

Title of Report:	Update on BT Removal of Payphone Services/Kiosks
Committee Report Submitted To:	PLANNING COMMITTEE
Date of Meeting:	27 th August 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 update Members on the BT consultation on proposals for the removal of telephony services and/or kiosks throughout the Borough.

2.0 Background

- 2.1 As members will be aware, BT wrote to the Council on 16th May 2025 advising of 24.no public payphone services/kiosks identified¹ for removal.

3.0 Retention of Traditional (K6) Red Kiosks

- 3.1 As requested at the 28th May 2025 planning committee, officials wrote to BT seeking the retention of all red K6 kiosks in the Borough (see Appendices 1 & 2) and to DfC:HED regarding the listing of these K6 kiosks (see Appendices 3 & 4).
- 3.2 BT's public consultation exercise closed on 14th August 2025. The Council's response is attached at Appendix 5.
- 3.3 Officials are continuing to prepare the necessary paperwork to seek the retention/listing of traditional (k6) red kiosks in the Borough.

4.0 Recommendation

- 4.1 It is recommended that the Planning Committee note the contents of the report.

Appendices:

Appendix 1: Letter to BT re retention of K6 kiosks.

Appendix 2: Response from BT noting request for retention.

Appendix 3: Letter to DfC:HED re listing of K6 kiosks.

Appendix 4: Response from DfC:HED.

Appendix 5: Email to BT re DfC and listings.

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



**Causeway
Coast & Glens
Borough Council**

Planning Department
Cloonavin
66 Portstewart Road
COLERAINE
BT52 1EY

Btp.authorisation.team@bt.com

Date: 4th June 2025

Dear Sir/Madam

Subject: Removal of Traditional Red Telephone Kiosks.

Thank you for your e-mail dated 16th May 2025 regarding the above matter.

I wish to advise that the proposal was presented at the Council's 28th May 2025 Planning Committee, where Members resolved that officials write to BT to again set out that they wish to see all of the traditional red phone kiosks in the Borough retained.

Yours sincerely,

Denise Dickson
Head of Planning

Telephone: 02870347100

Email: planning@causewaycoastandglens.gov.uk

www.causewaycoastandglens.gov.uk

Sharon Mulhern

From: btp.authorisation.team@bt.com
Sent: 10 June 2025 10:37
To: Sharon Mulhern
Cc: Denise Dickson; btp.authorisation.team@bt.com
Subject: RE: CC&GBC - Removal of Red Kiosks
Attachments: Council letter to BT re retention of red kiosks 040625.pdf

Thank you Sharon,
Comments noted ahead of the decision in August.

Regards

Casey Kilsby

Service Operations Professional
BT Networks - Payphones
Email:
Planned leave –

From: Sharon Mulhern
Sent: 04 June 2025 14:30
To: btp authorisation team
Cc: Denise Dickson
Subject: CC&GBC - Removal of Red Kiosks

Good afternoon.

Please find attached correspondence on behalf of Mrs Denise Dickson, Head of Planning.

Kind regards.

Sharon

Ms Sharon Mulhern
Principal Planning Officer
Development Plan, Protected Trees & Conservation Area Manager
Tel: 028 7034 7244



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**Causeway
Coast & Glens
Borough Council**

Planning Department
Cloonavin
66 Portstewart Road
COLERAINE
BT52 1EY

hed.secondsurvey@communities-ni.gov.uk

Date: 4th June 2025

Dear Sir/Madam

Subject: Listing of Traditional Red Telephone Kiosks.

As you may be aware, British Telecom (BT) is currently carrying out a programme relating to the removal of telephony services and/or phone kiosks throughout the Council Area. BT assess the phones using the criteria in OFCOM's Statement: Review of the telephony universal service obligation

I wish to advise that the BT proposal was presented at the Council's 28th May 2025 Planning Committee, where Members resolved that officials write to BT to again (as in 2024) set out that they wish to see all of the traditional red phone kiosks in the Borough retained.

Members also resolved that officials write to HED requesting that all traditional red phone kiosks in the Borough be listed.

Please advise if this will, as requested by Members, be undertaken.

Yours sincerely,

Denise Dickson
Head of Planning

Telephone: 02870347100

Email: planning@causewaycoastandglens.gov.uk

www.causewaycoastandglens.gov.uk



Department for
Communities
www.communities-ni.gov.uk

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Pobal

Department for
Commonities

Historic Environment Division
Causeway Exchange
1-7 Bedford Street
BELFAST
BT2 7EG

Direct Tel No: 02890 819231:

Our Ref: HB03 -Various Telephone Kiosks
within Causeway Coast & Glens Borough
Council.

Date: 06/06/2025

Planning Department,
Cloonavin,
66 Portstewart Rd,
Coleraine,
BT52 1EY

FAO Denise Dickson-Head of Planning, Causeway Coast & Glens Borough Council
& Omagh District Council

RE: Various Telephone Kiosks within Causeway Coast & Glens Borough Council.

Dear Denise

Thank you for letter dated 4th June highlighting the risk of removal of traditional red telephone Kiosks within your council area.

The Department is happy to consider all listing queries and if there is a risk of removal or significant alteration these queries would be prioritised.

The Department would request in writing the list of kiosks which the Council wishes the Department to consider for listing to include addresses/ locations for each Kiosk.

The Council may wish to issue of a BPN (Building Preservation Notice) which treats the building as listed for 6 months to allow the Department time to survey the kiosks and make a determination on their listing.

'District councils can actively contribute to the protection and conservation of the built heritage through the appropriate application of Building Preservation Notices (BPN) where there is concern that an unprotected historic building of special interest is in danger of demolition or significant alteration.'

For further information, please see the link below.

[hed-building-preservation-notices.pdf](#)

I look forward to hearing from you regarding the additional kiosks in your Council area.

Yours Sincerely

AOIBHEANN MALLON RIBA ARB

Senior Architect Historic Environment Division

Sharon Mulhern

From: Sharon Mulhern
Sent: 14 August 2025 15:34
To: 'btp.authorisation.team@bt.com'
Cc: Ruairi McGrath
Subject: Proposed listing of K6 Kiosks in CC&GBC Area
Attachments: Letter from HED re BPNs 060625.pdf; Planning Committee 280525 - Minutes - Item 8.2 extract re listing.docx

Good afternoon,

Further to your original email received on 16th May 2025 regarding the (2025) public consultation (which closes today) on the proposed removal of BT kiosks and telephony services in this Borough, I wish to advise that:

At its 28th May 2025 Planning Committee, the Council resolved to seek the listing of **all K6 traditional red kiosks** within this Borough (see attached extract from the Committee Meeting minutes).

Officials have written, as requested by the Committee, to the Department for Communities: Historic Environment Division regarding this (see DfC response attached).

Officials are currently collating the required information and documentation to proceed with this listing request.

I therefore write to request that BT do not remove any of the K6 traditional red kiosks within the Borough until this process has been completed.

Please contact me if you wish to discuss this matter any further.

The Council also acknowledges the copy of correspondence you sent (for information purposes only) regarding a request from a member of the public seeking the adoption of a K6 kiosk on Moyan Road (02827641340).

Kind regards.

Sharon

Ms Sharon Mulhern
Principal Planning Officer
Development Plan/Protected Trees/Conservation Area Manager
Tel: 028 7034 7244

