

## 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 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             |                    |   |