

Dear Ward Members and Parish/Town Council Clerks

Please see below the draft decision to BT incorporating responses received mainly from Parish/Town Councils and ward members.

## HAVE YOUR SAY

To comment on this draft decision email [dm@swdevon.gov.uk](mailto:dm@swdevon.gov.uk) before midnight on **Sunday 13<sup>th</sup> September 2020**. clearly stating “WD BT phonebox removal draft decision consultation response” in the subject and state the reasons for your comments.

	Telephone Number	Address	Postcode	DRAFT RESPONSE Agree Adopt Object	DRAFT RESPONSE Reason for objection - based on need for telephony only not the kiosk	Comments/reasons social need poor mobile coverage no mobile coverage only payphone in vicinity/800m volume of calls in 12 months more than 500 residences in 1Km low usage accident blackspot emergency need elderly population
1	01566784215	PCO PCO1 BROADWOODWIDGER LIFTON	PL16 0JR	Object	no mobile signal within 3-4 miles emergency need rural location elderly population	

2	01566783355	OPP LOWERTOWN COTTAGES PCO CORYTON OKEHAMPTON	EX20 4NZ	Object	no mobile signal make the population more vulnerable especially older population see further full comments	<ol style="list-style-type: none"> <li>1. Should an emergency arise in the local vicinity it would cause great difficulty to communicate to the emergency services, there is absolutely no mobile phone service signal, therefore the use of all mobile phones is totally useless.</li> <li>2. The local population would become even more vulnerable especially the old and the infirm should this service be removed.</li> <li>3. Whilst the telephone kiosk may have had little use in recent years, the parish council wishes to see what assessment BT has made in placing this particular telephone kiosk on the removal list, the limited use should not be a determining factor. The parish council also wishes to know how BT has assessed the risk should an emergency arise and how individuals should communicate in an emergency situation in this totally rural location.</li> <li>4. If BT wishes to remove this particular kiosk it must provide a suitable alternative such as a mobile telephone service that works</li> </ol>
3	01822810358	SPO PCO1 BRENTOR TAVISTOCK	PL19 0LR	Object	little, if any mobile signal	There is little, if any, mobile phone signal in the village. This phone box is therefore the only means of communication for many in the village, not forgetting the walkers who pass through regularly. This is the only method of contacting the emergency services if there is an accident or emergency
4	01822810229	NEAR MARY TAVY PCO1 HORNDON TAVISTOCK	PL19 9NQ	Adopt	Mary Tavy parish wish to adopt - please see further comments about adoption of a further kiosk	I can confirm that Mary Tavy Parish Council wish to adopt the telephone box in Horndon, near Mary Tavy (number 4 on the list that appears below). Mary Tavy Parish Council also wish to adopt the telephone box near the War Memorial, Bal Lane, Mary Tavy. We had already been consulted on the proposed removal of both of these telephone boxes in October 2019 and I replied to Justine Gosling within the allocated time scale that Mary Tavy

						Parish Council wish to adopt two telephone boxes from BT. I would be grateful to receive some confirmation that our wish to adopt has been recorded/documented.
5	01822810325	SPO PCO1 PETER TAVY TAVISTOCK	PL19 9NN	Object	very poor mobile signal only phone in large area of dartmoor used by walkers etc	The phone signal in the Village can be hit and miss so we cannot rely on mobile phones. The phone box is the nearest one to a large area of Dartmoor that is used by walkers and I would hate to think that a delay in trying to get hold of the emergency services or, in the event of a change of route, expected time of arrival caused any undue distress.
6	01822612611	NR.JENN HOUSE - RUSHFORD PCO1 LAMERTON TAVISTOCK	PL19 8RX	Agree	no response received	
7	01822612499	PCO PCO1 GRENOFEN TAVISTOCK	PL19 9ER	Agree		
8	01822852233	PCO PCO1 BEDFORD BRIDGE MAGPIE YELVERTON	PL20 7RZ	Agree	no response received	
9	01822852232	PCO PCO1 MEAVY YELVERTON	PL20 6PJ	Object	poor mobile connectivity	
10	01822852258	PCO PCO1 SAMPFORD SPINEY YELVERTON	PL20 6LD	Object	housing/social need; very poor mobile signal - if at all	We object to the removal of this box. This is in an area with significant local housing. Mobile signal is very poor, if available at all. There is therefore little alternative for people living in this area in an emergency, especially with no transport
11	01822890201	WAYLEAVE PP1043 PCO1 TAVISTOCK ROAD PRINCETOWN	PL20 6QF	Agree	no response received	

		YELVERTON				
12	01822880243	BELLEVER PC01 POSTBRIDGE YELVERTON	PL20 6TH	Object	no mobile signal emergency need to people on Dartmoor Nearby house with no landline	<p>Dartmoor Forest Parish Council would like to register their objection to the removal of the Bellever pay phone.</p> <p>Reasons;-</p> <ol style="list-style-type: none"> <li>1. no mobile signal in the area</li> <li>2. nearby houses with no landlines</li> <li>3. heavily used tourist area for which this is the only telephone connection should there be an emergency</li> </ol> <p>Whilst writing we would like to request that the kiosk is mended. This phone has been out of order (reported as such by resident) and there is no door on the kiosk. The lack of a door could be why this phone is out of order.</p> <p>Other comments from residents:</p> <p>I would strongly object to the removal for safety reasons. Dartmoor is a recreation area for many locals and visitors, undertaking walking/cycling/climbing etc. The area has NO mobile phone signal from any network so the closest to gain any rescue aid in the event of an accident on the moors, which is inevitable at some point. Just because it is little used does not mean it should be decommissioned. The telephone kiosk at Bellever must be retained. There is a very poor mobile phone signal in that area, therefore retention of the B.T. telephone is essential. This phone is vital in the case of an emergency for both the residents and the large numbers of public who visit the area.</p> <p>We have raised our concern but wish to further express our dismay at the phone box being removed. Our own BT line still remains broken (often is) and the pay phone hasn't worked since at least January (still remains broken). It's been raised as a fault the BT haven't been fixing it. We still</p>

						<p>have no mobile phone reception (not even the emergency services can get reception). Not all residence has a BT line or one which works and rely on the phone for emergencies. We an emergencies within the last 6 months which were lucky to not have serious consequences the phone was broken and it delayed and made it difficult to contact the emergency services at a stressful and difficult it was lucky there wasn't long term consequences. There was a fire at one of the houses a several years ago and as they don't have a phone line it was used to call the emergency services. We strongly few it needs to be adequate maintained and the fault resolved.</p> <p>There is a dial tone on the phone but calling any number including 999 or 100 doesn't work.</p> <p>Until mobile phone reception covers the area we feel the council should do its utmost to object to any proposals of to being removed.</p> <p>Remote area with no mobile signal for some distance; although rarely used it could be vital in an emergency; it has in the past been used by residents to dial 999 because of a house fire; there is also a large car park by the river and phone could be needed by a visitor to the National Park</p>
13	0183782201	JUNCTION OF FORE STREET PCO1 THE SQUARE NORTH TAWTON	EX20 2EW	Agree	no response received	
14	0183752330	NR RAILWAY STATION BUS LAYBY SAMPFORD COURTENAY OKEHAMPTON	EX20 2SP	Adopt	Sampfords Courtenay Parish Council are currently in the process of	

					Adopting this payphone kiosk. Please do not remove.	
15	0183752479	JCN STATION ROAD / PCO1 TORS ROAD OKEHAMPTON	EX20 1EF	Object	Emergency need - rural location poor/little mobile signal	that although recent average monthly calls had been 0, in the 12 months up to September 2019 there had been 19 calls made from the phone box and it was not clear if the reduction was due to the impact of the COVID19 pandemic • it is the first kiosk from a popular access point to/from Dartmoor, the mobile signal in the area is poor and the facility is vital for emergency calls for incidents on Dartmoor
16	01409221236	PCO PCO1 BEAWORTHY	EX21 5AB	Object	poor and limited mobile signal elderly/lower income population	The statistics used to base the removal of the PCB are inaccurate as the phone has been faulty for several weeks, therefore it has not been usable. This fault was reported on 3 July with a request for it to be fixed. There was also a request submitted for operating instructions as people may have tried to use it and struggled. This PCB is located in a rural community with no close proximity to an alternative. The area has an older population with lower income and the possibility of no access to mobile and/or fixed telephones. The mobile signal can be limited therefore it is more likely that the PCB would also be used for emergency calls. The church is opposite the PCB and they have always relied on it as an option in an emergency.
17	01837811058	NR JCT A3072 PCO1 MOOR VIEW HATHERLEIGH OKEHAMPTON	EX20 3LB	Agree	no response received	

**HAVE YOUR SAY**

To comment on this draft decision email [dm@swdevon.gov.uk](mailto:dm@swdevon.gov.uk) Before midnight on Sunday 13<sup>th</sup> **SEPTEMBER 2020** clearly stating “BT phonebox removal draft decision consultation response” in the subject and state the reasons for your comments.

<https://business.bt.com/solutions/small-business/communities/adopt-a-kiosk/>

[https://www.ofcom.org.uk/\\_data/assets/pdf\\_file/0022/28507/removals.pdf](https://www.ofcom.org.uk/_data/assets/pdf_file/0022/28507/removals.pdf)

West Devon Borough Council's will publish the second notice (the 'Final Notification') which sets out the final decision and reasons behind it prior to submission to BT on 22<sup>RD</sup> SEPTEMBER 2020.

The final notice including reasons for objecting to removal must be received by the Secretary of State Culture, Media & Sport and BT prior to the consultation deadline otherwise BT will assume there is no objection to its removal. We are therefore working to a fairly tight timeline and your prompt responses will be much appreciated.

With regards,

Justine Gosling – Senior Case Manager  
South Hams District Council | West Devon Borough Council  
Email: [justine.gosling@swdevon.gov.uk](mailto:justine.gosling@swdevon.gov.uk)  
Tel: 01803 861468