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Your Ref
IWC Ref BT PCB Removal Consultation SVC

Contact Stuart Van-Cuylenburg
Date 19 September 2019

Dear Sir/Madam

PROPOSED REMOVAL OF BT PUBLIC CALL BOXES ACROSS THE ISLE OF WIGHT

I refer to the above matter.

The Isle of Wight Local Planning Authority has been notified that the Universal Service Provider (USP) (British Telecommunications plc) intends to remove Public Call Boxes at 16 specified locations across the Island. These locations are listed in the attached schedule provided by BT.

In its role as the Relevant Public Body, the Isle of Wight Council is carrying out a consultation to seek the views of the local community, which will inform its decision in each case whether to use its local veto to the proposed removal. The Council is then required to consult again on its draft decision before sending its decision to the USP (BT) and Secretary of State.

Ofcom advises Public Bodies that the following are factors that are relevant to the decision, although it should be noted that this is not an exhaustive list. Please note that the Council is required to consider the proposal within the framework set by these criteria and the Communications Act 2003.

Housing type in the area

A Relevant Public Body may consider whether the area within the same postcode as a PCB is predominately owner-occupied, privately rented or council housing. The more owner-occupied housing in the area the more likely it is that people living in that area would have access to mobile and fixed telephones. If there is predominantly private rented or council housing in the area, this may suggest Guidance on procedures for the removal of Public Call Boxes people on a lower income without access to mobile and fixed telephones and support the view that a PCB should be retained.

Number of households in the area

There may be concerns about alternative access to telephone services for low population densities. A Relevant Public Body may determine the number of households within the same postcode as a PCB. The number of households within 400 metres of a PCB could be seen as the catchment area for that PCB.

The number of households in the area would not however include any passing traffic or reflect that a PCB might be situated on a main road or busy terminus. Such detail should be assessed on a case-by-case basis.

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PCB revenue

BT and Kingston may be willing to provide information about the revenue generated by a particular PCB. This should help measure PCB usage and could be an indicator of its value to the community. The lower the annual revenue that a PCB generates, there could be grounds for its removal.

Consideration may be given by a Relevant Public Body to the other factors listed above before it relies on annual revenue alone to support a decision to consent or object to the complete removal of PCBs and/or CBS from a Site. The annual revenue of a PCB should be assessed on a case-by-case basis.

Emergency calls

Many people place great value on having the option to use a PCB in an 'emergency'. However, not all calls considered as emergency calls by the public are calls to the emergency services, for example police, fire, ambulance and coastguard services. For example, people often cite calls to roadside breakdown as being emergency calls.

The importance of retaining a PCB for 'emergency calls' should be assessed on a case-by-case basis. The body needs to think about whether a particular PCB is more likely to be used for emergency calls than another. For example, if there are alternative means of making calls available locally and/or there is good coverage for mobile phones, this may suggest that there is a reduced need to retain the phone box on emergency grounds. But if, for example, the call box is near a known accident black-spot, it may suggest it should be retained.

Mobile phone coverage

While three-quarters of adults now personally use a mobile phone, people often cite poor, sporadic or the lack of mobile network coverage at a location as being an important factor for retaining a PCB.

The main mobile networks allow you to check the network coverage in any given postcode area on their websites. While this might not be conclusive, it should help to assess network coverage within the same postcode as a PCB.

If you have any comments to make in response to these proposals, these need to be sent in writing to the above address/e-mail address **by 18 October 2019**. Please note, any comments received after this date may not be taken into consideration.

For more information and guidance in relation to Public Call Box removals, please visit Ofcom's website at:

https://www.ofcom.org.uk/data/assets/pdf_file/0022/28507/removals.pdf

If you require any further assistance, please do not hesitate to contact me.

Yours faithfully

Stuart Van-Cuylenburg BA (Hons) MSc
Senior Planning Officer

This information is available in Braille, large print, tape and community languages from the above offices and Typetalk calls are welcome.

Please use this annex and return in this format to ensure that the telephone number of the kiosk is clearly shown.
 A separate sheet can be used for further comments if required.

If you would like an electronic copy of this letter, please e mail bt.authorisation.team@bt.com

Isle of Wight

Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1 01983292573	O/S NO 1 JN WITH NEWPORT RD PCO1 CORONATION AVENUE COWES	PO31 8PN	15	02/09/2019		
2 01983294384	OS 75 JN UPPER YARBOROUGH RD PCO1 ADELAIDE GROVE EAST COWES	PO32 6DD	42	02/09/2019		
3 01983402580	OPP SANDOWN GARAGE PCO1 AVENUE ROAD SANDOWN	PO36 9AN	4	02/09/2019		
4 01983402701	SANDOWN ROAD SANDOWN	PO36 9JL	27	02/09/2019		
5 01983408239	O/S HAZLEMERE PCO1 ALVERSTONE ROAD APSE HEATH SANDOWN	PO36 0LE	5	02/09/2019		
6 01983527069	O/S NO.151 PCO1 GUNVILLE ROAD NEWPORT	PO30 5LQ	1	02/09/2019		
7 01983531354	O/S NO 2 PCO1 MALTHOUSE GREEN NEWBRIDGE YARMOUTH	PO41 0TT	9	02/09/2019		
8 01983551264	O/S POST OFFICE AND STORE PCO CHALE GREEN VENTNOR	PO38 2JN	32	02/09/2019		
9 01983563374	OUTSIDE NO.109 PCO1 BROADWAY CRESCENT RYDE	PO33 3PZ	36	02/09/2019		
10 01983615507	O/S APPLE ACRE PCO1 NETTLESTONE GREEN SEAVIEW	PO34 5DY	10	02/09/2019		



Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11 01983740779	O/S THE THREE BISHOPS PC01 MAIN ROAD BRIGHSTONE NEWPORT	PO30 4AH	33	02/09/2019		
12 01983840215	O S TEL EXCH NR SCHOOL CRES PC01 HIGH STREET GODSHILL VENTNOR	PO38 3HH	2	02/09/2019		
13 01983852458	O/S ST JOHNS CHURCH PC01 HIGH STREET WROXALL VENTNOR	PO38 3BH	9	02/09/2019		
14 01983862493	JCT VENTNOR RD O/S SUB P O PC01 NEWPORT ROAD APSE HEATH SANDOWN	PO36 0LS	3	02/09/2019		
15 01983872536	O/S NO.33 PC01 STEYNE ROAD BEMBRIDGE	PO35 5SL	32	02/09/2019		
16 01983874685	LANE END ROAD BEMBRIDGE	PO35 5UE	32	02/09/2019		

Signature:
Area: Isle of Wight

