

Title of Report:	BT consultation on the removal of 3.no public payphones throughout the Borough.
Committee Report Submitted To:	PLANNING COMMITTEE
Date of Meeting:	27th May 2026
For Decision or For Information	For Information

Linkage to Council Strategy (2021-25)	
Strategic Theme	Cohesive Leadership
Outcome	Our elected members work collaboratively and make decisions on an evidence led basis and in line with its policies.
Lead Officer	Principal Planning Officer

Budgetary Considerations: Not applicable in this case	
Cost of Proposal	
Included in Current Year Estimates	
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals. Not applicable in this case.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

1.0 Purpose of Report

- 1.1 To present a British Telecom (BT) consultation on the removal of 3no. public payphones throughout the Borough.

2.0 Background

- 2.1 BT wrote to the Council on 14th April 2026 (see Appendix 1) advising that they have identified 3no. public payphones in the Borough.
- 2.2 To ensure the local community are fully informed, BT has displayed public notices (see template at Appendix 2), including posting dates, on the 3no. affected kiosks. These are located at the addresses set out in the attached sheet (see Appendix 3). All three are the more modern glass kiosks.
- 2.3 BT advised that they assessed these payphones using the criteria in Ofcom's Review of the telephony universal service obligation.
- 2.4 With payphone usage falling, communities are looking at new ways to re-use the phone boxes. BT has indicated that thousands of boxes have already been reinvented as cafes, mini-libraries, and defibrillator sites. Communities can adopt most red phone boxes for just £1. They can also adopt modern glass phone boxes if they wish to house a defibrillator. Officials have advised local community groups listed in the vicinity of the affected kiosks.
- 2.5 Officials emailed (on 23rd April 2026) local community groups in the vicinity of each affected kiosk advising them of the consultation and to contact BT directly (as is required) should they wish to adopt one.
- 2.6 Consultation on the current proposal affecting the Borough is open for 90 days (**closing on 13th July 2026**). In making its final decision BT will take account of any representations received from or through the Council.
- 2.7 BT will also write to the Council setting out reasons for its decision and publish the reasons at: www.bt.com/payphones/service.

3.0 RECOMMENDATION

- 3.1 **It is recommended** that the Planning Committee note the contents of the report and inform the Head of Planning, within the consultation period set out at paragraph 2.6 above, of any representations to this proposal.

Appendices:

- Appendix 1: BT e-mail to Council.
- Appendix 2: BT Public Notice Template
- Appendix 3: BT Removals List


Causeway Coast and Glens Payphone removal proposal/s

From btp.authorisation.team@bt.com <btp.authorisation.team@bt.com>

Date Tue 4/14/2026 1:11 PM

To Planning <Planning@causewaycoastandglens.gov.uk>; Sharon Mulhern <Sharon.Mulhern@causewaycoastandglens.gov.uk>; Ruairi McGrath <Ruairi.McGrath@causewaycoastandglens.gov.uk>

Cc btp.authorisation.team@bt.com <btp.authorisation.team@bt.com>

 2 attachments (124 KB)

Street_Payphone notice_English.pdf; Causeway Coast and Glens Annex.xlsx;

General

We plan to remove payphones in your area. You can make representations for 90 days, ending July 13th 2026.

Dear Chief Planning Officer,

We're proposing to remove **3** public payphone(s) in your area due to declining usage. These have been assessed using the criteria set out in Ofcom's [review of the Telephony Universal Service Obligation](#). Under the terms set by this review, we're obliged to notify the relevant public body (as defined on page 29).

Please find attached the list of payphones under review.

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

Please Note – relevant public bodies are responsible for ensuring they submit any representations regarding this proposal before the proposal period ends. Please do not wait for BT's initial decision to be sent before responding.

Listed Kiosks

Some of the kiosks identified may be **listed structures**. These would be shown in **red text** on the attached list. For these, we propose to **remove the telephony equipment and secure the kiosk**. We will not remove the kiosk itself.

Adoption Opportunity

Most red kiosks can be adopted by local councils, registered charities and private landowners for just £1, transforming them into defibrillator stations, mini-libraries or other creative ventures. They can also adopt modern glass boxes if they want to house a defibrillator. More information is available at bt.com/adopt.

Adoption requests should be registered as soon as possible with payphones@bt.com, even if BT have not yet made an initial decision. **Please Note:** kiosks identified for removal could be removed shortly after a final decision has been made. Early registration of interest could mean adoptees avoid disappointment.

We will consider all representations received during the proposal period before making a final decision. Once a decision is made, we will notify you and publish the outcome at www.bt.com/payphones/service.

If you have any questions or wish to make representations, please contact us at btp.authorisation.team@bt.com.

Kind regards,
BT Payphones Team

General

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.

