

WILTSHIRE COUNCIL
British Telecom Proposed Payphones Removal 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 which have very low usage levels and BT propose to remove them following a full consultation. We have identified that one or more of these payphones are either within or close to your parish boundary. Details of these payphones are shown on the attached document which include telephone number and address location. BT has also placed consultation notices in the relevant payphone kiosks.

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 town/parish councils and Wiltshire councillors representing the community on the removal of these payphones. We would welcome your feedback on whether the payphones are still needed in your community.

Please provide reasons for any objections to the removal of specific phones, as a blanket objection is unlikely to carry enough weight. Examples of factors that may be relevant (refer to BT's 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, or the call box is near a known accident black-spot.
- Part of a community Emergency Plan

The consultation period will close on **28 October 2020**, so please ensure you return your comments by end of business **14 October 2020** at the latest to enable us to include your representations in forming our response to BT. All responses will be collated and directed to a single point of contact as follows:-

Representations 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
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