



Chief Planning Officer  
Three Rivers District Council  
Three Rivers House  
Northway  
Rickmansworth  
WD3 1RL

13th October 2016

TIME SENSITIVE - 90 Day Consultation period end date: 16th January 2017

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 25 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 16th January 2017. 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://business.bt.com/phone-services/payphone-services/adopt-a-kiosk/>

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 - [http://stakeholders.ofcom.org.uk/consultations/uso/uso\\_statement/](http://stakeholders.ofcom.org.uk/consultations/uso/uso_statement/)

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



Riek 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)

Three Rivers District

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01923226574	O/S 115-117 HAMPERMILL LANE WATFORD	WD19 4NX	0	07/10/2016		
01923261597	PCO HIGH STREET BEDMOND ABBOTS LANGLEY	WD5 0QP	127	07/10/2016		
01923262149	CNR GALLOWS HILL ABBOTS ROAD ABBOTS LANGLEY	WD5 0AY	13	07/10/2016		
01923262190	OPP NO.85 TOMS LANE KINGS LANGLEY	WD4 8NJ	3	07/10/2016		
01923262290	PCO LANGLEY ROAD ABBOTS LANGLEY	WD5 0AB	263	07/10/2016		
01923262798	O/S CHURCH HALL REDHALL LANE CHANDLERS CROSS RICKMANSWORTH	WD3 4LX	0	07/10/2016		
01923263549	O/S NO 81 PRIMROSE HILL KINGS LANGLEY	WD4 8HX	6	07/10/2016		
01923264107	PLOUGH LANE BELSIZE SARRATT RICKMANSWORTH	WD3 4NP	5	07/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01923264278	O/S SUNNYSIDE COTTAGE BUCKS HILL KINGS LANGLEY	WD4 9AP	1	07/10/2016		
01923282833	O/S SWILLET POST OFFICE HERONSGATE ROAD CHORLEYWOOD RICKMANSWORTH	WD3 5BL	1	07/10/2016		
01923283290	JCT SHIRE LANE WHITELANDS AVENUE CHORLEYWOOD RICKMANSWORTH	WD3 5RE	29	07/10/2016		
01923283309	O/S NO.1 FURZE VIEW CHORLEYWOOD RICKMANSWORTH	WD3 5HT	0	07/10/2016		
01923671171	JUNCT.FOLLETT DRIVE LANGLEY LANE ABBOTS LANGLEY	WD5 0LS	43	07/10/2016		
01923770836	JUNCT.CHALFONT RD DENHAM WAY RICKMANSWORTH	WD3 2BJ	22	07/10/2016		
01923772121	O/S 309 BALDWINS LANE CROXLEY GREEN RICKMANSWORTH	WD3 3LE	16	07/10/2016		
01923772396	O/S NO.313A UXBRIDGE ROAD MILL END RICKMANSWORTH	WD3 8DS	5	07/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01923774871	JNCT BARTON WAY NEW ROAD CROXLEY GREEN RICKMANSWORTH	WD3 3EJ	7	07/10/2016		
01923774908	O/S 23 LONGCROFT ROAD MAPLE CROSS RICKMANSWORTH	WD3 9TR	2	07/10/2016		
01923823281	JUNCTION OF FARM WAY BATCHWORTH LANE NORTHWOOD	HA6 2AT	3	07/10/2016		
02084280135	JUNC HOLMSIDE RD EMBLETON ROAD WATFORD	WD19 7PJ	0	07/10/2016		
02084284380	NR PADGATE HOUSE OXHEY DRIVE WATFORD	WD19 7HN	4	07/10/2016		
02084286357	O/S 110 PRESTWICK ROAD OXHEY DRIVE WATFORD	WD19 7SJ	1	07/10/2016		
02084286359	JUNCT HARROW WAY LITTLE OXHEY LANE WATFORD	WD19 5BA	0	07/10/2016		
02084286394	PCO PRESTWICK ROAD WATFORD	WD19 7DT	12	07/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
02084286431	O/S NUMBER 209 PRESTWICK ROAD WATFORD	WD19 6EJ	46	07/10/2016		

Signature: .....

Area: Three Rivers District

British Telecommunications plc  
Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 1800000  
www.bt.com