

# Removal of BT Payphones in South Gloucestershire

## First Notification of Decision

Notification under section 49(4) of the  
Communications Act 2003

**South Gloucestershire Council**

**Author:** Corporate Research & Consultation Team  
**Date:** February 2020

---

## Contents

---

Introduction.....	3
Notification purpose, methodology and response.....	4
Schedule.....	6
Reason for Objection:	
Council Criteria for Evidence of need for Universal Service.....	8
Public consultation based decision.....	10
Estimated Effect of Draft Decision.....	11
Public Response to the Removal of BT Payphones.....	12
Adoption of Kiosks.....	13
Second Stage of Consultation: Responses to First Notification of Draft	
Decision.....	17
Survey Respondent Demographics.....	18

Further information about this report is available from the Corporate Consultation Officer:

📞 01454 868408

✉ [consultation@southglos.gov.uk](mailto:consultation@southglos.gov.uk)

💻 [www.southglos.gov.uk](http://www.southglos.gov.uk)

✉ Council Offices, Badminton Road, Yate, South Gloucestershire, BS27 5AF

---

## Introduction

---

Draft decision by South Gloucestershire Council in response to the proposal by British Telecommunications plc for the removal of public call boxes pursuant to Part 2 of the Schedule to a Direction published by Ofcom on 14 March 2006 ('the Direction').

1. South Gloucestershire Council, in accordance with section 49(4) of the Communications Act 2003 ('the Act'), hereby make the following draft decision in response to a proposal by British Telecommunications for the removal of public call boxes pursuant to Part 2 of the Direction.
2. The draft decision is set out in the Schedule to this Notification
3. The effect of, and South Gloucestershire Council's reasons for making, the draft decision is set out in the Schedule of this Notification
4. South Gloucestershire Council confirm that the draft decision complies with the requirements of sections 45 to 50 of the Act, as appropriate and relevant to the proposal.
5. In making the draft decision, South Gloucestershire Council has considered and acted in accordance with the six community requirements in section 4 of the Act
6. Representation may be made to South Gloucestershire Council about the draft decision by 9am on 30<sup>th</sup> October 2019
7. A copy of this Notification has been sent to the Secretary of State in accordance with section 50(1)(b) of the Act
8. The Schedule to this Notification shall form part of this Notification.

Nigel Riglar  
Director of Environment and Community Services, South Gloucestershire Council

13<sup>th</sup> February 2020

---

## First Notification Purpose, Methodology and Response

---

This notification provides an initial decision on BT's proposal to remove 8 payphones from South Gloucestershire. South Gloucestershire council has made this draft decision based on public consultation and research on the local population, and the decision is open to further consultation before a final decision is made.

### Consultation Methodology

The consultation process was supported by a dedicated consultation webpage which hosted all consultation documents and an online survey to complete. As part of the consultation we also welcomed comments made by letter, email, and over the telephone. These contact methods were promoted on consultation literature, and made use of by consultees to raise questions or provide their views. South Gloucestershire Council received a total of 3 emails, 0 letters and 3 survey responses.

Consultation information was sent to Town and Parish Councils, South Gloucestershire councillors and local voluntary and community organisations. All libraries and One-Stop Shops were also notified of the consultation details and asked to cascade the information to any interested parties.

The first stage of this consultation was open from 13<sup>th</sup> December 2019 to 13<sup>th</sup> February 2020.

All surveys were designed to be submitted anonymously, due to the data collection method, multiple survey responses could be provided by the same individual. However none of the survey responses used the same words to convey a particular viewpoint, and therefore there are no duplications to take into account. Personal information and comments that can identify individuals, have been removed from the comments analysis.

### Research Methodology

Each phone box was mapped using GIS and a 400m buffer created around each. The following was then calculated:

1. Whether a payphone site which BT proposes to keep exists within 400m of the site that is proposed for removal.
2. Number of domestic premises within 400m  
Source: South Gloucestershire Council Local Land and Property Gazetteer (LLPG)

3. Whether the 400m buffer was within or partly within one of South Gloucestershire's six designated Priority Neighbourhoods. The Priority Neighbourhoods are areas with higher concentrations of multiple deprivation as defined by the English Indices of Deprivation (see further info at: <http://www.southglos.gov.uk/council-and-democracy/census/priority-neighbourhood-profiles/> and <http://www.southglos.gov.uk/council-and-democracy/census/english-indices-deprivation-analysis/>)

The payphones were then evaluated against the information British Telecommunications provided on the number of calls made from each site.

In the instance that inability to rely on the mobile network was raised by consultees, this was confirmed utilizing Ofcom's data through the mobile coverage checker facility on their website: <http://maps.ofcom.org.uk/check-coverage/>

## Schedule

The draft decision by South Gloucestershire Council in response to a proposal by British Telecommunications plc for the removal of public call boxes pursuant to Part 2 of the Schedule to a Direction published by Ofcom on 14 March 2006 ('the Direction').

**Table 1. Draft decision on removal and reasons**

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Agree/ Adopt/ Object	Comments
1	01179311409	PCO PCO1 WEBBS WOOD ROAD (outside Tesco Express) BRADLEY STOKE BRISTOL	BS32 8EJ	37	Agree	
2	01179322678	PCO ST. 65773 71127 BATH ROAD (outside Andrews Estate Agents) LONGWELL GREEN BRISTOL	BS30 9DF	86	Agree	
3	01179323058	OPP. LUDLOW CLOSE PCO1 KENILWORTH DRIVE (behind bus stop) WILLSBRIDGE BRISTOL	BS30 6XQ	11	Agree	
4	01179571971	PCO PCO1 WESTERLEIGH ROAD BRISTOL (At cross road in Downend, in front of Sainsburys and opposite The Horseshoe)	BS16 6UT	25	Agree	
5	01179608005	PCO PCO1 MEMORIAL ROAD HANHAM BRISTOL (outside Hanham Common Butchers)	BS15 3LH	72	Agree	
6	01179608013	Outside MAYPOLE (Public house) PCO1 HIGH STREET HANHAM BRISTOL	BS15 3QZ	161	Object / Cancelled	Received notification from BT of cancellation from proposed removal list on 15/02/2020 Meets criteria 1 (over 120 calls per year) Meets criteria 2 (over 500 premises in 400m radius – there are 1,212) Meets criteria 3 (no other phonebox within 400m) Meets criteria 4 (falls within a priority neighbourhood; Kingswood)

7	01179608033	PCO PCO1 CROWN GARDENS (Corner of Tower Road North) BRISTOL	BS30 8YG	21	Agree	
8	01454632374	PCO PCO1 (next to post box) BEACH ROAD SEVERN BEACH BRISTOL	BS35 4PQ	19	Agree	

---

## Reason for Objection: Council Criteria for Evidence of need for Universal Service

---

There are no instances in which South Gloucestershire Council has reason to believe the local area has an existing and continuing need for the payphone service on the existing site, and that the service users would be deprived of access to the Universal Service if the payphone were to be removed.

South Gloucestershire council considers there to be a reasonable need for a payphone if all criteria of the following circumstance apply:

- The payphone is a service which is in current use, and has been used at least 120 times in the last 12 months, which would equate to at least two instances per week on average
- There is a large enough population of local residents within the payphone's catchment area of 400m who may require a payphone service; around 500 domestic premises within 400m of the payphone
- There is no other payphone within a 400m walk from the payphone under consideration
- There is a socio-economic need for a payphone; the telephone box sits within one of South Gloucestershire's 'Priority Neighbourhoods' which have been identified as having higher than average levels of social, economic and housing deprivation. These households are therefore are less likely to have a landline, mobile phone, or have the income to pay for these methods of accessing telecommunications, making them more likely to need access to a payphone.

In the instance that only some of the above criteria apply to a payphone, South Gloucestershire council does not consider there to be sufficient need to object to the removal of the payphone, since residents are more likely to be able to find another method of using telecommunications than if all the criteria had been met.

---

## **Reason for Objection: Public consultation based decision**

---

In order for South Gloucestershire Council to base its decision on consultation responses as well as research data, the volume and nature of objections needs to be taken into account.

Factors which have been taken into consideration include the type of resident who may require use of the payphone, the nature of their requirement of a payphone, and whether they would have alternatives.

The council received an objection from Bradley Stoke Parish council regarding PCO1 WEBBS WOOD ROAD (outside Tesco Express) BRADLEY STOKE BRISTOL, due to the area having high footfall for retail and employment and a need for a method of anonymous calls to report domestic violence. The area does have the highest density of domestic premises of all the proposed phoneboxes (1,340 within 400m). However what we need to see is that these premises are more likely to need a payphone; that is, less likely to be able to use a landline or mobile phone than an average resident. The high volume of residents, shoppers or workers is not translating into higher usage of the payphone; in fact the phonebox has the second lowest usage per premises (0.02 calls per premises within 400m per year vs. for instance 0.18 for Ludlow Close / Kenilworth Drive where there are only 600 domestic premises).

South Gloucestershire Council will therefore at this stage not be pursuing the objection of the Parish Council, on the premise that the vast majority of residents, businesses, employees and shoppers currently have other means of telecommunications which they prefer to use.

The council also received an objection to the removal of the payphone outside of the MAYPOLE (Public house) PCO1 HIGH STREET HANHAM BRISTOL, on the basis that individuals who had consumed too much alcohol to get home safely may need to call a taxi. However this payphone has subsequently been taken off the list of proposed removals so is no objection is no longer necessary.

---

## Estimated Effect of Draft Decision

---

All of the payphones we have approved removal of have been used in the last 12 months and therefore their removal will have a small impact on the local community's usage of telecommunications.

Of the 6 payphones for which we approve removal, all are used infrequently (between 1 – 124 times in the last year). It is expected that such payphone users would have to find other means to make telephone calls. It is not known what the purpose, nature or context of these calls are, or how many individuals have used this payphone, and therefore the impact cannot be assessed. Additionally none of these payphones are within a priority neighbourhood so the socioeconomic need to use a payphone should be minimal.

---

## Public Response to the Removal of BT Payphones

---

Three individuals completed the survey regarding the proposed removal of payphones.

All payphones received at least one objection.

Reasons for objections are listed in Table 3,

One respondent said they had used Westerleigh Road and High St. Hanham payphones once in the last year, due to their mobile phone battery running out

**Table 2 Q5. “Which of the following payphones do you object to being removed?”**

<b>Payphone location</b>	<b>Number of respondents objecting to removal</b>
Webbs Wood Road, Bradley Stoke	2
Bath Road, Longwell Green	1
Ludlow Close / Kenilworth Drive, Willsbridge	1
Westerleigh Road, Bristol	2
Memorial Road, Hanham	1
Maypole public house, High St Hanham	2
Crown Gardnes, Bristol	1
Beach Road, Severn Beech	1

Base size: 3

**Table 3 Q.6 “Please explain the nature of your objection”:**

<b>Comment</b>	<b>Phonebox objection</b>
Impact people who need it an emergency	All phoneboxes
Bradley Stoke Town Council objects to the removal of the telephone box PC01 on Webbs Wood Road (outside Tesco Express) on the basis of high retail and employment usage in area as well as domestic need. For clarification, domestic need refers to a situation where individuals need to access a telephone for social reasons (i.e. domestic violence) and need to use a phone to reach out without other people knowing. Councillors feel that the safety of the town’s residents would be diminished/compromised by the loss of this phone box.	Webbs Wood Road, Bradley Stoke
It would only impact me minimally but I think for people outside a public house they can be useful. If a person left the pub a little drunk and had no way of calling a taxi this could end up in a dangerous situation. So as a matter of safety, all phone boxes outside a public house should be left. This way taxis could be ordered etc...	Westerleigh Road, Downend; Outside the Maypole, High Street, Hanham

Base size: 3

3 emails were received, with a number from Parish Councils confirming that they had already adopted the telephone box in their area

**Table 4: email responses**

<b>Respondent Type</b>	<b>Email contents</b>
Westerleigh Parish Council	There are none in Westerleigh Parish on the list this time.
Oldland Parish Council	The Parish Council feels that the data for the 12 months ending August 2016 is not recent enough for any meaningful conclusions to be drawn. Please provide more up to date call logs.  Furthermore it is felt that the prominent position of the BT payphone outside the shops at Longwell Green is a case for its retention.
Local Resident	To whom it may concern,  I understand that 25 calls were made only last year from the above telephone box and according to the council no longer fits the criteria to remain. I guess one is being a little nostalgic as this is an iconic feature in Downend but it would be an awful shame to lose the box when it could be used for other purposes. I propose:  1. A defibrillator which can be accessed to the public.

	<p>2. A box which is used for flowers keeping in line with Downend Bloom. The glass would be moved and shelves inserted inside so that the blooms would overspill outside.</p> <p>3. A library - shelves to take your books and replace with another free access to the public. I take on board that this may be the least favourable.</p>
--	--

---

## Adoption of Kiosks

---

One survey respondent said they would be either very or quite likely to adopt the kiosk they were completing the survey about.

The email suggestion of one local resident to make use of the phonebox for other purposes in Downend has been forwarded to the local Parish Council to consider.

**Table 6 Q.7 How likely is it that you will adopt the phone box you are answering this survey about?**

	<b>Number of Responses</b>	<b>Details</b>
Very likely	<b>0</b>	
Quite likely	<b>1</b>	Local resident of Lyde Green, objecting to Westerleigh Road, Downend & High St. Hanham phoneboxes
Unlikely	<b>0</b>	
Not at all likely	<b>1</b>	
Not Applicable	<b>1</b>	Bradley Stoke Town Council

Base size: 23

---

## **Second Stage of Consultation: Responses to First Notification of Draft Decision**

---

We welcome comments in response to our initial decision, and are open to consultation until midnight 13th March 2020. South Gloucestershire Council will consider all feedback and can revise the draft decision. The final decision will be published by 20<sup>th</sup> March 2020.

---

## Survey Respondent Demographics

---

**Table 7 Q.9 Are you responding as?**

	Number of Respondents
A local resident	2
A local employee	0
A local business/ business owner	0
A South Gloucestershire Council employee	0
A parish or town council	1
A voluntary, community sector organisation	0
Other	0

Base size: 3

**Table 8 Q.13 Your Age:**

	Number of Respondents
18 or under	0
19 - 24	0
25 - 44	1
45 - 64	0
65 - 74	0
Over 75	0
Prefer not to say	1
No answer	1

Base size: 3

**Table 9 Q14. Your gender:**

	Number of Respondents
Female	1
Male	0
Prefer not to say	1
No answer	1

Base size: 6

**Table 10 Q19. Do you consider yourself to be disabled?**

	Number of Respondents
Yes	0
No	1
Prefer not to say	1
No answer / Not asked	1

Base size: 6

**Table 11 Q13.Your ethnicity:**

	<b>Number of Respondents</b>
Arab	-
Asian/Asian British – Bangladeshi	-
Asian/Asian British – Indian	-
Asian/Asian British – Pakistani	-
Asian/Asian British – Chinese	-
Asian/Asian British – Other (please state)	-
Black/African/Caribbean/Black British – African	-
Black/African/Caribbean/Black British – Caribbean	-
Black/African/Caribbean/Black British – Other (please state)	-
Gypsy or Traveller of Irish Heritage	-
Mixed/Multiple Ethnic Groups – White & Asian	-
Mixed/Multiple Ethnic Groups – White & Black African	-
Mixed/Multiple Ethnic Groups – White & Black Caribbean	-
Mixed/Multiple Ethnic Groups – Other (please state)	-
White – English/Welsh/Scottish/Northern Irish/British	<b>1</b>
White – Irish	-
White – Other (please state)	-
Other ethnic group (please state)	-
Prefer not to say	<b>1</b>

*Base size: 2*