



Chief Planning Officer
Cheltenham Borough Council
Municiple Offices
Promenade
Cheltenham
GL50 9SA

16th September 2016

TIME SENSITIVE - 90 Day Consultation period end date: 15th December 2016

Dear Planning Officer

Further to our previous letter, we are writing to you as part of a formal consultation process regarding our current programme of intended public payphone removals. This letter formally starts our consultation with you and the local community.

There are currently 27 public payphones in your area which have been identified and proposed for removal by BT under the 90-day consultation process and details of these payphones are shown below.

To ensure that the local community are fully informed, we have placed consultation notices on the relevant payphones, and a sample notice is enclosed. We have also included the date we posted these notices on the payphones. The consultation period will close on 15th December 2016. Unless you contact us to agree otherwise, responses received after this date will not be accepted.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy. It's really simple to do and it costs just £1 - <http://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

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. This is important because 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.

You may also want to consider the recent Ofcom affordability report which found that most people do not view payphones as essential for most consumers in most circumstances - http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf

On the 14th March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market, which includes a requirement for payphone provision to meet reasonable needs. Part of that statement amended our obligations with regard to the removal of payphone service - http://stakeholders.ofcom.org.uk/consultations/uso/uso_statement/

As stated in Ofcom's 2005 review, it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community. They would normally expect these consultations to involve other public organisations such as the Parish or Community councils and work within the terms of the Communications Act 2003. This means that you must be able to objectively justify your decisions.

Full guidance on the removal process can be viewed at:

<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

and a summary is available at:

http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf

The guidance also details the appeals process we must follow in case of unreasonable objections.

What you need to do next

Please complete and return the attached annex with your decision on each payphone.

If the decision is that the local community wish to 'adopt', please provide their contact details and we'll do the rest.

If you wish to 'object', you'll need to complete the last column with your reasons, having reviewed all of the factors set out in Annex 1 of Ofcom's guidance (see link above), and the information sent to you in our previous letter.

If the information is incomplete for any payphone in the list, then we'll assume you have no objection to its removal and also that you do not wish to adopt it.

The best way to respond to us is by email at btp.authorisation.team@bt.com. Please retain proof that the email was sent or apply a read receipt. If you would prefer to respond by post please use the following address and allow at least two days for postal delivery:

BT Payphones

pp 4th Floor Monument TE
11 – 13 Great Tower Street
London
EC3R 5AQ

You will need to obtain proof of postage from your local post office and be aware that we are unable to receive mail that requires a signature.

If you've got any questions then please get in touch with us by emailing btp.authorisation.team@bt.com.

Yours sincerely

Rick Thompson
Payphone Planning Officer

British Telecommunications plc
Registered office:
81 Newgate Street
London EC1A 7AJ
Registered in England No 1800000
www.bt.com

Cheltenham District

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01242222580	PCO COTSWOLD ROAD CHELTENHAM	GL52 5EL	0	05/09/2016		
01242222599	PCO LONDON ROAD CHARLTON KINGS CHELTENHAM	GL52 6HY	53	05/09/2016		
01242222617	PCO TENNYSON ROAD CHELTENHAM	GL51 7DF	672	30/08/2016		
01242222625	PCO SALISBURY AVENUE CHELTENHAM	GL51 3DG	0	30/08/2016		
01242222633	PCO SPRINGBANK ROAD CHELTENHAM	GL51 0NJ	123	30/08/2016		
01242254518	OPPOSITE COLLEGE OF ART NEW BARN LANE CHELTENHAM	GL52 3LZ	0	05/09/2016		
01242261422	OPP DEZAC MONTPELLIER HOTEL LANSDOWN ROAD CHELTENHAM	GL50 2JA	352	30/08/2016		
01242521139	PCO ROBERT BURNS AVENUE CHELTENHAM	GL51 6NU	1	30/08/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01242521211	PCO SPRINGBANK ROAD CHELTENHAM	GL51 0LU	3	30/08/2016		
01242521515	PCO ALMA ROAD CHELTENHAM	GL51 3LS	0	30/08/2016		
01242521586	PCO CIRENCESTER ROAD CHARLTON KINGS CHELTENHAM	GL53 8DE	193	05/09/2016		
01242521682	PCO LECKHAMPTON ROAD CHELTENHAM	GL53 0DQ	91	05/09/2016		
01242522712	PCO ALBANY ROAD CHELTENHAM	GL50 2UN	34	30/08/2016		
01242525233	PCO PRIORS ROAD CHELTENHAM	GL52 5AS	7	05/09/2016		
01242525420	OPPOSITE BP AND M&S PRESTBURY ROAD CHELTENHAM	GL52 2DL	12	05/09/2016		
01242525704	PCO CHILTERN ROAD PRESTBURY CHELTENHAM	GL52 5JQ	6	05/09/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01242525718	PCO MOOREND ROAD CHELTENHAM	GL53 0ER	163	05/09/2016		
01242526667	PCO HATHERLEY ROAD CHELTENHAM	GL51 6HT	0	30/08/2016		
01242526867	PCO BEECHES ROAD CHARLTON KINGS CHELTENHAM	GL53 8NX	42	05/09/2016		
01242527671	PCO BROOKLYN ROAD CHELTENHAM	GL51 8DS	45	30/08/2016		
01242527714	PCO RIVELANDS ROAD SWINDON VILLAGE CHELTENHAM	GL51 9RF	5	05/09/2016		
01242527735	PCO WOODLANDS ROAD CHELTENHAM	GL51 3RT	12	30/08/2016		
01242527791	PCO LOWESWATER ROAD CHELTENHAM	GL51 3AZ	7	30/08/2016		
01242527864	NAUNTON WAY/ NAUNTON LANE CHELTENHAM	GL53 7BA	0	05/09/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01242528471	PCO WINDYRIDGE ROAD CHELTENHAM	GL50 4RA	0	30/08/2016	01242528471	
01242584004	PCO HEWLETT ROAD CHELTENHAM	GL52 6AA	269	05/09/2016	01242584004	
01452856083	PCO CHELTENHAM ROAD EAST GLOUCESTER	GL3 1JX	0	30/08/2016	01452856083	

Signature:

Area: Cheltenham District

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