



Chief Planning Officer  
Hertsmere Borough Council  
Civic Offices, Elstree Way  
Boreham Wood  
Herts  
WD6 1W

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



**Rick Thompson**  
**Payphone Planning Officer**

Hertsmere District

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01707642117	JUNC BROOKSIDE BLACKHORSE LANE SOUTH MIMMS POTTERS BAR	EN6 3PR	0	06/10/2016		
01707643795	JUNC CHURCH RD SANDRINGHAM ROAD POTTERS BAR	EN6 1EX	0	06/10/2016		
01707650204	JCT SOUTHGATE RD HILL RISE POTTERS BAR	EN6 2RX	4	06/10/2016		
01707651793	O/S NO.112 DUGDALE HILL LANE POTTERS BAR	EN6 2DJ	0	06/10/2016		
01707654490	JUNCT.LAUREL AVE MUTTON LANE POTTERS BAR	EN6 2AN	0	06/10/2016		
01707655190	JUNCT.CARPENTER WAY OAKMERE AVENUE POTTERS BAR	EN6 5ED	7	06/10/2016		
01707656290	O/S NO.70 CHACE AVENUE POTTERS BAR	EN6 5LZ	0	06/10/2016		
01707658245	JUNCT.MIMMS HALL RD MUTTON LANE POTTERS BAR	EN6 2AN	12	06/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
01923224431	JUNCT BUSHEY GROVE RD BUSHEY HALL ROAD BUSHEY	WD23 2EA	0	06/10/2016		
01923229268	OPP NO.478 BUSHEY MILL LANE BUSHEY	WD23 2AS	0	06/10/2016		
01923856499	O/S ALDENHAM SOCIAL CLUB CHURCH LANE ALDENHAM WATFORD	WD25 8AY	0	06/10/2016		
01923856799	ON THE GREEN THE GREEN LETCHMORE HEATH WATFORD	WD25 8EP	33	06/10/2016		
01923856907	O/S 110 LONDON ROAD SHENLEY RADLETT	WD7 9BS	158	06/10/2016		
02082076224	OUTSIDE 31-33 FARRIERS WAY BOREHAMWOOD	WD6 2TB	0	06/10/2016		
02089501098	OPP UNDL E AVE CHILTERN AVENUE BUSHEY	WD23 4PY	5	06/10/2016		
02089501168	NEAR JUNCTION THE RUTTS BUSHEY HEATH BUSHEY	WD23 1LP	0	06/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
02089501635	O/S NO.147 LITTLE BUSHEY LANE BUSHEY	WD23 4SB	2	06/10/2016		
02089502338	JUNC FARM WAY FORD CLOSE BUSHEY	WD23 3PH	1	06/10/2016		
02089507814	O/S NO.41 HIGH ROAD BUSHEY HEATH BUSHEY	WD23 1EE	230	06/10/2016		
02089530065	O/S 2 LINTON AVENUE BOREHAMWOOD	WD6 4QZ	0	06/10/2016		
02089530115	O/S 186 GATESHEAD ROAD BOREHAMWOOD	WD6 5LL	40	06/10/2016		
02089530116	O/S 12 AYCLIFFE ROAD BOREHAMWOOD	WD6 4JW	9	06/10/2016		
02089533579	PCO HIGH STREET ELSTREE BOREHAMWOOD	WD6 3EP	0	06/10/2016		
02089534410	JUNCT.ROSSINGTON AVE TUXFORD CLOSE BOREHAMWOOD	WD6 4LE	7	06/10/2016		

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
02089537110	OPP.ARUNDEL DRIVE FURZEHILL ROAD BOREHAMWOOD	WD6 2DG	1	06/10/2016		

Signature: .....

Area: Hertsmere District

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

Notice date:



## PUBLIC NOTICE

# Payphone kiosk removal

**Hello.**

Our information shows that this phone box has had very little use over a significant period of time.

We're therefore proposing to remove this phone box. There is a consultation period of 42 days from the above date.

**Please contact your Local Authority Planning Department if you have any comments.**

If you'd like to know where the nearest alternative payphone is, or who your local authority is please contact us on:

**0800 661 610 option 1**

This number is only able to provide alternative payphone details and the name of your local authority.