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Department for Culture, Media and Sport,
4th Floor,
100 Parliament Street,
London
SW1A 2BQ

Chief Executive's Office,
The Highland Council,
Glenurquhart Road,
Inverness,
IV3 5NX

Letter to the Secretary of State – First Notification (BT proposals for removal of public call boxes)

Dear Minister,

Draft decision by The Highland Council in response to proposals by British Telecommunications plc for the removal of public call boxes, pursuant to Part 2 of the Schedule to a Direction published by Ofcom on 14 March 2006 ('the Direction').

The Highland Council, in accordance with section 49(4) of the Communications Act 2003 ('the Act'), hereby makes a draft decision in response to a proposal by British Telecommunications plc for the removal of public call boxes pursuant to Part 2 of the Direction. Section 50(1)(b) of the Act requires The Highland Council to send to the Secretary of State a copy of every notification published under section 49(4) of the Act. A copy of the First Notification is enclosed herewith.

Yours sincerely,

Alison Clark
Acting Head of Policy

24.09.2019

Notification under section 49(4) of the Communications Act 2003

Draft decision by The Highland Council in response to a proposal by British Telecommunications plc for the removal of public call boxes pursuant to Part 2 of the Schedule to a Direction published by Ofcom on 14 March 2006 ('the Direction').

1. The Highland Council, in accordance with section 49(4) of the Communications Act 2003 ('the Act'), hereby make the following draft decision in response to a proposal by British Telecommunications plc for the removal of public call boxes pursuant to Part 2 of the Direction.
2. The draft decision is set out in the Schedule to this Notification.
3. The Highland Council's reasons for making the draft decisions are set out in the Schedule to this Notification. Decisions have been informed by consultation with local community groups and the public, qualified by reference to data showing mobile phone reception; rural classification; and the Scottish Index of Multiple Deprivation (SIMD). Further details on The Highland Council's reasoning for objections are elaborated at Appendix 1.
4. The Highland Council considers that the draft decision complies with the requirements of sections 45 to 50 of the Act, as appropriate and relevant to the proposal.
5. In making the draft decision, The Highland Council has considered and acted in accordance with the six community requirements in section 4 of the Act.
6. Representations may be made to The Highland Council about the draft decision by 11:59 pm on 24/10/2019.
7. A copy of this Notification has been sent to the Secretary of State in accordance with section 50(1)(b) of the Act. 8. The Schedule to this Notification shall form part of this Notification.

Alison Clark
Acting Head of Policy

24/09/2019

Appendix - Draft Response from the Highland Council on BT Public Call Box Removal Consultation

The Highland Council welcomes the opportunity to respond to BT on the proposed Public Call Box (PCB) removal across the Highland area. The Council received 136 representations from stakeholders, including from community councils, community groups and individuals. Excluding a small number of representations, most responses highlighted concerns about BT's proposals. As a local authority covering large rural and remote areas, the Highland Council feels that localised circumstances in Highland deserve special consideration. It is hoped that in addition to the individual objections received, the areas of significance highlighted below will be given consideration in the spirit of the Public Service Obligation.

BT has highlighted that the basis for the current removal is a decline in usage by over 90 percent in the last decade and that the need to provide PCBs for use in emergency situations is diminishing as 98 percent of the UK has either 3G or 4G coverage. BT highlights that it is possible to "network roam" to call emergency services, even when there is no credit or coverage from your own mobile provider. **The Highland Council recognise the growth in mobile phone coverage but does not agree that it is appropriate to remove a PCB when reception is only available through one network provider.**

- **Access to network roaming:** survey respondents highlighted that network carrier provision in fulfilment of Emergency Services Contracts is limited to the 4G network which, in at least some areas, is not available to customers on Pay as You Go services, nor to users of older mobile devices. As such, desktop-based checks on network availability are not sufficiently reliable to draw conclusions about local network availability in the event of an emergency.
- **Emergency services:** The rural setting of most PCBs in scope for removal means there is a considerable delay before a rescuer can reach an emergency caller. If a caller does not have reception on their own network and has used the emergency network roaming facility, rescuers will not be able to call them back to update them on what is happening or to get further information on the situation.
- **Road Safety:** There have been concerns raised about the significant impact upon road safety in the Highlands. The Highland area is large. Covering 26,464 sq. km with a road network of over 7,645km. Unclassified roads account for 2,888km. Many roads cover large stretches where there are no settlements. The present removal proposals are likely to leave long stretches of the strategic road network without any payphone provision. This is especially significant given the poor mobile phone coverage as outlined above.
- **Mountain and Marine Safety:** in areas used for outdoor activities e.g. Hill walking or sailing, emergency services may be called out unnecessarily because an individual is unable to inform somebody that they are safely off the hill or the water.

'Reasonable needs': The Highland Council does not recognise BT's requirement for there to be 500 households within 1 kilometre of a PCB to fulfil criteria for reasonable need. This criterion fails to recognise low population densities across many Highland communities, especially in rural and remote areas. This concern is particularly important for areas with higher levels of social deprivation, which may reasonably be associated with lower levels of mobile phone ownership and access to landlines. Lower population density should not be taken to indicate lack of reasonable need for use of a PCB in the event of an emergency.

Schedule

Draft decision by The Highland Council in response to a proposal by British Telecommunications plc for the removal of public call boxes pursuant to Part 2 of the Schedule to a Direction published by Ofcom on 14 March 2006 ('the Direction').

BT Ref No.	Telephone Number	Address	Post Code	No. calls in last 12 months	Agree / Object	Comments/Reasons
1	1309651208	PCO POST OFF GLENFERNESS NAIRN	IV12 5UP	2	No evidence for objection	
2	1320351213	ADJ CAR PARK PCO GLENMORISTON INVERNESS	IV3 6YA	25	No evidence for objection	
3	1320366379	O/S PUBLIC TOILETS PCO1 CANALSIDE FORT AUGUSTUS	PH32 4AU	58	No evidence for objection	
4	1349830200	JNCT OF LIVERA ST PCO1 CHAPEL ROAD EVANTON DINGWALL	IV16 9XT	20	No evidence for objection	
5	1349830670	PCO PCO1 FYRISH CRESCENT EVANTON DINGWALL	IV16 9YS	8	No evidence for objection	
6	1349852100	PCO PCO1 FRASER ROAD INVERGORDON	IV18 0NT	41	No evidence for objection	
7	1349861211	PCO PCO1 SEAFORTH PLACE MARYBURGH DINGWALL	IV7 8DR	39	No evidence for objection	
8	1349861351	PCO PCO1 ALCAIG DINGWALL	IV7 8HS	0	Object	2 objections received citing poor local coverage and unreliable landlines locally.
9	1349861439	OPPOSITE POST OFFICE PCO1 KNOCKFARREL DINGWALL	IV15 9TQ	0	Object	2 objections received citing sporadic coverage and importance to walkers.
10	1349863242	PCO PCO1 MILL STREET DINGWALL	IV15 9PX	72	No evidence for objection	
11	1349863257	JNCT KINNAIRDIE/TULLOCH AVE PCO1 KINNAIRDIE AVENUE DINGWALL	IV15 9LL	20	No evidence for objection	
12	1349863886	PCO PCO1 BRUCE AVENUE DINGWALL	IV15 9RG	9	No evidence for objection	

BT Ref No.	Telephone Number	Address	Post Code	No. calls in last 12 months	Agree / Object	Comments/Reasons
13	1349882219	NEAR SMITHY PC01 ARDROSS ALNESS	IV17 0XW	4	Object	1 objection received from Ardross Community Council, indicating limited coverage which is unavailable to PAYG customers. Within one mile of snow gates at B9176, so important for emergencies.
14	1349882312	O/S 144 MILNAFUA PC01 MILNAFUA ALNESS	IV17 0YT	58	Object	1 objection received, citing below low levels of mobile phone ownership and importance to elderly residents. Area is SIMD 1 (most deprived). Area is SIMD 1 (most deprived). Objection based on "reasonable needs".
15	1349882387	O/S 20 NOVAR RD PC01 NOVAR ROAD ALNESS	IV17 0QQ	51	Object	1 objection received, citing below low levels of mobile phone ownership and importance to elderly residents. Area is SIMD 1 (most deprived). Objection based on "reasonable needs".
16	1349882562	O/S 190 PC01 KIRKSIDE ALNESS	IV17 0RH	152	Object	2 objections received, indicating local residents' dependency on use in emergencies. Area is SIMD 1 (most deprived). Objection based on "reasonable needs".
17	1349882671	O/S 95 WESTFORD PC01 WESTFORD ALNESS	IV17 0RZ	100	Object	2 objections received, indicating local residents' dependency on use in emergencies. Area is SIMD 1 (most deprived). Objection based on "reasonable needs".
18	1397702604	JCN LOCHABER RD PC01 ZETLAND AVENUE FORT WILLIAM	PH33 6LL	1	No evidence for objection	
19	1397702760	PCO PC01 GLEN NEVIS PLACE FORT WILLIAM	PH33 6DA	17	No evidence for objection	
20	1397704947	PCO PC01 TORLUNDY FORT WILLIAM	PH33 6SW	42	No evidence for objection	
21	1397712220	BUS STOP MAIN RD PC01 SPEAN BRIDGE	PH34 4DX	39	Object	1 objection received, indicating sporadic mobile coverage and use by elderly residents.

BT Ref No.	Telephone Number	Address	Post Code	No. calls in last 12 months	Agree / Object	Comments/Reasons
22	1397712740	PCO PCO1 GAIRLOCHY SPEAN BRIDGE	PH34 4EQ	42	Object	2 objections received, indicating patchy mobile coverage and proximity to Great Glen Way and Caledonian Canal.
23	1397722239	O/S GLENFINNAN STN MUSEUM PCO1 GLENFINNAN	PH37 4LT	0	Adoption	1 objection received, in addition to a further response from the Glenfinnan Community Facilities SCIO indicating the payphone has been out of order for a long time; that there is both good mobile coverage and ready access to business and residential land lines. The SCIO wishes to adopt the kiosk.
24	1397732249	PCO PCO1 TULLOCH ROY BRIDGE	PH31 4AR	4	Object	2 objections received, indicating sporadic mobile coverage and location near the Great Glen Way and Eastern Highland Way walking routes.
25	1445720200	PCO PCO1 ACHNASHEEN	IV22 2EE	15	Object	5 objections received, including from Garve & District Community Council, highlighting poor or no coverage in an area popular with tourists and hill walkers. This remote area experiences frequent power cuts, resulting in dependence on the payphone in emergencies due to home telephones being inoperable.
26	1445731210	PCO POST OFFICE LAIDE ACHNASHEEN	IV22 2NB	1	Object	2 objections received, one citing importance in complementing nearby defibrillator. Remote area with no coverage.
27	1445760209	PCO PCO1 KINLOCHEWE ACHNASHEEN	IV22 2PA	13	No evidence for objection	
28	1456415200	O/S TELEPHONE EXCHANGE PCO CANNICH BEAULY	IV4 7LN	49	No evidence for objection	

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29	1456415275	PCO POST OFFICE TOMICH BEAULY	IV4 7LF	7	Object	20 objections received, including from Tomich Residents' Assoc. No mobile coverage; no alternative within 15 miles, due to hotel being closed and cafe operating limited hours. Payphone is reportedly repeatedly out of service. The Conservation Village is popular with tourists and walkers, who may depend on payphone in emergencies.
30	1456450265	PCO PCO1 LEWISTON INVERNESS	IV63 6UW	8	Object	3 objections received, raising concerns over patchy coverage and proximity to Great Glen Way, which attracts many visitors.
31	1456450283	MILTON VILLA PCO1 GLEN URQUHART INVERNESS	IV63 6TW	0	No evidence for objection	
32	1456450349	PCO PCO1 DRUMNADROCHIT INVERNESS	IV63 6UG	21	No evidence for objection	
33	1456486211	PCO PCO1 GORTHLECK INVERNESS	IV2 6UJ	3	Object	1 objection regarding lack of mobile reception.
34	1456486665	PCO PCO1 ERROGIE INVERNESS	IV2 6UH	2	Object	1 objection received, indicating sporadic mobile coverage.
35	1463220191	PCO HILTON COMMUNITY CENTRE OLDTOWN COURT INVERNESS	IV2 4HT	335	No evidence for objection	
36	1463230220	PCO PCO1 SUILVEN WAY INVERNESS	IV3 8PE	84	No evidence for objection	
37	1463230880	PCO PCO1 KINGSMILLS ROAD INVERNESS	IV2 3JT	194	No evidence for objection	
38	1463232076	PCO PCO1 BELLFIELD PARK INVERNESS	IV2 4SZ	59	No evidence for objection	
39	1463232268	PCO PCO1 GLENURQUHART ROAD INVERNESS	IV3 5NX	148	No evidence for objection	

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40	1463233438	PCO PCO1 VICTORIA DRIVE INVERNESS	IV2 3QB	64	No evidence for objection	
41	1463234437	PCO PCO1 DORES ROAD INVERNESS	IV2 4QX	30	No evidence for objection	
42	1463234600	O/S HILTON POST OFFICE PCO1 TOMATIN ROAD INVERNESS	IV2 4UA	159	No evidence for objection	
43	1463715119	PCO PCO1 BALLOAN ROAD INVERNESS	IV2 4JG	267	No evidence for objection	
44	1463741241	PCO PCO1 KILTARLITY BEAULY	IV4 7HW	3	No evidence for objection	1 objection received, lacking information.
45	1463761200	PUBLIC CALL OFFICE OUTSIDE POST OFFICE STRUY BEAULY	IV4 7JS	2	No evidence for objection	
46	1463782471	CRASK OF AIGAS PCO1 KILTARLITY BEAULY	IV4 7JP	0	No evidence for objection	
47	1463790200	HEATHERLEA TEA ROOMS PCO1 CULLODEN MOOR INVERNESS	IV2 5ED	7	No evidence for objection	
48	1463791179	PCO PCO1 GALLOWAY DRIVE CULLODEN INVERNESS	IV2 7LR	70	No evidence for objection	
49	1463791473	PCO PCO SMITHTON INVERNESS	IV2 7NL	94	No evidence for objection	
50	1463831265	PCO PCO1 ST. MARYS ROAD KIRKHILL INVERNESS	IV5 7NX	8	No evidence for objection	
51	1463831273	PCO PCO1 KIRKHILL INVERNESS	IV5 7PX	6	No evidence for objection	
52	1463870200	PCO PCO1 GREAT NORTH ROAD MUIR OF ORD	IV6 7SU	125	No evidence for objection	
53	1463870221	PCO PCO1 HIGHFIELD CIRCLE MUIR OF ORD	IV6 7TE	20	No evidence for objection	

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54	1479841200	PCO PCO1 CARRBRIDGE	PH23 3AA	113	Object	1 objection received from Carrbridge & Vicinity Community Council, highlighting significant usage by locals and large numbers of tourists without access to mobile phones.
55	1479861279	AT GLENMORE LODGE PCO1 AVIEMORE	PH22 1QZ	75	Object	2 objections received, emphasising the payphone is essential for reporting mountain emergencies 'out of hours' when lodge closed.
56	1479872280	PCO POST OFFICE CROMDALE GRANTOWN-ON-SPEY	PH26 3LW	63	Object	2 objections received, indicating patchy mobile coverage.
57	1479872375	PCO PCO1 HIGH STREET GRANTOWN-ON-SPEY	PH26 3EN	83	Object	1 objection received, highlighting not insignificant usage and importance in complementing nearby defibrillator.
58	1520722243	OPP STRATHCARRON HOTEL PCO STRATHCARRON	IV54 8YR	22	No evidence for objection	
59	1520744254	MIDDLE TOSCAIG PCO1 APPLECROSS STRATHCARRON	IV54 8LY	0	Object	1 objection emphasising importance as the only phone box for many miles, especially to sailors on yachts.
60	1528544220	PCO POST OFFICE LAGGAN NEWTONMORE	PH20 1AH	1	Object	1 objection citing poor coverage.
61	1540651200	AT UAX SITE PCO1 KINCRAIG KINGUSSIE	PH21 1NA	7	No evidence for objection	
62	1540673860	PCO RALIA VISITORS CENTRE NEWTONMORE	PH20 1BD	25	No evidence for objection	
63	1549402185	PCO PCO1 MAIN STREET LAIRG	IV27 4DD	16	No evidence for objection	
64	1549411242	O/S EXCHANGE PCO1 ALTNAHARRA LAIRG	IV27 4UE	9	No evidence for objection	
65	1549441208	OYKEL BRIDGE PCO1 LAIRG	IV27 4HE	0	No evidence for objection	

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66	1571833239	NEAR POST OFFICE PCO DRUMBEG LAIRG	IV27 4NW	7	Object	4 objections received. No 4G and only patchy 3G signal available from O2, which is not strong enough for voice calls. Landmark in a very remote area.
67	1571844714	O/S HARBOUR OFFICE PCO1 CULAG NEW PIER LOCHINVER LAIRG	IV27 4JP	2	Object	3 objections received. Coastal harbour location ('overriding criteria'), important to reporting harbour and fishing accidents and for use by foreign sailors.
68	1593721218	PCO PCO1 MAIN STREET LYBSTER	KW3 6AE	44	No evidence for objection	
69	1599544200	PCO PCO DUIRINISH KYLE	IV40 8BE	0	No evidence for objection	
70	1599544367	NEAR PLOCKTON HIGH SCHOOL PCO PLOCKTON	IV52 8TU	52	No evidence for objection	
71	1599577247	PCO PCO1 ACHMORE STROME FERRY	IV53 8UU	25	Object	1 objection received. Phone an important complement to nearby defibrillator and known to be used by elderly residents.
72	1599588276	PCO POST OFFICE KILLILAN KYLE	IV40 8EB	52	Object	7 objections received. No mobile signal within six miles, in an area popular with walkers and cyclist. Area known for mountainside fatalities. Nearby households typically vacant during daytime, so no alternative.
73	1641541221	PCO PCO1 ARMADALE THURSO	KW14 7SA	0	Object	1 objection received, indicating patchy mobile coverage.
74	1667404200	PCO WEST END HOUSE CAWDOR NAIRN	IV12 5XP	4	No evidence for objection	
75	1667404683	PCO PCO1 NAIRN	IV12 5QY	0	No evidence for objection	
76	1667452263	PCO PUBLIC CALL OFFICE JOHN STREET NAIRN	IV12 5DR	16	No evidence for objection	
77	1667452307	PCO POST OFF HIGH STREET AULDEARN NAIRN	IV12 5TH	15	No evidence for objection	

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78	1667453036	JCN CAMPERDOWN RD PCO1 HOUSEHILL TERRACE NAIRN	IV12 5AS	6	No evidence for objection	
79	1667453039	PCO PUBLIC CALL OFFICE FRASER PARK NAIRN	IV12 4RY	10	Object	1 objection received, citing importance to school children and motorists on A82.
80	1667462232	AT CROSSROADS PCO GOLLANFIELD GOLLANFIELD INVERNESS	IV2 7QP	0	No evidence for objection	
81	1687462273	WAYLEAVE PP350 PCO1 MORAR MALLAIG	PH40 4PE	16	Object	4 objections received. No mobile signal. Payphone required for emergencies occurring on Loch Morar.
82	1687470209	RAILWAY STATION PCO1 LOCHAILORT	PH38 4LZ	0	Object	3 objections received. Patchy 3G and 4G coverage. Located at train stop.
83	1807580250	PCO STEWARTON COTTAGE TOMINTOUL BALLINDALLOCH	AB37 9HR	3	Object	2 objections. No mobile coverage. Located near snow gates, so important in emergencies. Payphone currently out of order.
84	1808521214	DUNMAGLASS PCO1 GORTHLECK INVERNESS	IV2 6YS	0	Object	1 objection received indicating no coverage at iconic, rural location.
85	1809501228	PCO PCO NEAR HOTEL INVERGARRY	PH35 4HG	0	No evidence for objection	
86	1809501268	NEAR BRIDGE OF OICH PCO1 INVERGARRY	PH35 4HN	0	No evidence for objection	
87	1809511207	PCO TOMDOUN LODGE INVERGARRY	PH35 4HS	0	Object	6 objections received. No mobile coverage locally, nor in the Glen for several miles in a very remote area popular with walkers and tourists. Payphone was out of order between June 2018 and August 2019, contributing to low usage.
88	1847611228	PCO PCO1 COLDBACKIE LAIRG	IV27 4XP	11	No evidence for objection	
89	1847821200	PCO PCO1 MAIN STREET CASTLETOWN THURSO	KW14 8TU	17	No evidence for objection	
90	1847831200	PCO PCO1 CRESCENT STREET HALKIRK	KW12 6XN	10	No evidence for objection	

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91	1847851211	PCO POST OFFICE DUNNET THURSO	KW14 8XD	8	Object	1 objection received highlighting poor mobile signal locally.
92	1847892068	PCO PCO1 PROVOST SINCLAIR ROAD THURSO	KW14 7AS	11	No evidence for objection	
93	1854633200	ADJ TO EXCH PCO1 DUNDONNELL GARVE	IV23 2QW	0	No evidence for objection	
94	1854655218	PCO PCO1 LOCHBROOM GARVE	IV23 2RG	0	No evidence for objection	
95	1854666200	PCO STRATHKANAIIRD LAYBY STRATHKANAIIRD ULLAPOOL	IV26 2TP	0	Object	2 objections. No mobile coverage. Important location on route between Ullapool and very remote areas of NW Sutherland.
96	1854666244	ULLAPOOL-LOCHINVER ROAD PCO1 ELPHIN LAIRG	IV27 4HH	22	Object	27 objections received, including from Assynt Community Council. No mobile coverage; no nearby commercial premises to provide alternatives. Grampian Speleological Group (caving group) depends on payphone in case of distress.
97	1855831280	PCO PCO1 LEVEN ROAD KINLOCHLEVEN	PH50 4SJ	38	Object	1 objection received from Kinlochleven Community Council, highlighting occasional use and importance of location by bus route and West Highland Way.
98	1855851275	PCO POST OFFICE GLENETIVE BALLACHULISH	PH49 4JA	0	No evidence for objection	
99	1862821226	BUS LAYBY ADJ TO EXCHANGE PCO1 EDDERTON TAIN	IV19 1JY	0	No evidence for objection	
100	1862842200	JCT OF OLD MILL ROAD PCO1 DROVERS WAY MILTON INVERGORDON	IV18 0PT	26	No evidence for objection	1 objection received emphasising the importance of the payphone for use by residents making DWP enquiries, job searches and pursuing rent issues, with support from the local community centre. SIMD 2 Area, subject to reasonable need. Defibriliator was recently sited next to the payphone for emergencies.

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101	1862863391	PCO PCO ARABELLA TAIN	IV19 1QH	17	Object	1 objection received highlighting importance to motorists in emergencies, due to lack of local alternatives.
102	1862881261	8B KIOSK OUTSIDE POST OFFICE PCO1 SPINNINGDALE ARDGAY	IV24 3AD	2	No evidence for objection	
103	1971511356	BIG BRIDGE LAYBY A838 PCO1 DURNES LAIRG	IV27 4QE	6	No evidence for objection	
104	1972510218	PCO PCO1 KILCHOAN ACHARACLE	PH36 4LW	0	Object	1 objection received, emphasising importance in case of emergencies.
105	1972510223	PCO PCO2 KILCHOAN ACHARACLE	PH36 4LH	3	No evidence for objection	
106	1997414200	PCO PCO1 STIRLING DRIVE GARVE	IV23 2PP	2	Object	1 objection received. Patchy to no coverage, depending on network carrier. Wider area popular with tourists.
107	1997414212	PCO PCO1 ACHANALT GARVE	IV23 2QD	10	Object	1 objection received, indicating poor mobile coverage in an area popular with tourists.
108	1997421394	PCO PCO1 CONTIN STRATHPEFFER	IV14 9ES	15	Object	1 objection received, highlighting patchy coverage and important location at end of bus route.
109	1997455200	PCO PCO1 GARVE	IV23 2PQ	1	Object	1 objection received. Patchy to no coverage, depending on network carrier. Close to Loch Glascarnoch.
110	1997466245	BLACKROCK PCO1 STRATHCONON MUIR OF ORD	IV6 7QG	6	Object	4 objections received, including on behalf of the Community Council. No coverage for many miles in a remote scenic area popular with visitors and for fishing.