



Chief Planning Officer  
South Cambridgeshire District Council  
South Cambridgeshire Hall  
Cambourne Business Park, Cambourne  
Cambridge  
CB23 6EA

01 July 2019

TIME SENSITIVE - 90 Day Consultation period end date: 29 September 2019

Dear Chief 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 20 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 29 September 2019. 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://bt.com/adopt>

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](http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf)

On the 14<sup>th</sup> 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

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0021/34266/statement.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0021/34266/statement.pdf)

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](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](mailto: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 4<sup>th</sup> 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](mailto: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](http://www.bt.com)

**Please use this annex and return in this format to ensure that the telephone number of the kiosk is clearly shown.**

**A separate sheet can be used for further comments if required.**

**If you would like an electronic copy of this letter, please e mail [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com)**

South Cambridgeshire District

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01223207044	O/S NO 1 CLOPTON CLOSE PCO2 HIGH STREET CROYDON ROYSTON	SG8 0DR	2	27/06/2019		
2	01223207348	O/S 115 PCO1 MELDRETH ROAD WHADDON ROYSTON	SG8 5RS	0	27/06/2019		
3	01223262420	PCO PCO1 HARLTON ROAD LITTLE EVERS DEN CAMBRIDGE	CB23 1HD	0	27/06/2019		
4	01223262649	JCN THE GREEN PCO1 FIELD ROAD KINGSTON CAMBRIDGE	CB23 2NQ	0	27/06/2019		
5	01223290311	PCO PCO1 COMMON ROAD WESTON COLVILLE CAMBRIDGE	CB21 5NS	0	27/06/2019		
6	01223834883	A505 OPP IMPERIAL WAR MUSEUM PCO1 DUXFORD AIRFIELD DUXFORD CAMBRIDGE	CB22 4QR	0	27/06/2019		
7	01223842022	OPP POST OFFICE PCO1 HIGH GREEN GREAT SHELFORD CAMBRIDGE	CB22 5EG	2	27/06/2019		
8	01223860436	PCO PCO1 ELY ROAD CHITTERING CAMBRIDGE	CB25 9PH	0	27/06/2019		
9	01223870785	PCO PCO1 STATION ROAD FOXTON CAMBRIDGE	CB22 6SD	7	27/06/2019		
10	01223880211	NR SCHOOL LANE PCO CAMBRIDGE ROAD FULBOURN CAMBRIDGE	CB21 5BH	1	27/06/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01223891399	PCO PCO1 HIGH STREET GREAT ABINGTON CAMBRIDGE	CB21 6AB	0	27/06/2019		
12	01480830243	PCO KIOSK 830243 OPP SUB POST OFFICE ERMINE STREET NORTH PAPWORTH EVERARD CAMBRIDGE	CB23 3RH	0	27/06/2019		
13	01763260440	FROG END PCO1 DUNSBRIDGE TURNPIKE SHEPRETH ROYSTON	SG8 6RA	0	27/06/2019		
14	01767631296	JCT B1042 HIGH STREET PCO TADLOW ROYSTON	SG8 0EJ	1	27/06/2019		
15	01767650262	SUB POST OFFICE PCO HATLEY ST. GEORGE SANDY	SG19 3HP	0	27/06/2019		
16	01767650348	NR GAMLINGAY PCO1 EAST HATLEY SANDY	SG19 3HZ	0	27/06/2019		
17	01954250201	JNC OF BROAD LANE/ PCO1 HIGH STREET COTTENHAM CAMBRIDGE	CB24 8RX	0	27/06/2019		
18	01954267201	NR PARISH NOTICE BOARD O/S2 PCO1 SMITH STREET ELSWORTH CAMBRIDGE	CB23 4HY	0	27/06/2019		
19	01954715032	PCO PCO1 GREENHAZE LANE GREAT CAMBOURNE CAMBRIDGE	CB23 5BH	2	27/06/2019		
20	01954780185	PCO IMMIGRATION RECEPTION CENTRE RAMPTON ROAD LONGSTANTON CAMBRIDGE	CB24 3EJ	0	27/06/2019		

Signature: .....  
Area: South Cambridgeshire District