

BRITISH TELECOM CONSULTATION ON THE INTENDED REMOVAL OF 12 PUBLIC PAYPHONES WITHIN THE DISTRICT

1. INTRODUCTION

- 1.1 The Council has been consulted by British Telecom (BT) on a proposal to remove a total of 12 Public Payphones from within the District of which 3 are located within the National Park and 9 are located outside the Park. The Council is able to raise objection to the removal of any of these payphones, provided such objections can be justified by reference to specified criteria and whilst having regard to the interests of telecommunication providers. It does not relate to the removal of the call box.
- 1.2 This report gives details of the consultation exercises that have been undertaken and provides an assessment for each of the 12 payphones affected in light of the responses received. Approval is sought to retain two payphones. Following approval, the response will be submitted to BT and the Secretary of State. BT has a right to challenge the Council's decision through an appeal process.

2. DETAILS

- 2.1 A schedule of all the payphones BT wish to remove is attached to this report at **Appendix 1**.
- 2.2 The call boxes that BT has proposed to remove within the National Park and outside the National Park are identified by numbers 1 to 12.

3. CONSULTATION

- 3.1 BT has displayed a notice on each call box to tell the public:
- i) that BT is planning to remove the payphone
 - ii) the name of the Local Planning Authority to whom people can send any comments (within 42 days)
 - iii) a Freephone number people can call to find out the next nearest phone box
- 3.2. In addition, all affected Parish Councils and Local Members have been consulted on BT's list of proposed payphones to be removed. They have also been advised of BT's scheme whereby individuals or community groups, including Parish Councils, may 'adopt' a call box for £1. The 'adopt a box' scheme is a matter for the individual or organisation that wishes to

adopt the call box and BT itself. The scheme has no bearing on the recommendations in this report, however it has been mentioned under the 'Parish Council Response' section of the assessment if a Parish Council have informed us of their wish to adopt a box.

3.3 In response to consultation the Council has not received any letters from local residents in relation to any payphones. The following Parish Councils have responded to the consultation:

Parish/Town Council	Payphone Number	Comments
Ellingham Harbridge and Ibsley Parish Council	(01425) 471310 (box 2)	We discussed the removal of Linwood Road, Linwood, Ringwood BH24 3QT (01425471310) BT payphone box yesterday at our Parish Council meeting and the Parish Council have asked that I contact you to ask for a delay in postponing the removal of this payphone box. Reason being that currently if there was an accident along that road, there is no ability to connect to a mobile mast. An EE mast was moved and now it is not possible to use a mobile phone in the Linwood area. This payphone would be the only way to contact emergency services if there was an emergency. It is an essential community service therefore whilst getting mobile reception is problematic, once the mobile reception has been improved it would be fine to remove the payphone box.
New Milton Town Council	(01425) 610266 (box 3) (01425) 610366 (box 4)	No objection No objection
Rockbourne Parish Council	(01725) 518209 (box 7)	I am reliably informed by the Parish Councillors that an attempt was made a few years ago to remove the payphone from Rockbourne. The reason why the payphone was reinstalled, back then, remains. The mobile phone network coverage is so poor in the surrounding area that the payphone is a necessary requirement, particularly when making calls to the emergency services.

3.4 The following Local Members have responded to the consultation:

Cllr Edward Heron – (01725) 518332 box 1 - Poor mobile phone reception, close to Council/Affordable Housing, Not been used as despite fault being reported numerous times by residents the phone hasn't been operable since the last consultation on its removal, required to facilitate safe usage of defibrillator attached located nearby.

(01725) 518209 box 7 - Poor mobile phone reception.

Cllr John Ward – (01425) 610266 box 3 - No objection.

4. ASSESSMENT

4.1 The following factors are of relevance in assessing whether any of the payphones should be retained:

- i) Usage. How many times has the payphone been used in the last 12 months?
- ii) Emergency calls. What is the likelihood that the payphone may be required in the case of an emergency to contact services? Is the call box near a traffic accident black spot?
- iii) The demographic of the area. Does the social composition of the area indicate that a payphone may be required for residents who cannot afford their own home phone or mobile phone?
- iv) Mobile phone coverage. What is the quality of mobile phone provision for making voice calls?

4.2 All of the payphones have been assessed using these criteria and the conclusions are set out in the document attached at **Appendix 1**. The assessment takes account of the consultation responses received and in one case, requests a delay to the removal of the payphone given current concerns with mobile network coverage at the present time (Linwood, Ringwood (01425) 471310 box 2).

4.3 In summary, the assessment **identifies two payphones** which it is considered necessary to retain as follows:

- i. Lay-by near Cartwheel Inn PC01 Whitsbury Fordingbridge SP6 3PZ (box 1)
- ii. PCO PCO1 Rockbourne Fordingbridge SP6 3NH (box 7)

5. FINANCIAL IMPLICATIONS

5.1 There are no relevant financial considerations for this consultation.

6. CRIME & DISORDER, ENVIRONMENTAL AND EQUALITY & DIVERSITY IMPLICATIONS

6.1 There are none.

7. RECOMMENDATIONS

7.1 That the Council issues a decision for publication which raises objection to the removal of the 2 payphones identified in the assessment at Appendix 1.

8. PORTFOLIO HOLDER ENDORSEMENT

I have agreed to the recommendation of this report.

Sign: Cllr Diane Andrews

Date: 25 May 2021

For further information contact:

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Senior Development Management Officer
Planning
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Email: Vivienne.baxter@nfdc.gov.uk

Background Papers:

List of relevant payphones and
accompanying email from BT

Date on which notice given of this Decision – 25 May 2021
Last date for call-in – 1 June 2021

APPENDIX 1

1	01725518332	LAY-BY NR CARTWHEEL INN PCO1 WHITSBURY FORDINGBRIDGE	SP6 3PZ
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Usage (last 12 months): 0

Accident Provision: One slight incident (Crashmap.com)

Demographic: Some council owned properties in close proximity (Forestmap)

Mobile Phone Coverage: Some problems/no coverage (Ofcom)

COUNCILLOR HERON RESPONSE: Poor mobile phone reception, close to Council/Affordable Housing, Not been used as despite fault being reported numerous times by residents the phone hasn't been operable since the last consultation on its removal, required to facilitate safe usage of defibrillator attached located nearby.

Recommendation: **OBJECTION**

Reason: Mobile phone reception seems to be quite poor in this location and the lack of use would appear to be as a result of the phone not working. Its working retention would assist in the proper use of the nearby defibrillator.

2	01425471310	PCO PCO1 LINWOOD RINGWOOD	BH24 3QT
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Usage (last 12 months): 0

Accident Provision: One slight incident (Crashmap.com)

Demographic: No council owned properties in close proximity (Forestmap)

Mobile Phone Coverage: Good (Ofcom)

PARISH COUNCIL RESPONSE: We discussed the removal of Linwood Road, Linwood, Ringwood BH24 3QT (01425471310) BT payphone box yesterday at our Parish Council meeting and the Parish Council have asked that I contact you to ask for a delay in postponing the removal of this payphone box. Reason being that currently if there was an accident along that road, there is no ability to connect to a mobile mast. An EE mast was moved and now it is not possible to use a mobile phone in the Linwood area. This payphone would be the only way to contact emergency services if there was an emergency. It is an essential community service therefore whilst getting mobile reception is problematic, once the mobile reception has been improved it would be fine to remove the payphone box.

Recommendation: NO OBJECTION SUBJECT TO A DELAY

Reason: Whilst no objection is raised to the proposed removal, we would request that consideration is given to the current mobile provision highlighted above to ensure phone access either by payphone or mobile.

3	01425610266	JUNC BEECHWOOD AVE PCO1 MARLEY AVENUE NEW MILTON	BH25 5LH
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Usage (last 12 months): 20

Accident Provision: One slight and one serious incident 145m away (Crashmap.com)

Demographic: Council estate 270m to south (Forestmap)

Mobile Phone Coverage: Good (Ofcom)

TOWN COUNCIL RESPONSE: no objection

COUNCILLOR WARD RESPONSE: no objection

Recommendation: NO OBJECTION

4	01425610366	JCN BARTON CT PCO1 MARINE DRIVE BARTON ON SEA NEW MILTON	BH25 7DZ
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Usage (last 12 months): 1

Accident Provision: None (Crashmap.com)

Demographic: No council owned properties in close proximity (Forestmap)

Mobile Phone Coverage: Good (Ofcom)

TOWN COUNCIL RESPONSE: no objection

Recommendation: NO OBJECTION

5	01590642257	PCO PCO1 CLIFF ROAD MILFORD ON SEA LYMINGTON	SO41 0NT
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Usage (last 12 months): 0

Accident Provision: Three slight incidents (Crashmap.com)

Demographic: No council owned properties in close proximity (Forestmap)

Mobile Phone Coverage: Good (Ofcom)
PARISH COUNCIL RESPONSE: No comment

Recommendation: NO OBJECTION

6	01590643111	OPP SANDHAM PCO1 KEYHAVEN ROAD KEYHAVEN LYMINGTON
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Usage (last 12 months): 1
Accident Provision: None (Crashmap.com)
Demographic: No council owned properties in close proximity (Forestmap)
Mobile Phone Coverage: Good (Ofcom)
PARISH COUNCIL RESPONSE: No comment

Recommendation: NO OBJECTION

7	01725518209	PCO PCO1 ROCKBOURNE FORDINGBRIDGE	SP6 3NH
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Usage (last 12 months): 0
Accident Provision: None (Crashmap.com)
Demographic: Council owned properties 130m away (Forestmap)

Mobile Phone Coverage: Mostly good (Ofcom)

PARISH COUNCIL RESPONSE: I am reliably informed by the Parish Councillors that an attempt was made a few years ago to remove the payphone from Rockbourne. The reason why the payphone was reprieved, back then, remains. The mobile phone network coverage is so poor in the surrounding area that the payphone is a necessary requirement, particularly when making calls to the emergency services.

COUNCILLOR HERON RESPONSE: Poor mobile phone reception.

Recommendation: OBJECTION

Reason: Mobile phone reception in this area is not good for all networks and this is supported by the Parish.

8	01590677425	O S NUMBER 17 PC01 HIGH STREET LYMINGTON	SO41 9AA
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Usage (last 12 months): 3

Accident Provision: Two slight incidents (Crashmap.com)

Demographic: No council owned properties in close proximity (Forestmap)

Mobile Phone Coverage: Good (Ofcom)

PARISH COUNCIL RESPONSE: No comment

Recommendation: NO OBJECTION

9	02380891381	ON JUNCTN OF HAMPTON LA PCO1 NEW ROAD BLACKFIELD SOUTHAMPTON	SO45 1WA
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Usage (last 12 months): 1

Accident Provision: One slight one serious incident (Crashmap.com)

Demographic: No council owned properties in close proximity (Forestmap)

Mobile Phone Coverage: Good (Ofcom)

PARISH COUNCIL RESPONSE: No comment

Recommendation: **NO OBJECTION** This reflects the Council's view from March 2020

10	02380891211	NR LEPE BEACH PCO1 LEPE EXBURY SOUTHAMPTON	SO45 1AD
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Usage (last 12 months): 0

Accident Provision: None (Crashmap.com)

Demographic: No council owned properties in close proximity (Forestmap)

Mobile Phone Coverage: Good (Ofcom)

PARISH COUNCIL RESPONSE: No comment

Recommendation: **NO OBJECTION** This reflects the Council's view from March 2020

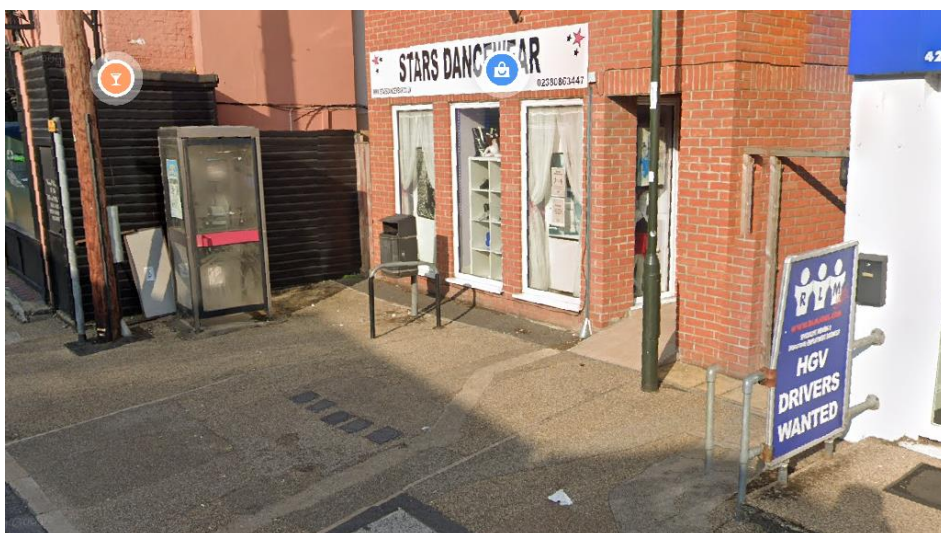
11	02380891368	PCO PCO1 THE SQUARE FAWLEY SOUTHAMPTON	SO45 1DF
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Usage (last 12 months): 2
Accident Provision: None (Crashmap.com)
Demographic: No council owned properties in close proximity (Forestmap)
Mobile Phone Coverage: Good (Ofcom)
PARISH COUNCIL RESPONSE: No comment

Recommendation: **NO OBJECTION** This reflects the Council's view from March 2020

12	02380862440	O/S POST OFFICE PCO1 RUMBRIDGE STREET TOTTON SOUTHAMPTON	SO40 9DL
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Usage (last 12 months): 0
Accident Provision: One serious incident (Crashmap.com)
Demographic: Council owned flats to the rear of properties opposite (Forestmap)
Mobile Phone Coverage: (Ofcom)
PARISH COUNCIL RESPONSE: No comment

Recommendation: **NO OBJECTION** This reflects the Council's view from March 2020