORD HOLSWORTHY	EX22 7AD	1	07/10/2016		
01409281411	ADJ TO BRAMBLES HOUSE SHEBBEAR BEAWORTHY	EX21 5RU	64	07/10/2016		
01769520220	PCO THE SQUARE ASHREIGNEY CHULMLEIGH	EX18 7LU	0	07/10/2016		
01769560386	PCO HIGH STREET HIGH BICKINGTON UMBERLEIGH	EX37 9AX	0	07/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01805601272	PCO STIBB CROSS TORRINGTON	EX38 8LH	0	07/10/2016		
01805601293	YARDE HALT IPCO PETERS MARLAND TORRINGTON	EX38 8QA	1	07/10/2016		
01805601362	PCO FORE STREET LANGTREE TORRINGTON	EX38 8NG	1	06/10/2016		
01805622371	PCO HATCHMOOR ROAD TORRINGTON	EX38 7BT	65	07/10/2016		
01805623303	PCO HIGH BULLEN TORRINGTON	EX38 7JA	0	07/10/2016		
01805804291	PCO THE SQUARE DOLTON WINKLEIGH	EX19 8QF	166	07/10/2016		
0183783474	PCO HOLLOCOMBE CHULMLEIGH	EX18 7QE	3	07/10/2016		

Signature:

Area: Torridge District

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www.bt.com