

Development Services
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Salisbury
SP1 3AH

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Report

Subject : Removal of certain Public Call Boxes throughout Salisbury District

Report to : The Cabinet

Date : Wednesday 18 June 2008

Author : Senior Planning Officer

Leader of the Cabinet : Councillor Paul Sample

Reason for Report:

Councillor Sample has asked that this be brought to the attention of Cabinet.

Background:

BT are considering the removal of certain phoneboxes throughout the District and have invited local comment. Under a current Government Directive, provided objections are received in time in accordance with a set procedure, there is a 'local veto' over the removal of boxes available to the District Council. BT does, however, have the option of challenging objections raised to the removal of individual boxes by appealing to the Competitions Appeals Tribunal.

Salisbury District Council are therefore seeking the views of the public, Parish Councils and City members to consider, and where necessary to object to, those boxes that it wishes to remain. The boxes proposed for removal are included at **Appendix A**.

Following initial consultation of Parish Councils and on the website, the Council has issued a Draft Decision on which phoneboxes should remain (ie which boxes it objects to being lost). The Council has initially objected to the loss of 28 of the boxes. These can be found at **Appendix B** along with the reasons why the Council objects to their loss. Many of these objections are based on concerns already raised by local people and parish councils.

However, further consultation is being undertaken on this initial decision, before making the final decision on which losses to object to. This will then be forwarded onto BT. Further representations are therefore welcomed, particularly in relation to any of the boxes proposed for removal but where the council has not raised an initial objection.



Awarded in:
Housing Services
Waste and Recycling Services



It is important to note that all representations must be received before **9am on 30 June 2008**. The council cannot consider any representations after that date, because if the Council's Objections are not received by BT before 2nd July it is possible that the boxes could be removed anyway.

Factors to Consider

Objections can be raised on a number of grounds. Below is an extract from Ofcom's Guidance *Removing Public Call Boxes – a Guide to the Rules*.

"Who lives there?"

The type of local housing around a phone box may say how important it is to the area. If it's surrounded by people who own their homes, there's a fair chance they have home phones or mobiles as well. However, if the neighbourhood has mainly rented properties, social housing or residential-care homes, it could be that there are people on low incomes who need that phone box.

Emergency calls

Many people feel reassured that phone boxes are available if there's an emergency. This can range from 999 calls to being able to call for help if your car breaks down. The local organisation needs to think about whether a particular phone box is more likely to be used for emergency calls than another. If, for example, the call box is near a known accident blackspot, it may strengthen the argument for it to be kept.

What are the takings?

Whether it's a shop, a pub or a phone box, the amount of money people spend on a local service is a sign of whether it's important to them. BT may be able to show how much business a particular phone box is getting. If it's a very low figure, this may support their case to remove it. "

The full guidance can be found at:

http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/uso_plain_english/removing_callboxes.pdf.

It is also worth remembering that traditional red telephone boxes (normally 'K6' boxes) have often been listed as buildings of special architectural or historic interest. Currently a number of boxes in the District are listed (for example in East Knoyle, Chilmark, Berwick St James and on Castle Street in Salisbury), and consideration is being given as to whether some of those proposed for removal should also be listed. However, the listing process (undertaken by English Heritage) can take some time, and therefore if boxes have potential for listing this may form a reason to object as well.

Our website consultation, with the Draft Decision and a list of the boxes proposed for removal, can be found at:

<http://www.salisbury.gov.uk/community/bt-phonebox-consultation.htm>.

Options for consideration:

To consider those objections already initially raised, and to consider whether objections should be raised to the loss of the other boxes proposed for removal.

Attached:

Appendix A – BT consultation and list of boxes to be removed.

Appendix B – SDC Draft Decision on those removals that it objects to.

BT Payphones,
PP 05A23,
Delta Point,
Wellesley Road,
CROYDON,
CR9 2YZ.



Chief Planning Officer
Salisbury District Council
The Council House
Bourne Hill
Salisbury
Wiltshire
SP1 3UZ



SW to south PCs.
for reception for info?

2 April 2008

TIME SENSITIVE - 90 Day Consultation period end date: 02 July 2008

Dear Chief Planning Officer

BT's proposal to re-align payphone provision to meet consumer demand.

As part of BT's Universal Service Obligation it is required to provide adequate coverage of public payphones. In recent years the needs of consumers have changed drastically with the increase in mobile phone ownership leading to a complete change in the communications culture throughout the UK - the number of calls made from BT payphones has more than halved in the last three years. Ninety nine per cent of UK homes now have a phone at home and 85 per cent have a mobile phone. There are currently 61,792 public payphones in Great Britain and 60% of these no longer cover their costs.

Striking a balance between the growing commercial pressures and providing an effective payphone service is vital, and BT has managed to keep its payphone business viable by careful management of costs. However, this challenge is becoming ever more demanding, so BT constantly needs to review payphone usage and on occasions looks to re-align the public payphone provision more closely to the reducing demand that still exists.

On the 14th March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market. Part of that statement (which can be viewed at www.ofcom.org.uk/consult/condocs/uso/uso_statement/) amended BT's obligations with regard to the removal of payphone service.

In compliance with those revised obligations BT is writing to you as part of a formal consultation process regarding BT's current programme of proposed public payphone removals.

One of the changes introduced following the review is that there is no longer a requirement for BT to consult on the removal of a public payphone which has another payphone within 400m. Out of courtesy we are advising you that there are a number of these payphones within Salisbury District which we will be addressing over the forthcoming months. Additionally there are currently 54 public payphones which are little used by consumers and are therefore proposed by BT for removal under full consultation. Details of these boxes are shown on the enclosed sheets which include telephone number and address on a box by box basis.

This letter formally starts our consultation with you and the local community on these proposals. BT will place consultation notices in the relevant kiosks over the next three weeks to ensure that the local community are fully informed.



What you need to do next

The enclosed list details the payphones which BT wishes to consult on within Salisbury District.

Part of Ofcom's review in 2005 states that it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community, and that they would normally expect these consultations to involve other public organisations such as the parish or community councils.

Notifications of your final decision should include all justifications as BT may wish to challenge any unreasonable objections within the provisions of the appeals process.

Full guidance on the removal process can be viewed at the following URL:

http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/removals.pdf

and a plain English version is available at:

http://www.ofcom.org.uk/consult/condocs/uso/uso_statement/uso_plain_english/removing_callboxes.pdf

The consultation period will close on 7/2/2008 and responses received after this date will not be accepted. Please allow at least two days for postal delivery, and kindly note that proof of postage may be required in instances of dispute. If you are responding by email, please retain proof of despatch or apply a read receipt. Payphones will normally be removed as soon as practicable after the consultation period has ended.

We recognise that there may be concerns about our plans and that you may wish to discuss the content of this notification. Should your comments relate to a particular phone box, please clearly show the telephone number of the kiosk on your correspondence. This will ensure that we are able to deal with your enquiry efficiently.

All correspondence should be addressed to us at BT Payphones, PP 05A23, Delta Point, Wellesley Road, Croydon, CR9 2YZ or via email to **btp.authorisation.team@bt.com**. Please note that all responses should be collated and channelled via a single point of contact for your authority.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Rick Thompson', with a long horizontal flourish extending to the right.

RICK THOMPSON

Project Liaison Office, BT Payphones

Salisbury District

Telephone Number	Address	Post Code	Agree/ Object	Comments/Reasons
01722327464	Pco, Harnham Rd, Salisbury	SP2 8JG		
01722327951	Pco, Whitsbury Road, Odstock, Salisbury	SP5 4JE		
01722328428	Pco, Stratford Rd, Salisbury	SP1 3JH		
01722329660	Pco, Nunton Drove, Nunton, Salisbury	SP5 4HZ		
01722710201	Pco At Crossroads, High St, Alderbury, Salisbury	SP5 3DU		
01722710281	Pco, Southampton Rd, Salisbury, Wilts	SP1 2JS		
01722710321	Pco, West Grimstead, Salisbury	SP5 3RF		
01722710370	Pco, Marshmead Close, Clarendon, Salisbury	SP5 3DD		
01722712201	Pco, The Street, Farley, Salisbury	SP5 1AA		
01722712289	Pco, Bugmore Lane, East Grimstead, Salisbury	SP5 3SA		
01722712697	Pco, Whitehill, Pitton, Salisbury	SP5 1DU		
01722714200	Pco, The Elms, Fovant, Salisbury	SP3 5JZ		
01722718208	Pco, Homington Rd, Coombe Bissett, Salisbury	SP5 4LR		
01722743100	Pco, West St, Barford St Martin, Salisbury	SP3 4AS		
01722743168	Pco, St Andrews Rd, South Newton, Salisbury	SP2 0QR		
01722743524	Pco, Jnct Of Philips Road And, Wishford Rd, Wilton, Salisbury	SP2 0JG		



Signature:

Area: Salisbury District

Job Title:

Please return this to:

BT Payphones, PP 05A23, Delta Point, Wellesley Road, CROYDON, CR9 2YZ
by **02 July 2008**

Salisbury District

Telephone Number	Address	Post Code	Agree/ Object	Comments/Reasons
01722780297	Pco, Alvediston, Salisbury	SP5 5JY		
01722790340	Pco, Berwick St James, Berwick St James, Salisbury	SP3 4TU		
01722790359	Pco, Wylde Road, Little Langford, Salisbury	SP3 4NP		
01722790376	Pco, Wylde Road, Hanging Langford, Salisbury	SP3 4NW		
01725510536	Pco, Moot Lane, Downton, Salisbury	SP5 3JP		
01725510799	Pco, Woodfalls, Salisbury	SP5 2LP		
01725510899	Pco, School Rd, Lover, Salisbury	SP5 2PW		
01747828284	Pco, Coronation Close, Donhead St Mary, Shaftesbury	SP7 9NJ		
01747828330	Pco, Charlton, Shaftesbury	SP7 0EN		
01747828364	Pco, Donhead St Mary, Shaftesbury	SP7 9DS		
01747828488	Pco, Ludwell, Shaftesbury	SP7 9ND		
01747830315	Pco, Sedgehill, Shaftesbury	SP7 9JN		
01747830424	Pco, Semley, Shaftesbury	SP7 9AS		
01747840306	Pco, Zeals, Warminster	BA12 6ND		
01747840494	Pco, Stourton, Stourton, Warminster	BA12 6QQ		
01747852920	Pco, Station Rd, Semley, Shaftesbury	SP7 9AH		



Signature:

Area: Salisbury District

Job Title:

Please return this to:

BT Payphones, PP 05A23, Delta Point, Wellesley Road, CROYDON, CR9 2YZ
by **02 July 2008**

Salisbury District

Telephone Number	Address	Post Code	Agree/ Object	Comments/Reasons
01747870357	Pco, Newtown, Salisbury	SP3 6NY		
01747870368	Pco, Hazeldon Lane, Hatch Lane Hazeldon, Tisbury, Salisbury	SP3 6NT		
01747870381	Pco, Tuckingmill, Tisbury, Salisbury	SP3 6JA		
01747870418	Pco, Ridge, Chilmark, Salisbury	SP3 5BS		
01794884158	Pco, Newton Lane, Whiteparish, Salisbury	SP5 2QQ		
01794884242	Pco, Whiteparish, Whiteparish, Salisbury	SP5 2QX		
01980610417	Pco, Cholderton Rd, Newton Toney, Salisbury	SP4 0HJ		
01980611261	Pco, Thorneydown Rd, Winterbourne Gunner, Salisbury	SP4 6LL		
01980611347	1pco, Winterbourne Earls, Salisbury	SP4 6HH		
01980620333	Pco, Stonehenge Rd, Winterbourne Stoke, Salisbury	SP3 4SZ		
01980620414	Pco, Orcheston, Salisbury	SP3 4RW		
01980622153	Pco, Coltsfoot Close, Amesbury, Salisbury	SP4 7NP		
01980623922	Pco, South Mill Rd, Amesbury, Salisbury	SP4 7HR		
01980623966	Pco, James Rd, Amesbury, Salisbury	SP4 7PY		
01980629216	Pco, Cholderton, Salisbury	SP4 0DW		
01980652694	Pco, Meads Rd, Durrington, Salisbury	SP4 8BE		



Signature:

Area: Salisbury District

Job Title:

Please return this to:

BT Payphones, PP 05A23, Delta Point, Wellesley Road, CROYDON, CR9 2YZ
by **02 July 2008**

Appendix B

Head of Development Services,
Salisbury District Council, Planning Office,
61 Wyndham Road, Salisbury,
Wiltshire SP1 3AH

Phone Switchboard: 01722 434541

fax: 01722 434520

email: developmentcontrol@salisbury.gov.uk

web: www.salisbury.gov.uk

Simon Moseley
Telecoms Regulatory Policy UG22
Department for Business, Enterprise and Regulatory Reform
1 Victoria Street
London
SW1H 0ET

DATE: 27th May 2008

OUR REF:

YOUR REF:

For the attention of Simon Moseley

Dear Sir,

Draft decision by Salisbury District Council in response to proposals 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').

Salisbury District Council, in accordance with section 49(4) of the Communications Act 2003 ('the Act'), hereby make a draft decision in response to a proposal by British Telecommunications plc for the removal of public call boxes pursuant to Part 2 of the Direction.

Section 50(1)(b) of the Act requires Salisbury District Council to send to the Secretary of State a copy of every notification published under section 49(4) of the Act. A copy of the First Notification is enclosed herewith.

Yours faithfully

Stephen Thorne
Head of Development Services

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

Draft decision by Salisbury District 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').

1. Salisbury District 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 plc 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 Salisbury District Council's reasons for making, the draft decision is set out in the Schedule to this Notification.
4. Salisbury District Council consider 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, Salisbury District Council has considered and acted in accordance with the six community requirements in section 4 of the Act.
6. Representations may be made to Salisbury District Council about the draft decision by **9.00am on 30th June 2008**.
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.

Stephen Thorne

Head of Development Services

A person authorised by Salisbury District Council to sign this Notification

27 May 2008

Schedule

Draft decision by Salisbury District 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').

At this stage, the Council objects to the change of siting (ie removal) of those boxes listed below (3 pages - in the order at which they are listed in BT's letter of 2nd April). Currently the Council is not in receipt of objections in relation to the boxes not listed below, but further consultation is being undertaken and this may change the number and location of boxes to which the Council objects to being lost, particularly the loss of the facility they provide, and the removal of K6 boxes that are an attractive feature of the landscape.

Location	Telephone number	Decision
PCO, Harnham Road, Salisbury SP2 8JG	01722 327464	Object on grounds of highway safety. The box provides an emergency facility for this A road at a safe stopping place.
PCO, Whitsbury Road, Odstock, SP5 4JE	01722 327951	Object on grounds of poor mobile phone signal.
PCO, Nunton Drove, Nunton	01722 329660	Object on grounds of proximity to accommodation for elderly people (who are less likely to have access to a mobile phone).
PCO, Bugmore Lane, East Grimstead, Salisbury SP5 3SA	01722 712201	Object on grounds of poor mobile phone signal, poor landline connection, fire safety advice regarding use of telephone in emergency and high level of aging population in area (less likely to use mobile phone). Some residents have expressed a willingness to help in the maintaining of this box.
PCO, the Elms, Fovant, Salisbury Salisbury SP3 5JZ	01722 714200	Object on grounds of poor mobile phone signal, high level of aging population in area (less likely to have/use mobile phone) and there is a high number of elderly visitors to area. The Parish Council have expressed a willingness to help in the maintaining of this box.
PCO, St Andrews Rd, South Newton SP2 0QR	01722 743168	Object on grounds of proximity to low income/social housing, and proximity to A36 where it provides an emergency facility.
PCO, jct of Phillips Road and Wishford Road, Wilton SP2 0JG	01722 743524	Object on the ground that this box serves an area of low income/social housing.
PCO, Alvediston, Salisbury SP5 5JY	01722 780297	Object on grounds of poor/non-existent mobile phone signal in this rural area.
PCO, Wylve Road, Little Langford Salisbury SP3 4NP	01722 790359	Object on grounds of number of elderly people in the locality and potential use in an emergency
PCO, Wylve Road, Hanging Landford,	01722 790359	Object on grounds of number of elderly

Salisbury SP3 4NW		people in the locality and potential use in an emergency
PCO, Berwick St James, Berwick St James SP3 4NP	01722 790340	Object on the grounds that as this is a Grade II listed building, the retention of the telephone is an important part of its integrity and, as the box has to be maintained anyway, it might as well provide some revenue
PCO, Moot Lane, Downton, Salisbury SP5 2LP	01725 510536	Object on grounds of proximity to housing for elderly people (less likely to have/use mobile phone).
PCO, Coronation Close, Donhead St Mary SP7 9NJ	01474 828284	Object on the ground that this box serves an area of low income/social housing in a rural area where consideration is being given to further affordable housing.
PCO, Semley, Shaftesbury SP7 9AS	01747 830424	Object on grounds of loss of public facility in a remote area where the mobile phone signal is poor or non-existent. Consideration is being given to whether this box should be listed.
PCO, Stourton, Stourton, Warminster BA12 6QQ	01747 840494	Object on grounds that this box is likely to be used by tourists visiting Stourhead House who are less likely to have access to a mobile phone. Also object to lack of site notice. Consideration is being given to whether this box should be listed.
PCO, Station Road, Semley Shaftesbury SP7 9AH	01747 852920	Object on the ground that this box serves an area of low income/social housing in a rural area.
PCO, Hazeldon Lane, Hatch Lane, Hazeldon, Tisbury SP3 6NT	01747 870357	Object on grounds of remote location of the box and its proximity to a railway level crossing (road and railway safety)
PCO, Ridge, Chilmark, Salisbury SP3 5BS	01747 870418	Object on grounds on grounds that this box serves an isolated part of the District. Consideration is being given to whether the box should be 'listed'. No site notice has been displayed.
PCO, Newton Lane, Whiteparish SP5 2QQ	01794 884242	Object on the ground that this box serves an area of low income/social housing in a rural area
PCO, Stonehenge Rd, Winterbourne Stoke, Salisbury SP3 4SZ	01980 620333	Object on grounds of highway safety
PCO, Orcheston, Salisbury SP3 4RW	01980 620414	Object on grounds of poor/non-existent mobile phone signal
PCO, Coltsfoot Close, Amesbury SP4 7NP	01980 622153	Object on the ground that this box serves an area of low income/social housing in a rural area

PCO, Ablington, Figheldean, Salisbury SP4 8JX	01980 670381	Object on grounds of the relatively high retirement population in the area and proximity to MOD airfields with potential for emergency use. Consideration is being given to whether the building should be listed. The Parish Council have expressed a willingness to help with the cleaning of this box.
PCO, Livery Road, Winterslow Salisbury SP5 1RF	01980 862399	Object on grounds of poor/non-existent mobile phone signal
1pco, o/s The Post Office, Church Street, Maiden Bradley Warminster BA12 7HW	01985 844201	Object on proximity to road used by large number of heavy goods vehicles. Consideration is being given to whether this box should be listed.
PCO, School Lane, Gare Hill, Frome BA11 5EZ	01985 844354	Object on grounds that this box serves a remote community. Also object on grounds of lack of site notice. This is particularly import here as the community served (though not the box itself) lies in a different county/district.
PCO, The Street, Kilmington BA12 6RG	01985 844370	Object on the ground that this box serves an area of low income/social housing in a rural area where there is poor/non-existent mobile phone signal. No site notice displayed.
PCO, Tollard Royal, Shaftesbury	01725 516250	Object on grounds of loss of public facility in a remote area where the mobile phone signal is poor or non-existent. Consideration is being given to whether this box should be listed. <i>This box was not included in the list of boxes to be removed.</i>

End of schedule

Head of Development Services,

Salisbury District Council, Planning Office
61 Wyndham Road, Salisbury
Wiltshire SP1 3AH

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web: www.salisbury.gov.uk

Rick Thompson
Project Liaison Office
BT Payphones PP 05A23
Delta Point, Wellesley Road
CROYDON CR9 2YZ

DATE: 27th May 2008 **OUR REF:** OM **YOUR REF:**

Dear Mr Thompson

RE: COPY OF DRAFT NOTIFICATION - PROPOSED REMOVAL OF TELEPHONE KIOSKS IN SALISBURY AREA

Further to your letter of 2nd April 2008, please find attached a copy of the Draft notification to the removal of some of the telephone boxes identified in the attached schedule to the Draft Notification letter.

Our concerns relate to the location of some of the boxes in the remoter parts of our district, where they provide a vital life-line - often the only public facility in the locality – particularly in locations serving social/affordable housing (often ex-Council housing). Further concerns relate to those boxes close to housing occupied predominantly by elderly people, those in the parts of the district with poor mobile phone coverage, and those located close to main roads.

We are also concerned at the loss of the positive contribution that the traditional 'red' K6 telephone boxes and consideration is being given to whether some of these boxes deserve 'listed' status. One of the boxes (at Berwick St James) is already Grade II listed and therefore cannot be removed in any case.

Whilst writing, in the course of considering the list of telephone boxes submitted, a number of errors have become apparent in BT's consultation process. Those noted are that the box at Tollard Royal (Tollard Royal 516250) is not included within the list (and has not therefore not been subject to full consultation with interested parties), although BT has erected a consultation site notice.

Conversely, the following boxes have been included within the list but have had no notice displayed (and none appears to have ever been displayed), invalidating the consultation process, at least for these boxes. Until further consultation has been undertaken, we therefore object to the removal of these boxes as well. (This is not, however, a comprehensive list of those unadvertised):

- PCO, Stourton, Stourton, Warminster 01747 840494
- PCO, Ridge, Chilmark 01747 870418
- PCO, School Lane, Gare Hill, Frome 01985 844354
- PCO, The Street, Kilmington 01985 844370

Finally the deadline for the consultation period is specified as being 7/2/2008 in the letter, but 2nd July 2008 elsewhere.

If you wish to discuss the matter please do not hesitate to contact me on the above number. I would be grateful if you could keep us informed about any change to those boxes proposed for removal as a result of the draft decision.

We will write to you again after the second period of consultation, with a copy of our Final Decision, before 2nd July 2008.

Yours sincerely,
Oliver Marigold Senior Planning Officer