

BT Phone box Removal

Consultation document

Background

BT are proposing to remove 5 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.

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 2019 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 30 June 2020 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/>

South Gloucestershire Payphones which are under consultation for removal:

| | Telephone Number | Address | Post Code | Average calls per month in 6 months until March 2020 | Avg calls per month in last Consultation | Comment from BT | Comment from SGC | Posting Completed Date |
|---|------------------|--|-------------|--|--|--|--|------------------------|
| 1 | 01454 260205 | PCO PCO1 SUNDAYSHILL LANE FALFIELD WOTTON- UNDER-EDGE | GL12 8DQ | 1 | 51 | Great mobile coverage across all networks and low usage. | Previous Parish Council objection regarding prisoners being released from HMP Eastwood Prison as a vulnerable group who require access to telecommunications and are less likely to have another way of contacting people. | 29/06/2020 |
| 2 | 01179 566665 | COLSTON STREET PCO1 NORTH VIEW STAPLE HILL BRISTOL | BS16 5RU | 7 | 147 | Great mobile coverage across all network, significant drop in call volumes. Poor state (missing glass panel) | 1047 domestic premises within 400m Within 400m or in designated Priority Neighbourhood of Staple Hill and Kingswood No remaining payphone within 400m | 29/06/2020 |
| 3 | 01179 692533 | PCO PCO1 KINGSWAY LITTLE STOKE BRISTOL | BS34 6LL | 32 | Not consulted on before | Significant drop in calls and evident decline in usage. Nearby payphone in Baileys Court, Bristol. | 931 domestic properties within 400m of phone box. Not in priority neighbourhood | 29/06/2020 |
| 4 | 01179 312540 | PCO ST. 60092 81578 RODWAY ROAD PATCHWAY BRISTOL | BS34 5PF | 18 | 168 | Payphone is in a dirty/poor state. Significant drop in call volumes. | 1,356 domestic premises within 400m Within 400m of or in designated Priority Neighbourhood of Patchway No remaining payphone within 400m | 29/06/2020 |
| 5 | 01454 612756 | O/S OFFICE OF RETAIL DEVELOP PCO1 PEAR TREE ROAD BRADLEY STOKE BRISTOL | BS32 0BQ | 5 | 56 | Great outdoor network coverage. Call log reviewed [due to previous concern from Parish Council of need from domestic abuse victims]; there has been 1 call made to a Freephone number that no longer appears to be in service. | 1273 domestic premises within 400m radius. Previous objection from Bradley Stoke Town Council on the basis of high retail and employment usage in area and potential domestic need for anonymous calls in the case of domestic abuse | 29/06/2020 |

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 21 July and **20 September 2020**.

After 1 September, South Gloucestershire Council will make an initial decision based on the feedback we receive. We will publish a **first notification** of this decision with a request for comments from local councils, community groups and residents by **Sunday 20 September**. We will consider all responses to the first notice before making a final decision. We will publish a notice of our **final decision on Monday 28 September**.

You can access the consultation documents and methods of feedback on:

https://consultations.southglos.gov.uk/consult.tj/BT_2020/

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.

- Post: South Gloucestershire Council, Corporate Consultation Team, Council Offices, Badminton Road, Yate, BRISTOL, BS37 5AF
- Email: consultation@southglos.gov.uk
- Phone: 01454868154