



Chief Planning Officer  
Caerphilly County Borough Council  
Penallta House, Tredomen Park  
Ystrad Mynach  
Hengoed  
CF82 7PG

30 July 2019

**TIME SENSITIVE** - 90 Day Consultation period end date: 28 October 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 28 October 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)

# Caerffili - Caerphilly

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01443450508	PCO PCOI DYNEVOR TERRACE NELSON TREHARRIS	CF46 6PD	225	22/07/2019		
2	01443450812	PCO PCOI HIGH STREET NELSON TREHARRIS	CF46 6HB	14	22/07/2019		
3	01443814064	PCO PCOI HENGOED ROAD HENGOED	CF82 7NW	0	22/07/2019		
4	01443830004	PCO PCOI STATION TERRACE BRITHDIR NEW TREDEGAR	NP24 6XY	23	26/07/2019		
5	01443830098	PCO PCOI PARK PLACE BARGOED	CF81 8LW	7	22/07/2019		
6	01443830099	NR. TRAFFIC LIGHTS & P.O PCOI THE SQUARE GLAN Y NANT BLACKWOOD	NP12 3XF	0	22/07/2019		
7	01443830211	PCO PCOI FAIR VIEW BLACKWOOD	NP12 3NL	95	22/07/2019		
8	01443830338	PCO PCOI COMMERCIAL STREET ABERBARGOED BARGOED	CF81 9FH	0	22/07/2019		
9	01443830485	PCO PCOI MCDONNELL ROAD BARGOED	CF81 8UD	29	22/07/2019		
10	01443830499	PCO PCOI CEFN FFOREST AVENUE CEFN FFOREST BLACKWOOD	NP12 3JX	0	22/07/2019		



	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01495221910	PCO PCO1 HIGH STREET BLACKWOOD	NP12 1NS	260	22/07/2019		
12	01495243014	PCO PCO1 CROESPENMAEN INDUSTRIAL ESTATE KENDON CRUMLIN NEWPORT	NP11 3AG	67	22/07/2019		
13	01633612077	PCO PCO1 ELM DRIVE RISCA NEWPORT	NP11 6HJ	0	22/07/2019		
14	01633612278	PCO PCO1 ST. MARY STREET RISCA NEWPORT	NP11 6GQ	15	22/07/2019		
15	01633612377	PCO PCO1 ELM DRIVE RISCA NEWPORT	NP11 6HJ	1	22/07/2019		
16	01685840411	PCO PCO1 PRICE STREET RHYMNEY TREDEGAR	NP22 5HG	509	26/07/2019		
17	01685841339	PCO PCO1 THE SQUARE PONTLOTTYN BARGOED	CF81 9PF	168	26/07/2019		
18	02920882414	PCO PCO1 PONTYGWINDY ROAD CAERPHILLY	CF83 3HH	23	22/07/2019		
19	02920883957	PCO PCO1 PICCADILLY SQUARE CAERPHILLY	CF83 1PB	126	22/07/2019		
20	02920885715	PCO PCO1 HEOL-Y-PARC CAERPHILLY	CF83 1AY	5	22/07/2019		

Signature:

.....

Area:

Caerffili - Caerphilly



2 May 2019

Jane Rumble

Director Consumer Policy

publiccallboxes@ofcom.org.uk

Dear Sir/Madam,

### **Public call box removals**

BT is currently engaged in a round of public call box removals and may be contacting you to seek your views, in accordance with regulatory obligations imposed by Ofcom. This letter gives more information about your role as a relevant local authority under those obligations and some factors you may wish to consider in your response.

Under Universal Service obligations set by Ofcom, BT must provide public call boxes in order to meet the reasonable needs of end-users in terms of geographical coverage, the number of public call boxes and the quality of call box services.

A public call box is a public pay telephone which is permanently installed on public land and to which the public has access at all times. This definition excludes many public pay telephones in locations such as stations.

If BT proposes to remove the last public call box at a site, it must notify the relevant local authority, and it cannot remove the box if the local authority objects in writing within 90 days (the 'local veto'). A site is defined as any area within a walking distance of 400 metres from that public call box. This means that a box could be nearer than 400 metres away as the crow flies, but not easily accessible because of an obstacle such as a railway line.

The process for removal of such public call boxes is set out in a Direction and Guidance published by Ofcom. We are writing to draw your attention to the Direction and Guidance and to respond to some questions that have been raised with us.

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

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

### ***Why does BT seek to remove some public call boxes?***

Public call box use has been in heavy decline, and 20% of public call boxes have not been used to make a call in the last twelve months. Mobile take-up and coverage are both high - 94% of adults personally use a mobile phone and 98% of premises have 3G/4G coverage. Mobile 'roaming' for emergency calls has been in place since 2009, meaning that where a caller has no signal from their provider, a 999 call will be switched automatically to another provider's network if there is one available.



BT uses its own published criteria ([www.bt.com/payphones/removals](http://www.bt.com/payphones/removals)) when considering which public call boxes to remove. These are intended to ensure that boxes are retained either where they are actively used or where there is a social need for their retention.

BT's 'overriding criteria' for payphone retention are:

- No mobile coverage (from any provider);
- Suicide hotspot;
- Accident blackspot;
- Coastal location.

Its 'reasonable needs' criteria are:

- The public call box in question is the only one within 800 metres;
- There are at least 500 households within 1 kilometre;
- At least 12 calls have been made from the public call box within the previous 12 months.

If a public call box meets any of the overriding criteria or all the reasonable needs criteria, BT has stated that it will not be proposed for removal.

***Can a local authority veto the removal of a public call box because it is a local landmark or on 'heritage' grounds?***

Ofcom's Guidance sets out matters that local authorities should take into account when making a decision to consent or object to BT's proposal to remove the last box from a site. In particular, at Annex 1 it sets out factors which Ofcom considers relevant to the decision. The Guidance explains that local authorities should refer to these factors and publish the reasons for their decision. BT could challenge a veto that it considers to be inappropriate in the Competition Appeal Tribunal.

BT's Universal Service Obligation applies to the telephone, not the kiosk. It would therefore be inappropriate for a local authority to object to removal of a public call box because it is a local landmark or on 'heritage' grounds. However, BT has a scheme ([www.bt.com/adopt](http://www.bt.com/adopt)) whereby kiosks can be 'adopted' by bodies such as parish councils for £1. The telephone equipment is removed, and the kiosk can then be used for another purpose such as a community book exchange.

***Can a local authority veto all public call box removals in its area?***

Each public call box should be considered separately. Any local authority objection to removal of a public call box should be supported by clear, objective and proportionate reasons, related to the provision of the communications service at the box in question.

***Can Ofcom give us more information about the public call boxes in our area?***

Ofcom does not hold details of the locations of public call boxes or individual boxes that BT may be proposing for removal. BT will be able to give you information about the boxes in your area.

Yours faithfully,



Jane Rumble



Prif Swyddog Cynllunio  
Caerphilly County Borough Council  
Penallta House, Tredomen Park  
Ystrad Mynach  
Hengoed  
CF82 7PG

30/07/19

**Cyfnod ymgynghori 90 diwrnod yn dod i ben: 28/10/19**

Annwyl Brif Swyddog Cynllunio

Yn dilyn ein llythyr blaenorol, rydym yn ysgrifennu atoch fel rhan o broses ymgynghori ffurfiol yn gysylltiedig â'n rhaglen i ddileu rhai ffonau talu cyhoeddus. Mae'r llythyr hwn yn cynrychioli dechrau ffurfiol ymgynghoriad gyda chi a'r gymuned leol.

Ar hyn o bryd mae 20 ffôn talu cyhoeddus yn eich ardal a glustnodwyd i'w dileu gan BT o dan y broses ymgynghori 90 diwrnod a rhestrir y ffonau hynny isod.

Er mwyn hysbysu'r gymuned leol, rydym wedi gosod hysbysiadau ymgynghori ar y ffonau talu perthnasol ac amgaewyd enghraifft o'r hysbysiad. Yn ogystal, rydym wedi cynnwys dyddiad gosod yr hysbysiadau hyn ar y ffonau talu. Bydd y cyfnod ymgynghori'n dod i ben ar 28/10/19. Oni fyddwch yn cysylltu â ni i gytuno fel arall, ni fyddwn yn ystyried unrhyw ymateb a dderbynnir ar ôl y dyddiad hwn.

Mae'r broses ymgynghori'n rhoi cyfle i gymunedau lleol fabwysiadu caban ffôn coch traddodiadol er creu ased bydd pobl leol yn gallu mwynhau. Mae'r broses syml yn costio £1 yn unig - <http://bt.com/adopt>

Yn gyffredinol mae defnydd o ffonau talu wedi gostwng dros 90% dros y degawd diwethaf a'r angen i ddarparu ffonau talu ar gyfer achosion argyfwng yn gostwng gydol yr amser, gydag o leiaf 98% o'r Deyrnas Unedig yn derbyn signal symudol 3G neu 4G. Mae hynny'n bwysig oherwydd, cyn belled bod gwasanaeth rhwydwaith ar gael, mae modd galw'r gwasanaethau brys hyd yn oed pan na fydd credyd ar eich ffôn neu wasanaeth gan eich cwmni symudol chi.

Efallai byddwch hefyd am ystyried adroddiad diweddar Ofcom a ddatgelodd nad yw'r rhan helaeth o bobl yn ystyried ffonau talu'n hanfodol ar gyfer y rhan fwyaf o ddefnyddwyr yn y mwyafrif o amgylchiadau - [http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability\\_report.pdf](http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf)

Ar 14 Mawrth 2006 cyhoeddodd Ofcom (Office of Communications) ddatganiad yn dilyn adolygiad 2005 o'r gwasanaeth cyffredinol ar y farchnad delathrebu, sy'n cynnwys gofyniad i ddarparu ffonau talu er diwallu



anghenion rhesymol. Roedd rhan o'r datganiad hwnnw wedi addasu ein dyletswyddau ni o ran dileu gwasanaeth ffôn talu - [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)

Yn ôl adolygiad Ofcom 2005, cyfrifoldeb yr awdurdod lleol yw cynnal proses ymgynghori ei hun er mwyn cael barn y gymuned leol. Fel arfer, byddai disgwyl i'r ymgynghoriadau hyn gynnwys cyrff cyhoeddus eraill fel cynghorau plwyf neu gymuned ac i weithio o fewn amodau Deddf Gyfathrebu 2003. Mae hynny'n golygu bod rhaid i chi ddarparu cyfiawnhad gwrthrychol o'ch penderfyniadau.

Manylion llawn y broses yn:

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

Crynodeb yn:

[http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing\\_callboxes.pdf](http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf)

Mae'r cyfarwyddyd hefyd yn manylu'r broses apeliadau y mae'n rhaid i ni ddilyn yn achos gwrthwynebiadau afresymol.

### **Eich camau nesaf**

Llenwch a dychwelwch yr atodiad dilynol gyda'ch penderfyniad am bob ffôn talu.

Yn achos penderfyniad bod y gymuned leol yn dymuno 'mabwysiadu', darparwch eu manylion cyswllt ac fe wnawn ni'r gweddill.

Os byddwch yn 'gwrthwynebu', bydd angen nodi'r rhesymau yn y golofn olaf ar ôl adolygu'r holl ffactorau a nodir yn Atodiad 1 o gyfarwyddyd Ofcom (linc uchod) a'r wybodaeth yn ein llythyr blaenorol.

Os byddwch yn darparu gwybodaeth annigonol ar gyfer unrhyw ffôn talu ar y rhestr, byddwn yn cymryd nad ydych yn gwrthwynebu ei ddileu ac nid am ei fabwysiadu.

Y ffordd orau o ymateb yw anfon ebost at [bt.authorisation.team@bt.com](mailto:bt.authorisation.team@bt.com). Cofiwch gadw prawf o anfon y neges neu gofynnwch am dderbynneb darllen. Os yn well gennych ymateb drwy'r post, defnyddiwch y cyfeiriad isod gan adael o leiaf dau ddiwrnod iddo gyrraedd:

### **BT Payphones**

pp 4<sup>th</sup> Floor Monument TE  
11 - 13 Great Tower Street  
London  
EC3R 5AQ

Bydd angen prawf postio gan swyddfa'r post a chofiwch ni fyddwn yn derbyn post sydd angen llofnod.

Os bydd unrhyw gwestiynau gennych, cysylltwch â ni wrth anfon ebost at [bt.authorisation.team@bt.com](mailto:bt.authorisation.team@bt.com).

Yn gywir

**Rick Thompson**

**Swyddog Cynllunio Ffonau Talu**