

## Councillors Briefing Note

### Briefing Note No. 20-29

**Service :** Economic Development and Planning  
**Further Enquiries to:** Mary Moore  
**Date Prepared:** 08/09/2020  
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#### **Payphones Consultation**

The council has received notification from BT regarding consultation on its current programme of proposed public payphone removals.

There are currently **34 public payphones** that have very low usage levels and BT propose to remove them following a full consultation. Details of these payphones are shown on the attached sheet, which include telephone numbers and addresses. BT has also placed consultation notices in the relevant payphone kiosks.

The following payphones kiosks have been listed for consultation:

**CHARLTON PARK CHARLTON MALMESBURY**  
**HILL RISE CHIPPENHAM**  
**NEW ROAD CHIPPENHAM**  
**LODGE ROAD CHIPPENHAM**  
**CHARTER ROAD CHIPPENHAM**  
**SHELDON ROAD CHIPPENHAM**  
**HUNGERDOWN LANE CHIPPENHAM**  
**WOODROW ROAD FOREST MELKSHAM**  
**THREE LIONS THE STREET HOLT TROWBRIDGE**  
**TYNING ROAD WINSLEY BRADFORD-ON-AVON**  
**JUNCTION BROOK LANE THE HAM WESTBURY**  
**CHURCH STREET STEEPLE ASHTON TROWBRIDGE**  
**OLDFIELD PARK WESTBURY**  
**MELBOURNE STREET BRATTON WESTBURY**

**PARSONAGE LANE MARKET LAVINGTON DEVIZES**  
**ETCHILHAMPTON DEVIZES**  
**EASTLEIGH ROAD DEVIZES**  
**WEST KENNETT LAY-BY ON THE A4**  
**HIGH STREET RAMSBURY MARLBOROUGH**  
**EASTON ROYAL PEWSEY**  
**O/S SUB POST OFFICE THE COMMON WINTERSLOW SALISBURY**  
**TELEPHONE KIOSK BARBERS LANE HOMINGTON SALISBURY**  
**JNC PEMBROKE RD WOODSIDE ROAD SALISBURY**  
**HIGH STREET AMESBURY SALISBURY**  
**STOCKTON WARMINSTER**  
**CHITTERNE WARMINSTER**  
**HIGH STREET HEYTESBURY WARMINSTER**  
**CORNMARKET WARMINSTER**  
**KINGSTON DEVERILL WARMINSTER**  
**STOURTON WARMINSTER**  
**FONTHILL GIFFORD SALISBURY**  
**NR ROYAL OAK INN SWALLOWCLIFFE SALISBURY**  
**CHURCH STREET MAIDEN BRADLEY WARMINSTER**  
**FRONT OF VILLAGE HALL MOUNT PLEASANT WATER STREET BERWICK ST.**  
**JOHN SHAFTESBURY**

As the local authority, we are required to carry out our own consultation process to canvas the views of the local community. Therefore, we are seeking the views of parish councils, Wiltshire councillors and other groups and organisations representing the community on the removal of these payphones.

Please provide reasons for any objections to the removal of specific phones, as a blanket objection is unlikely to carry much weight.

BT has provided some examples of factors that may be relevant (refer to their guidance at bottom of page):

- If there is predominantly privately rented or council housing in the area. This suggests people on a lower income without access to mobile and fixed telephones and supports the view that a public call box should be retained.
- There may be concerns about access to telephone services in areas with low population densities.
- The payphone may be sited in an area of poor mobile phone coverage.
- There may be a higher than average need to access emergency services, including breakdown services due to specific local factors for example, the call box is near a known accident black-spot.

BT offers the opportunity for parish councils and registered charities to adopt a kiosk for just £1, thereby protecting the heritage of the community.

Details about this can be found at <http://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

The consultation period will close on **28 October 2020**, so please return your comments by **14 October 2020**. All responses will be collated and directed to a single point of contact.

Your response should be returned to Mary Moore at Wiltshire Council who will co-ordinate the response on behalf of the council:

Mary Moore  
Development Officer, Regeneration  
Economic Development and Planning  
Wiltshire Council  
Bythesea Road, Trowbridge, BA14 8JN  
[Mary.Moore@wiltshire.gov.uk](mailto:Mary.Moore@wiltshire.gov.uk)

BT will remove payphones as soon as possible after the consultation period has ended.

Full guidance on the removal process can be viewed at:  
<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

The guidance also details the appeals process BT is required to follow, in cases of unreasonable objections.

Wiltshire Council will submit a response to BT on each proposed payphone removal.

All correspondence to BT should be addressed to:  
BT Payphones, 4TH FLOOR, Monument TE, 11-13 Great Tower Street, London, EC3R 5AQ  
or via email to [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com)

Please return in this format to ensure that the telephone number of the kiosk is clearly shown

	Telephone Number	Address	Postcode	Average calls per month	Posting Completed Date	Agree Adopt Object	Reason for objection - based on need for telephony only not the kiosk
1	01666823594	PCO PCO1 CHARLTON PARK CHARLTON MALMESBURY	SN16 9DG	0	10/07/2020		
2	01249653763	PCO PCO1 HILL RISE CHIPPENHAM	SN15 1AZ	2	10/07/2020		
3	01249444101	PCO PCO1 NEW ROAD CHIPPENHAM	SN15 1EJ	25	10/07/2020		
4	01249443008	PCO PCO1 LODGE ROAD CHIPPENHAM	SN15 3SY	2	10/07/2020		
5	01249656242	PCO PCO1 CHARTER ROAD CHIPPENHAM	SN15 2RB	9	10/07/2020		
6	01249445416	PCO PCO1 SHELDON ROAD CHIPPENHAM	SN14 0DA	2	10/07/2020		
7	01249443212	PCO PCO1 HUNGERDOWN LANE CHIPPENHAM	SN14 0BB	0	10/07/2020		
8	01225791248	PCO PCO1 WOODROW ROAD FOREST MELKSHAM	SN12 7RD	0	10/07/2020		
9	01225782229	PCO THREE LIONS THE STREET HOLT TROWBRIDGE	BA14 6QH	0	10/07/2020		
10	01225862979	PCO PCO1 TYNING ROAD WINSLEY BRADFORD-ON-AVON	BA15 2JJ	2	10/07/2020		
11	01373822507	JUNCTION BROOK LANE PCO1 THE HAM WESTBURY	BA13 4HD	2	13/07/2020		
12	01380870221	PCO PCO1 CHURCH STREET STEEPLE ASHTON TROWBRIDGE	BA14 6EW	0	13/07/2020		
13	01373823285	PCO PCO1 OLDFIELD PARK WESTBURY	BA13 3LH	1	13/07/2020		
14	01380830450	PCO PCO2 MELBOURNE STREET BRATTON WESTBURY	BA13 4RW	0	13/07/2020		
15	01380813321	PCO PCO1 PARSONAGE LANE MARKET LAVINGTON DEVIZES	SN10 4AA	1	13/07/2020		
16	01380860248	PCO PCO1 ETCHILHAMPTON DEVIZES	SN10 3JY	1	13/07/2020		
17	01380724165	PCO PCO1 EASTLEIGH ROAD DEVIZES	SN10 3EH	1	13/07/2020		
18	01672539211	<b>PCO PCO1 WEST KENNETT LAY-BY ON THE A4</b>	<b>SN8 1QG</b>	0	13/07/2020		<b>NOTE: This box is not WEST OVERTON Marlborough, incorrectly listed. Consult Avebury PC</b>
19	01672520239	PCO PCO1 HIGH STREET RAMSBURY MARLBOROUGH	SN8 2PA	1	13/07/2020		
20	01672810411	PCO PCO1 EASTON ROYAL PEWSEY	SN9 5LY	0	13/07/2020		
21	01980862201	O/S SUB POST OFFICE PCO1 THE COMMON WINTERSLOW SALISBURY	SP5 1PJ	0	13/07/2020		
22	01722718208	PCO TELEPHONE KIOSK BARBERS LANE HOMINGTON SALISBURY	SP5 4NJ	0	13/07/2020		
23	01722328206	JNC PEMBROKE RD PCO1 WOODSIDE ROAD SALISBURY	SP2 9EB	0	13/07/2020		
24	01980623272	PCO PCO1 HIGH STREET AMESBURY SALISBURY	SP4 7ET	1	13/07/2020		
25	01985850242	PCO PCO1 STOCKTON WARMINSTER	BA12 0SE	0	13/07/2020		
26	01985850241	PCO PCO1 CHITTERNE WARMINSTER	BA12 0LL	3	13/07/2020		
27	01985840261	PCO PCO1 HIGH STREET HEYTESBURY WARMINSTER	BA12 0EA	1	13/07/2020		
28	01985219498	PCO PCO1 CORNMARKE T WARMINSTER	BA12 9BX	17	13/07/2020		
29	01985844416	PCO PCO1 KINGSTON DEVERILL WARMINSTER	BA12 7HE	0	14/07/2020		
30	01747840217	GASPER PCO1 STOURTON WARMINSTER	BA12 6QH	1	14/07/2020		
31	01747820208	PCO PCO1 FONTHILL GIFFORD SALISBURY	SP3 6PX	2	14/07/2020		
32	01747870391	NR ROYAL OAK INN PCO SWALLOWCLIFFE SALISBURY	SP3 5PA	0	14/07/2020		
33	01985844201	PCO PCO1 CHURCH STREET MAIDEN BRADLEY WARMINSTER	BA12 7HW	0	14/07/2020		
34	01747828226	FRONT OF VILLAGE HALL PCO1 MOUNT PLEASANT WATER STREET BERWICK	SP7 0HR	0	14/07/2020		