

# BT Phone box Removal

## Consultation document

### Background

BT are proposing to remove 12 payphones (also referred to in this consultation as phone boxes) in South Gloucestershire. The removal concerns those phone boxes identified as unnecessary, whilst retaining public payphones that are either still in use or have been categorised as providing a social need.

The details of the payphones which may be removed are shown in the table at the end of this document.

Payphones which will not be removed are those which are located in areas with higher than standard rates of suicide or accidents, areas without any mobile coverage or any payphone within 400 meters of the coast. Additionally payphones which have had at least 12 types of any call in the 12 months ending August 2016 and are also the only payphone within 800 meters, serving a population of more than 500 households within 1 kilometre. Therefore the phone boxes listed in this document are not considered to meet these criteria.

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. 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.

As part of the formal consultation process, BT initiated its consultation with South Gloucestershire Council and the local community on 1<sup>st</sup> August 2019 by issuing notifications on all relevant phone boxes.

This consultation process also gives local communities the opportunity to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy. This costs £1 and can be done on the following webpage:

<http://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

## To find out more and have your say:

We welcome comments on the changes to phone box availability described in this paper, and we are keen to understand better what the impact of any changes to the provision of services could be on service users and the wider community. The consultation for all comments is open between 29<sup>th</sup> August and 30<sup>th</sup> September 2019.

After 30<sup>th</sup> September South Gloucestershire Council will make an initial decision based on the feedback we receive. We will publish a notification of this decision with a request for comments from local councils, community groups and residents on Thursday 3rd October. The consultation for comments on this decision will be open for 24 days until Sunday 27<sup>th</sup> October. We will consider all responses to the first notice before making a final decision. We will publish a notice of our final decision by 30th October.

You can access this full consultation document, a summary, and the online survey from our consultation webpage:

[https://consultations.southglos.gov.uk/consult.ti/BT\\_2019/consultationHome](https://consultations.southglos.gov.uk/consult.ti/BT_2019/consultationHome)

BT's leaflet on phone box removal can be viewed at: <http://www.btredcare.com/removals.pdf>

You can provide your feedback through any of the following methods. And if you or your local community wish to 'adopt' a kiosk, please provide your contact details through any of the below methods and we can pass them on to BT.

- Complete our [online survey](#) available on our webpage or upon request in libraries
- Freepost: Freepost Plus RTXL-YHGY-GSYS, South Gloucestershire Council, Corporate Consultation Team, Council Offices, Badminton Road, Yate, BRISTOL, BS37 5AF
- Email: [consultation@southglos.gov.uk](mailto:consultation@southglos.gov.uk)
- Phone: 01454868154

**South Gloucestershire Payphones which are under consultation for removal:**

	<b>Telephone Number</b>	<b>Address</b>	<b>Post Code</b>	<b>Number of calls in last 12 months</b>	<b>Posting Completed Date</b>
1	0117931 2540	PCO ST. 60092 81578 RODWAY ROAD PATCHWAY BRISTOL	BS34 5PF	168	29/07/2019
2	0117956 6665	COLSTON STREET PCO1 NORTH VIEW STAPLE HILL BRISTOL	BS16 5RU	147	29/07/2019
3	0117960 8014	PCO PCO1 HEATH RISE BRISTOL	BS30 8DD	23	29/07/2019
4	0117960 8035	PCO PCO1 VICTORIA ROAD WARMLEY BRISTOL	BS30 5LA	40	29/07/2019
5	0117969 2257	PCO PCO1 GLOUCESTER ROAD NORTH FILTON BRISTOL	BS34 7BG	247	29/07/2019
6	0117969 7876	PCO PCO1 CONISTON ROAD PATCHWAY BRISTOL	BS34 5JP	0	29/07/2019
7	0145426 0205	PCO PCO1 SUNDAYSHILL LANE FALFIELD WOTTON-UNDER- EDGE	GL12 8DQ	51	29/07/2019
8	0145441 1881	PCO PCO1 GREENHILL ROAD ALVESTON BRISTOL	BS35 3LT	6	29/07/2019
9	0145461 2461	PCO PCO1 FOXFIELD AVENUE BRADLEY STOKE BRISTOL	BS32 0BN	4	29/07/2019
10	0145461 2756	O/S OFFICE OF RETAIL DEVELOP PCO1 PEAR TREE ROAD BRADLEY STOKE BRISTOL	BS32 0BQ	56	29/07/2019
11	0145463 2221	PCO PCO1 STATION ROAD PILNING BRISTOL	BS35 4JT	0	29/07/2019
12	0145463 2473	1ST LEFT AFTER M/WAY BRIDGE PCO1 REDWICK ROAD PILNING BRISTOL	BS35 4LZ	2	29/07/2019