

British Telecom's Public Payphone Rationalisation Consultation

1. INTRODUCTION

- 1.1. The purpose of this report is to inform members of the current consultation that is being undertaken in respect to BT's Public payphone rationalisation programme.
- 1.2. The 90 day consultation is currently ongoing regarding the proposed removal of 38 payphones across Argyll and Bute and is due to end on the 22nd September unless the Council request an extension. A list of these is available in Appendix 1 along with the number of times each phone has been used in the last 12 months
- 1.3. All affected community councils have been notified along with notices being posted in the telephone boxes affected.

2. RECOMMENDATION

- 2.1 Members are requested to approve
 - The removal of phone boxes that have not received any public objections, provided there is 4G coverage from at least 1 Mobile Network Operator (MNO).
 - Formally object to the removal of phone boxes which have received public objections or are not in receipt of 4G coverage from at least 1 Mobile Network Operator (MNO).

3. DETAIL

- 3.1 As outlined in the consultation document the reason for the proposed removal is due to the fact that 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.
- 3.2 In addition to this BT have also asked the Council to consider the recent Ofcom affordability report which found that most consumers do not view payphones as essential for most consumers in most circumstances.
- 3.3 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 the Councils obligations with regard to the removal of payphone service.

- 3.4 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.
- 3.5 The consultation process is relatively simple, they are asking local communities if they wish to agree/object to the removal of the box or if they wish to adopt the telephone box for an alternative use. If they wish to adopt the telephone box they need pay £1 and provide contact email address.
- 3.6 There has been a number of communities across the area that have already been through the adoption process and have used these to hold defibrillators, small libraries cake shops or general public information hubs.

4. CONCLUSION

- 4.1 A number of communities have already responded with some objecting to the proposed removal of the local public telephone and some are wishing to adopt.
- 4.2 As the consultation is due to end shortly it is recommended that the Council allows the consultation to progress as intended and any phone box that has not received a response on shall be removed.

5. IMPLICATIONS

- 5.1 Policy – In line with Argyll and Bute Outcome Improvement Plan – Our infrastructure is safe and fit for the future.
- 5.2 Financial – N/A
- 5.3 Legal – As per Ofcom 2005 Review and Communications Act 2003
- 5.4 HR – N/A
- 5.5 Fairer Scotland Duty
 - 5.5.1 Equalities – Community consultation carried out
 - 5.5.2 Socio-economic Duty – Community consultation carried out
 - 5.5.3 Island – N/A
- 5.6 Risk- N/A
- 5.7 Customer Service- N/A

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Appendix 1 List of Proposed Telephone Boxes

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	01369702517	JCN ARDENSLATE CRES PCO1 ELIZABETH AVENUE KIRN DUNOON	PA23 8JD	0	14/06/2019		
2	01369703190	PCO PCO1 SANDHAVEN SANDBANK DUNOON	PA23 8QW	0	14/06/2019		
3	01369704431	PCO1 ROBERTSON TERRACE SANDBANK DUNOON	PA23 8PT	0	14/06/2019		
4	01369860220	O/S TEL EXCH PCO1 STRACHUR CAIRNDOW	PA27 8DG	12	14/06/2019		
5	01389841275	PCO PCO1 MAIN ROAD CARDROSS DUMBARTON	G82 5PX	14	05/06/2019		
6	01436672597	PCO PCO1 OLD LUSS ROAD HELENSBURGH	G84 7LP	0	05/06/2019		
7	01436673233	PCO PCO1 COLLINS ROAD HELENSBURGH	G84 7UA	0	05/06/2019		
8	01436673886	O/S NAVAL PROVOST HQ PCO1 CHURCHILL SQUARE HELENSBURGH	G84 9HL	0	05/06/2019		
9	01436810254	PCO PCO1 FEORLIN WAY GARELOCHHEAD HELENSBURGH	G84 0DL	33	05/06/2019		
10	01546510220	OPP. HOTEL PCO1 KILMARTIN LOCHGILPHEAD	PA31 8RQ	0	07/06/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01546602515	PCO PCO1 CAIRNBAAN COTTAGES CAIRNBAAN LOCHGILPHEAD	PA31 8SJ	1	07/06/2019		
12	01546605245	PCO PCO1 KILMICHAEL GLASSARY LOCHGILPHEAD	PA31 8QA	0	07/06/2019		
13	01546850219	PCO PCO CASTLE SWEEN ACHNAMARA LOCHGILPHEAD	PA31 8PT	0	07/06/2019		
14	01583421259	PCO PCO1 GLENBARR TARBERT	PA29 6UT	0	08/06/2019		
15	01583431200	PCO PCO1 TORMHOR CARRADALE EAST CAMPBELTOWN	PA28 6SD	0	08/06/2019		
16	01583431644	PCO PCO1 MILLERS PARK SADDELL CAMPBELTOWN	PA28 6RA	0	08/06/2019		
17	01586552019	KNOCKNAHA PCO1 CAMPBELTOWN	PA28 6PH	0	08/06/2019		
18	01586552443	PCO PCO1 STEWARTON CAMPBELTOWN	PA28 6PG	0	08/06/2019		
19	01586552733	PCO PCO1 RALSTON ROAD CAMPBELTOWN	PA28 6LG	0	08/06/2019		
20	01586554815	PCO SUB POST OFFICE MILLKNOWE CAMPBELTOWN	PA28 6NJ	0	08/06/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
21	01586810284	PCO PCO1 DRUMLEMBLE CAMPBELTOWN	PA28 6PW	0	08/06/2019		
22	01586830200	ADJ TO SOUTHEND A.T.E. PCO1 SOUTHEND CAMPBELTOWN	PA28 6RW	35	08/06/2019		
23	01631562509	PCO PCO1 LONGSDALE ROAD OBAN	PA34 5JU	0	07/06/2019		
24	01631562977	PCO PCO1 KNIPOCH PLACE OBAN	PA34 4ED	0	07/06/2019		
25	01631563644	PCO PCO1 MCCAIG ROAD OBAN	PA34 4YD	13	07/06/2019		
26	01631565360	ENTRANCE TO MILLPARK PCO1 MILLPARK TERRACE SOROBA ROAD OBAN	PA34 4JH	6	07/06/2019		
27	01700811253	PCO PCO1 MILLHOUSE TIGHNABRUAICH	PA21 2BW	0	14/06/2019		
28	01838200377	PCO PCO1 GLENVIEW DALMALLY	PA33 1BE	15	07/06/2019		
29	01838400230	S.P.O. PCO1 BRIDGE OF ORCHY	PA36 4AD	15	07/06/2019		
30	01866822220	PCO PCO1 TAYNUILT	PA35 1JE	0	07/06/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
31	01866822314	PCO PCO1 ACHLONAN TAYNUILT	PA35 1JJ	3	07/06/2019		
32	01866822596	PCO INVERAWE FISHERIES INVERAWE TAYNUILT	PA35 1HU	12	07/06/2019		
33	01866833274	PCO PCO1 INVERINAN TAYNUILT	PA35 1HH	0	07/06/2019		
34	01866833289	PCO PCO1 KILCHRENAN TAYNUILT	PA35 1HD	0	07/06/2019		
35	01866844280	DALAVICH VILLAGE PCO1 LOCHAVICH TAYNUILT	PA35 1HJ	15	07/06/2019		
36	01880730241	O/S LAGAVULLIN HOUSE PCO1 WHITEHOUSE TARBERT	PA29 6XR	1	08/06/2019		
37	01880770226	PCO PCO1 ACHAHOISH LOCHGILPHEAD	PA31 8PD	0	07/06/2019		
38	01880820235	PCO PCO1 TORINTURK TARBERT	PA29 6YE	0	08/06/2019		

Highlighted in green indicates good 4G coverage
Highlighted in yellow indicates partial 4G coverage

