

Title of Report:	BT Removal of Payphone Services/Kiosks
Committee Report Submitted To:	PLANNING COMMITTEE
Date of Meeting:	28 th May 2025
For Decision or For Information	For Information
To be discussed In Committee	NO

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

Estimated Timescale for Completion	
Date to be Completed	n/a

Budgetary Considerations n/a	
Cost of Proposal	
Included in Current Year Estimates	
Capital/Revenue	
Code	
Staffing Costs	

Legal Considerations	
Input of Legal Services Required	NO
Legal Opinion Obtained	NO

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 proposals for the removal of telephony services and/or kiosks throughout the Borough.

2.0 Background

- 2.1 BT wrote to the Council on 16th May 2025 advising of 24.no public payphone services/kiosks identified¹ for removal (see list at Appendix 1).
- 2.2 Consultation on the proposal is open for 90 days (closing on 14th August 2025). To ensure that local communities are informed of such proposals, BT has also displayed a public notice in the affected kiosks (see template at Appendix 2). In making its final decision BT will take account of any representations received to the proposal, either from, or through, the Council.

3.0 Adoption of Kiosks

- 3.1 With payphone usage falling, communities are looking at new ways to re-use phone kiosks. BT has indicated that thousands of kiosks have already been reinvented as cafes, mini-libraries, and defibrillator sites. Communities can adopt most traditional red kiosks for just £1. Modern glass kiosks may also be adopted to house a defibrillator.
- 3.2 In light of concerns raised previously by Members, officials requested, from BT, details of the types of kiosks affected. Eight of the kiosks are the K6 traditional red type (items 1, 2, 4, 5, 7, 9, 10 & 13 on the list at Appendix 1). Of these red kiosks, two are listed (items 5 & 7) therefore BT propose to keep these two kiosks in situ and only remove the telephony service.
- 3.3 Officials will contact community groups in the vicinity of the traditional red kiosks and advise them to contact BT directly (as is required) if interested in adoption.
- 3.4 Details of the BT 'adopt a kiosk' scheme may be found at: <https://business.bt.com/public-sector/street-hubs/adopt-a-kiosk-scheme/>
- 3.5 BT previously advised Council that any concerns specifically relating to the ongoing maintenance of their kiosks should be directed to them on 0800 661 610 or by e-mail to: customer.serv.payphones@bt.com

4.0 Recommendation

- 4.1 It is recommended that the Planning Committee note the contents of the report and inform the Head of Planning, within the consultation period, of any representations to this proposal.

Appendices:

Appendix 1: BT List of proposed service/kiosk removals.

Appendix 2: BT Removal Notice

¹ BT use Ofcom criteria to determine which telephony services are no longer required.

Ref.	Call box ID	Address	Post Code	Relevant Public Body	Removal proposal sent	Representation period ends	Mobile coverage				Mobile Coverage OK?	Total calls (last 12 months)	Helpline calls (last 12 months)	High frequency accident location	High frequency suicide location	BT Evidence of other reasonable need
							EE	Three	O2	Vodafone		<52 calls	<12 calls or Helplines Partnership approve	No pattern of serious accidents in close proximity	Not identified by Helplines Partnership	No other evidence
1	02820731400	PCO1 WHITEPARK ROAD BUSHMILLS	BT57 8SL	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	3	YES	39	0	No	No	No
2	02820751451	PCO1 GLENBUSH ROAD ARMOY BALLYMONEY	BT53 8YF	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	4	3	YES	0	0	No	No	No
3	02820751486	CLINTYFINNAN PCO1 RIVERVIEW ARMOY BALLYMONEY	BT53 8TF	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	3	YES	0	0	No	No	No
4	02820762514	PCO1 TORR ROAD BALLYCASTLE	BT54 6RB	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	3	YES	0	0	No	No	No
5	02820763900	12 SEASPRAY CRAGMACAGAN WALK OPPOSITE RATHLUN BOATHOUSE RATHLUN ISLAND BALLYCASTLE	BT54 6SA	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	4	YES	0	0	No	No	No
6	02821761248	O/S NO.69 PCO1 KNOCKNACARRY ROAD CUSHENDUN BALLYMENA	BT44 0NS	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	4	YES	2	0	No	No	No
7	02821771200	PCO BALLYBRACK ROAD JUNCTION MILL STREET AT TOWER CUSHENDALL BALLYMENA	BT44 0RR	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	4	3	YES	17	0	No	No	No
8	02827638200	OPP MOORES FILLING STATION PCO1 MAIN STREET CLOUGHMILLS BALLYMENA	BT44 9LG	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	3	YES	23	6	No	No	No
9	02827638260	PCO1 CULCRUM ROAD CLOUGHMILLS BALLYMENA	BT44 9NH	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	3	YES	0	0	No	No	No
10	02827641340	O/S KNOCKAHOLLET PO NO 116 PCO1 MOYAN ROAD DUNLOY BALLYMENA	BT44 9AZ	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	4	3	YES	1	0	No	No	No
11	02827662588	O/S ORANGE HALL PCO1 ASHLEY PARK DUNAGHY BALLYMONEY	BT53 7HG	Causeway Coast and Glens	16/05/2025	14/08/2025	4	3	3	3	YES	6	0	No	No	No
12	02827666219	OPP BALLYMONEY TRAIN STN PCO1 SEYMOUR STREET BALLYMONEY	BT53 6JR	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	3	YES	42	0	No	No	No
13	02829540373	PCO1 BOVEEDY ROAD KILREA COLERAINE	BT51 5TX	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	3	YES	0	0	No	No	No
14	02829557960	O/S NO. 56 PCO1 MAIN STREET GARVAGH COLERAINE	BT51 5AA	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	4	YES	20	0	No	No	No
15	02829571347	ADJ TEXACO FILLING STN PCO1 FINVOY ROAD RASHARKIN BALLYMENA	BT44 8PZ	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	3	YES	3	0	No	No	No
16	02870343598	PCO1 LAUREL HILL ROAD COLERAINE	BT51 3AX	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	3	YES	50	0	No	No	No
17	02870344933	ADJ 10 - 12 PCO1 ELMS PARK COLERAINE	BT52 2QE	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	3	YES	25	0	No	No	No
18	02870354364	PCO PCO1 GREENMOUNT ROAD COLERAINE	BT51 3QF	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	3	YES	20	0	No	No	No
19	02870355211	OPP SPAR SHOP PCO1 MOUNTSANDAL ROAD COLERAINE	BT52 1TA	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	4	3	YES	26	2	No	No	No
20	02870832620	PCO1 PORTRUSH ROAD PORTSTEWART	BT55 7DB	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	4	3	YES	1	0	No	No	No
21	02870848348	O/S ORANGE HALL ARTICLAVE PCO1 MUSSENDEN ROAD CASTLEROCK COLERAINE	BT51 4RP	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	3	YES	3	0	No	No	No
22	02877762134	DRUMRAIGHLAND OS GLENHEADBAR PCO1 BARANAILT ROAD LIMAVADY	BT49 9LT	Causeway Coast and Glens	16/05/2025	14/08/2025	3	3	3	3	YES	0	0	No	No	No
23	02877762207	PCO1 AT BOLEA POST OFFICE AT 82 BOLEA ROAD LIMAVADY	BT49 0QT	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	3	3	YES	0	0	No	No	No
24	02877762635	O/S CENTRAL PRIMARY SCHOOL PCO1 SCROGGY ROAD LIMAVADY	BT49 0NB	Causeway Coast and Glens	16/05/2025	14/08/2025	3	4	4	3	YES	46	0	No	No	No

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.

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