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<b>REPORT TO:</b>	<b>Environment and Development Committee</b>	<b>AGENDA ITEM:</b> 8
<b>DATE OF MEETING:</b>	<b>2 October 2003</b>	<b>CATEGORY:</b> <b>RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>Deputy Chief Executive</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>John Birkett (5742)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>BT Public Payphone Review</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>Gresley, Hartshorne/Ticknall, Melbourne, Midway, Seales, Swadlincote, Repton, Woodville</b>	<b>TERMS OF REFERENCE:</b> ES03

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## **1.0 Recommendation**

1.1 Whether the Committee would wish to comment on the proposals.

## **2.0 Purpose of Report**

2.1 To invite comments on a formal consultation received from British Telecommunications plc regarding a review on the provision of public payphones throughout Great Britain.

## **3.0 Detail**

3.1 BT are currently carrying out a review in phases over the next 18 months on the provision of public payphones throughout Great Britain in an attempt to align payphone provision with current customer requirements.

3.2 The consultation letter states that, "BT has a Universal Service Obligation to ensure the adequate provision of a public payphone service throughout the UK in order to meet the reasonable needs of the public. This obligation is discharged under the regulation of Oftel. BT Payphones is committed to maintaining a quality public payphone network. We will continue to meet our Universal Service Obligation and we will not leave any community without a payphone service."

3.3 BT have stated that the increase of mobile phone usage has had a significant impact on the use of payphones and public demand has declined by more than 50% in the last three years.

3.4 With regard to maintaining public payphones where there is poor mobile coverage BT says, "Whilst we are currently working with mobile operators to improve their coverage, we cannot be held responsible for their blackspot areas."

3.5 "Each payphone is surveyed to assess the type of community it serves. We take account of distance to the nearest alternative kiosk, the number of other local kiosks and the level of public demand for the kiosk in question. Clearly the revenue from the phone is an indicator of how much the payphone is in demand."

"The process is to remove little used kiosks, yet retain payphone service to any community, therefore this will still give people ready access for all types of calls. Current analysis shows that less than 10% of emergency calls are made from payphones."

3.6 BT is required to work without subsidy from other parts of BT and their service must be maintained through their own profitability. In order to try and maintain a commercially viable business they have in recent years:

- "Reduced costs by employing fewer people;
- increased the minimum call charge from 10p to 20p in 2000 – the first increase since 1984;
- developed other revenue streams by launching new initiatives, such as multimedia terminals offering public internet access, e-mail and local information."

The review of the payphone network is a further attempt to "secure the profitability of the BT payphone business". It identifies payphones that are losing money due to low usage but have an alternative payphone nearby.

3.6 The survey for the district of South Derbyshire has recently been completed with the following telephones being recognised as having low usage: -

Parish	Address	Nearest Alternative
Hartshorne	Kiosk at Sandcliffe Road, Midway, Swadlincote, DE11 7PH	Junction Dundee Road, James Street, Midway, Swadlincote, DE11 7NE
Church Gresley	Gresley Wood Road, Church Gresley, Swadlincote, DE11 9QP	York Road, Church Gresley, Swadlincote, DE11 9QG
Swadlincote	Highfield Street, Swadlincote, DE11 9AS	The Delph Centre, Market Street, Swadlincote, DE11 9DF
Hartshorne	Goseley Avenue, Hartshorne, Swadlincote, DE11	Bretby View, Hartshorne, Swadlincote, DE11 7HF
Woodville	High Street, Swadlincote, DE11 7DT	Nr Burton Road & Hartshorne Rd, Woodville, Swadlincote, DE11 7JB
Repton	High Street, Repton, DE65 6GD	Junction of High Street, Brook End, Repton, DE65 6FW
Repton	The Cross, Junction of High Street, Brook End, Repton, DE65 6FW	Junction of High Street, Brook End, Repton, DE65 6FW

Overseal	Woodville Road, Overseal, Swadlincote, DE12 6LU	Main Street, Overseal, Swadlincote, DE12 6LG
Melbourne	Junction Castle Street, Station Road, Melbourne, DE73 1BR	Junction Nettleford Crescent, Packhorse Road, Melbourne, DE73 1BZ
Melbourne	Junction The Pingle, Commerce Street, Melbourne, DE73 1FT	Leisure Centre, High Street, Melbourne, DE73 1GJ

#### **4.0 Financial Implications**

None

#### **5.0 Corporate Implications**

None

#### **6.0 Community Implications**

6.1 Notices are displayed in the relevant kiosks inviting the local community to express their views. Members of the public are being asked to comment to their Local Authority Planning Department and/or Parish Council in the first instance.

#### **7.0 Conclusions**

7.1 If no comments are forthcoming about the proposed removal of the payphones, BT will assume there are no objections and, taking account of comments from other consultees will arrange for the work to proceed accordingly.

#### **8.0 Background Papers**

Consultation letter from Bt (12 August 2003).

