



6 March 2024

e-mail – [democratic@cotswold.gov.uk](mailto:democratic@cotswold.gov.uk)

## **CABINET MEMBER FOR COMMUNITIES AND PUBLIC SAFETY DECISION MEETING**

A Cabinet Member for Communities and Public Safety Decision Meeting will be held at the Council Chamber - Council Offices, Trinity Road, Cirencester, GL7 1PX on **Monday, 18 March 2024 at 2.00 pm.**

Recording of Proceedings – The law allows the public proceedings of Council, Cabinet, and Committee Meetings to be recorded, which includes filming as well as audio-recording. Photography is also permitted.

As a matter of courtesy, if you intend to record any part of the proceedings please let the Committee Administrator know prior to the date of the meeting.

# AGENDA

1. **Declarations of Interest**  
To note any declarations of interest from the Cabinet Member or any other Members or Officers present.
2. **Response to British Telecommunications Ltd consultation on the removal of telephony from a telephone box in Guiting Power (Pages 3 - 16)**

## Purpose

To determine the Council's response to a consultation led by British Telecommunications Ltd into the removal of telephony from a telephone kiosk in Guiting Power.

## Recommendation

That the Cabinet Member for Communities and Public Safety resolves to:

1. Consider the response from Guiting Power Parish Council.
2. Agree the Council's proposed consultation response outlined in paragraph 5.1.

DEADLINE FOR COMMENTS: NOON ON 15 MARCH 2024

Note: Any Member who wishes to comment on an item is requested to send those comments (preferably by e-mail) to [democratic@cotswold.gov.uk](mailto:democratic@cotswold.gov.uk)

(END)

# Agenda Item 2



**COTSWOLD**  
DISTRICT COUNCIL

|                            |   |
|----------------------------|---|
| Council name               | <b>COTSWOLD DISTRICT COUNCIL</b>  |
| Name and date of Committee | <b>CABINET MEMBER FOR COMMUNITIES AND PUBLIC SAFETY<br/>DECISION MEETING</b>  |
| Subject                    | <b>Response to British Telecommunications Ltd consultation on the removal of telephony from a telephone box in Guiting Power</b>  |
| Wards affected             | Bourton Vale  |
| Accountable member         | Lisa Spivey, Cabinet Member for Communities and Public Safety<br>Email: <a href="mailto:lisa.spivey@cotswold.gov.uk">lisa.spivey@cotswold.gov.uk</a>  |
| Accountable officer        | Andy Barge, Assistant Director, Communities<br>Email: <a href="mailto:Democratic@Cotswold.gov.uk">Democratic@Cotswold.gov.uk</a>  |
| Report author              | Joseph Walker, Community Partnerships Officer<br>Email: <a href="mailto:joseph.walker@cotswold.gov.uk">joseph.walker@cotswold.gov.uk</a>  |
| Summary/Purpose            | To determine the Council's response to a consultation led by British Telecommunications Ltd into the removal of telephony from a telephone kiosk in Guiting Power.  |
| Annexes                    | Annex A: Email from British Telecommunications Ltd<br>Annex B: Phone data<br>Annex C: Copy of the site notice<br>Annex D: Parish Response   |
| Recommendation(s)          | That the Cabinet Member for Communities and Public Safety resolves to:<br><ol style="list-style-type: none"><li>1. Consider the response from Guiting Power Parish Council.</li><li>2. Agree the Council's proposed consultation response outlined in paragraph 5.1</li></ol> |
| Corporate priorities       | <ul style="list-style-type: none"><li>● Supporting Communities</li></ul>  |
| Key Decision               | NO  |



|                             |   |
|-----------------------------|---|
| Exempt                      | NO  |
| Consultees/<br>Consultation | <p>The matter in hand is a consultation, run by British Telecommunications Ltd, in line with OFCOM regulations. The Council is a statutory consultee, which is expected to consider local comments in coming to its formal position. The general public, in the form of potential users of the telephone kiosk, have had opportunity to make representations, as has Guiting Power Parish Council, and the local Ward member.</p> |



## **1. EXECUTIVE SUMMARY**

- 1.1** The purpose of this report is to agree a consultation response to a consultation by British Telecommunications Ltd ('BT') into the removal of telephony from a telephone kiosk in Guiting Power.

## **2 BACKGROUND**

- 2.1** On 19 January 2024, the Council was notified by BT that it was launching a consultation into the decommissioning of a telephone kiosk in Guiting Power. The notification is attached at Annex A. The industry regulator for telecommunications, OFCOM, has set a process to be followed for the removal of telephone kiosks, whereby the Local Planning Authority must be consulted - although this is not formally a Development Management issue. In turn, the Local Planning Authority's position must be informed by representations received. The site notice, posted in the affected kiosk, is attached at Annex C. The Local Planning Authority has a power of veto, where it has reasons to object.

## **3 MAIN POINTS**

- 3.1** BT has periodically reviewed the telephone kiosks across the district, and put forward those that do not meet its requirements for retention. In this round, only the kiosk in Guiting Power ('the Kiosk') has been identified. The Kiosk was also subject to a consultation in 2020, when an objection to its removal was put forward.
- 3.2** BT's figures, in Annex B, state that 3 calls have been made from the Kiosk in the last twelve months. This suggests that although a public telephone can be considered a public amenity, in this instance it is not currently providing real local benefit, and that its loss should not be impactful.
- 3.3** Social need, access to alternative facilities and matters of public safety are all factors that the Council is expected to consider in reaching a position. In this instance, no factors that support the case for retention have been identified. OFCOM data of mobile phone coverage shows good coverage, and there are no known public safety or social factors.
- 3.4** Where BT proposes the removal of telephony, it can be possible for the community to seek to 'adopt' the kiosk itself, which is then often put to other community use, such as to house a defibrillator a library or tourist information point. In this instance, as the Kiosk is built-in to an existing structure, it will not be removed, which in turn will limit any impact on the local street scene.
- 3.5** The Council notified Guiting Power Parish Council (GPPC) upon receipt of BT's letter, in line with the OFCOM process. GPPC submitted a response on 20 February, attached at Annex D, advising that the Parish Council has no objections to the removal.
- 3.6** Accordingly, the officer recommendation is to respond to BT with no objection to the removal of the telephony.



#### **4 ALTERNATIVE OPTIONS**

- 4.1 The Council could object but would require grounds to substantiate an objection. No such grounds have been identified.
- 4.2 The Council is neither obliged to take this decision nor to respond to the consultation. No response would be taken as agreement to the proposal. However, such an approach is not transparent, and does not exercise the Council's role in this matter.

#### **5 CONCLUSIONS**

- 5.1 The Council's response to consultation should reflect the position articulated by GPPC, and not object to the proposal.

#### **6 FINANCIAL IMPLICATIONS**

- 6.1 There are no known financial implications.

#### **7 LEGAL IMPLICATIONS**

- 7.1 There are no known legal implications.

#### **8 RISK ASSESSMENT**

- 8.1 There are no significant risks. There will be a minor diminishment in fixed line telephony access in the immediate locality, but it would meet the legal requirements on BT as the service provider.

#### **9 EQUALITIES IMPACT**

- 9.1 This decision does not affect the delivery of Council services. The impact would be to the ability of BT to provide access to people with protected characteristics, a factor they should consider in decommissioning telephone kiosks.

#### **10. CLIMATE AND ECOLOGICAL EMERGENCIES IMPLICATIONS**

- 10.1 None identified.

#### **11. BACKGROUND PAPERS**

- 11.1 None

(END)

## Joseph Walker

---

**From:** btp.authorisation.team@bt.com  
**Sent:** 19 January 2024 16:42  
**To:** Joseph Walker; Planning Mail (CDC)  
**Subject:** Cotswold District Payphone removal proposal/s  
**Attachments:** Street\_Payphone notice\_English.pdf; Annex.xlsx

Some people who received this message don't often get email from btp.authorisation.team@bt.com. [Learn why this is important](#)

### **We plan to remove payphones in your area. You can make representations for 90 days, which ends on 18 April 2024**

Dear Chief Planning Officer,

We've identified 1 public payphones in your area that are no longer needed. We've assessed these using the criteria in Ofcom's [Review of the telephony universal service obligation](#). I've attached the list of payphones that we're planning to remove.

To make sure that the local community are fully informed, we've placed notices (including the posting date) on these payphones. I've attached a sample copy.

#### **Communities can 'adopt' phone boxes to turn into something completely different**

With payphone usage falling, communities are looking at new ways of using them. Thousands of boxes have been reinvented as cafes, mini-libraries, and defibrillator sites. Communities can adopt most red boxes for just £1.

They can also adopt modern glass boxes if they want to house a defibrillator. Visit [bt.com/adopt](http://bt.com/adopt) for more information

#### **You can make representations in the next 90 days until 18 April 2024**

We'll take account of representations you make about our plans when we're making our final decision. We'll also write to with you the reasons for our decision (we'll also publish the reasons on [www.bt.com/payphones/service](http://www.bt.com/payphones/service)).

If you've got any questions or want to make representations, please email us at [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com).

Thanks,

The BT payphones team



This email contains BT information, which may be privileged or confidential. It's meant only for the individual(s) or entity named above. If you're not the intended recipient, note that disclosing, copying, distributing or using this information is prohibited. If you've received this email in error, please let me know immediately on the email address above. Thank you.

We monitor our email system, and may record your emails.

BT Group plc

Registered office: One Braham, Braham Street, London, E1 8EE

Registered in England no: 1800000

This page is intentionally left blank



| Ref. | Call box ID | Address                            | Post Code | Relevant Public Body | Removal proposal sent | Representati on period ends | Mobile coverage |       |      |          | Mobile Coverage OK? | Total calls (last 12 months) | Helpline calls (last 12 months)            | High frequency accident location                   | High frequency suicide location         | BT Evidence of other reasonable need |
|------|-------------|------------------------------------|-----------|----------------------|-----------------------|-----------------------------|-----------------|-------|------|----------|---------------------|------------------------------|--|--|---|--------------------------------------|
|      |             |                                    |           |                      |                       |                             | EE              | Three | O2   | Vodafone |                     |                              |  |  |   |                                      |
|      |             |                                    |           |                      |                       |                             | EE              | Three | O2   | Vodafone |                     | <52 calls                    | <12 calls or Helplines Partnership approve | No pattern of serious accidents in close proximity | Not identified by Helplines Partnership | No other evidence                    |
| 1    | 014518502   | PCO PCO1. GUITING POWER CHELTENHAM | GL54 5TZ  | Cotswold District    | 19/01/2024            | 18/04/2024                  | GOOD            | GOOD  | GOOD | GOOD     | YES                 | 3                            | 0  | 0  | 0                                       | 0                                    |
| 2    |             |                                    |           |                      |                       |                             |                 |       |      |          |                     |                              |  |  |   |                                      |
| 3    |             |                                    |           |                      |                       |                             |                 |       |      |          |                     |                              |  |  |   |                                      |
| 4    |             |                                    |           |                      |                       |                             |                 |       |      |          |                     |                              |  |  |   |                                      |

This page is intentionally left blank

Notice date:



# We're planning to remove this payphone

Unfortunately, it just isn't used enough for us to carry on running it.

If you think it should stay, please contact your local authority within 90 days of the date on this notice.

Call **0800 661 610** (option 1) to find out how to contact your local authority.

© British Telecommunications plc 2023. Registered office: BT Group plc  
1 Braham Street, London, E1 8EE. Registered in England No. 1800000.

This page is intentionally left blank

## Joseph Walker

---

**From:** joseph.walker@cotswold.gov.uk  
**Subject:** FW: British Telecommunications consultation on the removal of the Payphone at GL54 5TZ

---

**From:** 'Guiting Power Parish Council'  
**Sent:** Tuesday, February 20, 2024 9:29 AM  
**To:** Joseph Walker <joseph.walker@cotswold.gov.uk>  
**Subject:** Re: British Telecommunications consultation on the removal of the Payphone at GL54 5TZ

Thanks Joseph.  
There are no objections from Guiting Parish Council.

Best  
Jane

Sent from [Outlook for Android](#)

---

**From:** Joseph Walker <joseph.walker@cotswold.gov.uk>  
**Sent:** Tuesday, February 20, 2024 9:19:34 AM  
**To:** 'Guiting Power Parish Council'  
**Subject:** FW: British Telecommunications consultation on the removal of the Payphone at GL54 5TZ

Hi,

Please see below my previous email, forwarded on in case you missed it.

Regards,  
Joseph Walker

Joseph Walker  
Community Partnership Officer



---

**From:** Joseph Walker  
**Sent:** Monday, January 22, 2024 10:04 AM  
**To:** 'Guiting Power Parish Council'  
**Cc:** Len Wilkins <[Len.Wilkins@cotswold.gov.uk](mailto:Len.Wilkins@cotswold.gov.uk)>  
**Subject:** British Telecommunications consultation on the removal of the Payphone at GL54 5TZ

Dear Parish Clerk,

Please be advised that British Telecommunications Ltd. ('BT') has launched consultation into the removal of the telephone at GL54 5TZ. Please see attached a copy of the notice that will be placed in the 'box, and a spreadsheet noted the recent usage and mobile phone coverage. I would be grateful if you could share the parish council's position with us by 4<sup>th</sup> March, to enable a local decision on our response to BT.

I can advise that this 'box was proposed for removal by BT in 2020, but was retained following consultation.

Regards,  
Joseph Walker

---

**From:** [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com) <[btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com)>  
**Sent:** 19 January 2024 16:42  
**To:** Joseph Walker <[joseph.walker@cotswold.gov.uk](mailto:joseph.walker@cotswold.gov.uk)>; Planning Mail (CDC) <[planning@cotswold.gov.uk](mailto:planning@cotswold.gov.uk)>  
**Subject:** Cotswold District Payphone removal proposal/s

Some people who received this message don't often get email from [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com). [Learn why this is important](#)

## **We plan to remove payphones in your area. You can make representations for 90 days, which ends on 18 April 2024**

Dear Chief Planning Officer,

We've identified 1 public payphones in your area that are no longer needed. We've assessed these using the criteria in Ofcom's [Review of the telephony universal service obligation](#). I've attached the list of payphones that we're planning to remove.

To make sure that the local community are fully informed, we've placed notices (including the posting date) on these payphones. I've attached a sample copy.

### **Communities can 'adopt' phone boxes to turn into something completely different**

With payphone usage falling, communities are looking at new ways of using them. Thousands of boxes have been reinvented as cafes, mini-libraries, and defibrillator sites. Communities can adopt most red boxes for just £1.

They can also adopt modern glass boxes if they want to house a defibrillator. Visit [bt.com/adopt](https://bt.com/adopt) for more information

### **You can make representations in the next 90 days until 18 April 2024**

We'll take account of representations you make about our plans when we're making our final decision. We'll also write to with you the reasons for our decision (we'll also publish the reasons on [www.bt.com/payphones/service](https://www.bt.com/payphones/service)).

If you've got any questions or want to make representations, please email us at [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com).

Thanks,

The BT payphones team



This email contains BT information, which may be privileged or confidential. It's meant only for the individual(s) or entity named above. If you're not the intended recipient, note that disclosing, copying, distributing or using this information is prohibited. If you've received this email in error, please let me know immediately on the email address above. Thank you.

We monitor our email system, and may record your emails.

BT Group plc

Registered office: One Braham, Braham Street, London, E1 8EE

Registered in England no: 1800000

Publica is a company wholly owned by Cotswold District Council, Forest of Dean District Council, West Oxfordshire District Council and Cheltenham Borough Council to deliver local services on their behalf.

The content of this email and any related emails do not constitute a legally binding agreement and we do not accept service of court proceedings or any other formal notices by email unless specifically agreed by us in writing.

Recipients should be aware that all e-mails and attachments sent and received by Publica on behalf of West Oxfordshire, Cotswold and/or Forest of Dean District Council may be accessible to others in the Council for business or litigation purposes, and/or disclosed to a third party under the Freedom of Information or Data Protection Legislation.

This page is intentionally left blank