

## FALMOUTH TOWN COUNCIL

Minutes of the Meeting of the Council held in the Council Chamber, Municipal Buildings, The Moor, Falmouth on Monday 22<sup>nd</sup> July 2019 at 7.00pm.

Present: Councillors S D Eva (Town Mayor), P A Minson (Deputy Mayor), R J Bonney, G G Chappel, L D Coley, G F Evans CC MBE, A J Jewell CC, M C Morgan, R J O'Shea, A Parker, J C Robinson, B M A Ross, D W Saunby CC and J M Spargo.

In Attendance: A M Williams	(Town Clerk)
R J Gates	(Town Manager)
Sergeant P Kelly	(Falmouth Police)
Councillor J Kirkham	(Cornwall Council – Smithick ED)
S Edwards	(Police Licensing Officer)
R Reid, P Martin and A Rainbow	(Cornwall Council – Refuse and Recycling)
E Richmond	(Cornwall Council – Community Link Officer)
P Fitzpatrick	(Fairtrade Falmouth)
Reverend C Blizzard	(Mayor's Chaplain)

### PRAYERS

Prior to the formal commencement of the meeting prayers were said by the Mayor's Chaplain Reverend Blizzard.

### C5215 APOLOGIES

Apologies were received and approved from Councillor Gillett (family commitment) and Councillor McCarthy (holiday).

### C5216 INTERESTS

None received.

### C5217 MINUTES

It was proposed by Councillor Evans, seconded by Councillor Ross and

RESOLVED that the minutes of the meeting held on 10<sup>th</sup> June 2019 be confirmed as a correct record and signed by the Chairman.

### C5218 TOWN MAYOR'S REPORT

The Town Mayor reported upon his civic attendances including : CCTV Stakeholders, Outdoor Gym opening at Dracaena, Prislw Fields Wild Flower Walk, Sea Shanty Festival, Falmouth Classics, Murdoch Day, Falmouth School Technical Awards, Civic Services at Penzance, Newquay and Wadebridge, Garden Party at Exeter University, Reception with the High Sheriff, West Cornwall Search and Rescue, South West In Bloom, Falmouth University and Exeter University in Cornwall Graduation Ceremonies. Further he had undertaken training to enable him to serve the Staffing Committee.

He advised that Sea Sunday had been the inaugural use of the event suite at the Council Offices. He recommended that this be named after former Councillor Candy Atherton who had been instrumental in the development of the facilities.

It was proposed by Councillor Eva, seconded by Councillor Minson and

RESOLVED unanimously that the event suite in the Council Offices be named the Atherton Suite.

**C5219 DEPUTY MAYOR'S REPORT**

The Deputy Mayor reported on her civic attendances including : both Exeter University in Cornwall Excellence Awards and Voices Launch, GLL Sports Foundation presentations, Cornwall RFU celebrations, Penryn Sea Cadets presentations, South West In Bloom, Sea Sunday assistance and the 150<sup>th</sup> Anniversary event for Earle's Retreat.

**C5220 PUBLIC QUESTIONS**

None received.

**C5221 CORNWALL COUNCIL WASTE CONTRACT UPDATE**

Rachel Reid, Waste and Recycling Community Support Officer with her colleagues presented on the new contract that would be effective from April 2020 and rolled out fully by April 2021. She advised that Cornwall now sent no rubbish to landfill and had not done so since 2018. The energy Recovery Centre processed 240,000 tons per annum. The Council recycled 99.5% of the recyclable material it collected. She outlined the kerbside compositional analysis. Cornwall was the only SW area still undertaking weekly refuse collections. This would revert to fortnightly under the new contract, with weekly recycling including food composting. Where possible wheelie bins would be provided with a closed lid policy. They responded to members questions.

**C5222 POLICE LICENSING OFFICER**

Sue Edwards attended at the Mayor's invitation to provide the Council with clarity on her role and the Cumulative Impact Zone in Falmouth. She covered mid-Cornwall and was one of 8 consultees asked to comment on licensing applications by the Licensing Authority. She liaised with local officers and provided comments looking at how licensing applications might impact on crime and disorder. The Town Council ask her to inform it and she was happy to do so. Residents and the Council can comment and have as much say. Falmouth was in a good position with a flourishing night time economy. She responded to questions.

The Town Mayor thanked Sue Edwards for her presentation and requested she continues to assist the Town Council's Licensing Committee by providing her observations

**C5223 MOTION BY COUNCILLOR ROSS – FALMOUTH SCHOOL**

Councillor Ross requested deferment of his Motion given the improvements being reported by the school. The Motion had been ' the Council notes the recent OFSTED report regarding Falmouth School and wishes to show its concern in this matter.' The Town Mayor concurred that the Council should await the OFSTED review of its recommendations.

**C5224 POLICE REPORT**

Sergeant Kelly reported some significant local developments and arrests regarding anti-social behaviour and drug issues. The Police were aware of issues of rough-sleeping, street drinking and aggressive begging. The Office of Police and Crime Commissioner had commissioned the Falmouth Community Connectivity Plan 2019 (attached to these minutes). The local priorities were safeguarding the vulnerable, anti-social behaviour and commercial burglaries. The sector would see four additional officers. He responded to members questions.

**C5225 COMMUNITY SAFETY AND FIRE RESCUE REPORT**

None received.

**C5226 COMMUNITY NETWORK REPORT**

The Community Link Officer reported the minutes of the Panel held on 2<sup>nd</sup> July 2019 with the Forward Plan 2019 and Climate Change and Waste Contract Update that was duly noted.

Further she requested that the Council notify highways scheme proposals by 9<sup>th</sup> August 2019. Cornwall Council were working to progress the Tranche 4 asset devolution matters. She continued to work closely with local community groups.

## **C5227 CORNWALL COUNCILLORS REPORTS**

### **Smithick**

Councillor Kirkham reported that the development at Fish Strand Hill had commenced and a strict construction management plan was in place. With the homelessness presence at Quarry Car Park there was a multi-agency effort to assist them and additional CCTV provision was being provided. She encouraged Councillors to get engaged with the local patient participation group as Falmouth had a low take up. A planning appeal for a property at Pengarth Road had been refused. Cornwall Council's Cabinet were considering the Climate Change report. Also highway safety improvement changes were progressing for Dracaena Avenue.

### **Boslowick**

Councillor Jewell reported pragmatic changes to the Linden Homes development at Swanpool. He had undertaken hedge trimming for the Town Council. He reported a spate of thefts in his area and hoped that Cornwall Council would quickly sort out the issues with the Divers Car Park at Pendennis.

### **Arwenack**

Councillor Evans advised Divers Car Park was progressing as were yellow lines schemes at Spernen Wyn Road and Boscawen Road. He was also looking at parking in Grove Hill Crescent and progressing a pedestrian island in Woodlane. He was pleased to note Arwenack had the best kerbside recycling rates in Cornwall. He also reported upon current planning applications at the Space Station meeting at Newquay.

### **Trescobeas**

Councillor Saunby reported parking issues regarding the former Roslyn Hotel redevelopment and he had spoken to the developer. Traffic calming at Highfield and Mayfield Roads were progressing as was Trescobeas Road (from Union Corner) with new signage. He had undertaken some path cutting in advance of Network Rail works at Hayman Way.

### **Penwerris**

No report. In response to a question the Town Mayor advised that he had requested a written report from Councillor McCarthy.

## **C5228 COMMITTEE REPORTS**

The Finance and General Purposes Committee Part I Report dated 15<sup>th</sup> July 2019 was presented by Councillor O'Shea, Chair of the Committee.

It was proposed by Councillor O'Shea, seconded by Councillor Ross and

**RESOLVED** that the Part I Report of the Committee dated 15<sup>th</sup> July 2019 be approved.

Councillor O'Shea and the Town Mayor reminded the Council regarding the process for information requests regarding the work of the Council and its accounts. He also referred the Council to the written response to Councillor Bonney from the Finance Officer.

The Planning Committee Report dated 10<sup>th</sup> June 2019 was presented by Councillor Jewell, Chairman of the Committee.

It was proposed by Councillor Jewell, seconded by Councillor Spargo and

**RESOLVED** that the Report of the Committee dated 10<sup>th</sup> June 2019 be approved.

The Planning Committee Report dated 1<sup>st</sup> July 2019 was presented by Councillor Jewell, Chairman of the Committee.

It was proposed by Councillor Jewell, seconded by Councillor Spargo and

RESOLVED that the Report of the Committee dated  
1<sup>st</sup> July 2019 be approved.

The Licensing Committee Report dated 10<sup>th</sup> June 2019 were presented by Councillor Morgan, Chairman of the Committee.

It was proposed by Councillor Morgan, seconded by Councillor Bonney and

RESOLVED that the Report of the Committee dated  
10<sup>th</sup> June 2019 be approved.

The Licensing committee Report dated 15<sup>th</sup> July 2019 was presented by Councillor Morgan, Chairman of the Committee.

It was proposed by Councillor Morgan, seconded by Councillor Bonney and

RESOLVED that the Report of the Committee dated  
15<sup>th</sup> July 2019 be approved.

C5229 **FAIRTRADE**

Pat Fitzpatrick presented the Fairtrade Falmouth report that was duly noted and is attached as part of these minutes.

C5230 **TOWN MANAGEMENT REPORT**

The Town Clerk presented the Town Management Report including updates on Webber Street, rough-sleepers in Quarry Car Park and Network Rail works that was duly noted and forms part of these minutes.

C5231 **TOWN CLERK'S REPORT**

The Town Clerk's Report was duly noted including Cornwall Council's consultation on the Harbour status changes and forms part of these minutes.

C5232 **EXCLUSION OF THE PRESS AND PUBLIC**

It was proposed by Councillor Eva, seconded by Councillor Ross and

RESOLVED that in view of the confidential nature of contractual matters and personal information it is advisable in the public interest that the press and public be excluded from the meeting.

**COUNCIL – PART II**  
**22<sup>ND</sup> JULY 2019**

**C5233 COMMITTEE REPORTS**

The Finance and General Purposes Committee Part II Report dated 15<sup>th</sup> July 2019 was presented by Councillor O’Shea, Chair of the Committee.

It was proposed by Councillor O’Shea, seconded by Councillor Ross and

RESOLVED that the Part II Report of the Committee held on 15<sup>th</sup> July 2019 be approved.

The Staffing Committee Report dated 17<sup>th</sup> June 2019 was presented by Councillor Minson, Chair of the Committee.

It was proposed by Councillor Minson, seconded by Councillor Robinson and

RESOLVED that the Report of the Committee dated 17<sup>th</sup> June 2019 be approved.

There being no further business to transact the Chairman declared the meeting closed at 9.05pm.

Signed: ..... Date: .....

# Connectivity Plan 2019 Falmouth Community

## What activities will enable us to be better connected to our neighbourhood

We want to meet you and tell you what we are doing to prevent harm, crimes and deal with the issues you have told us about

### Accessible Meetings/events

Emergency 999 Non-Emergency 101  
Online Contact: Email-  
[101@devonandcornwall.pnn.police.uk](mailto:101@devonandcornwall.pnn.police.uk)  
Report Crime- [www.devon-cornwall.police.uk/reportcrime](http://www.devon-cornwall.police.uk/reportcrime)  
Reporting In Person- Please use the wall phone and wait for attendance.  
Meetings: A Police representative attends private Pub Watch Meetings, times/venues available.

A Police representative attends the monthly Town Council Meeting, Market Traders Meeting, Safer Cornwall Meeting. Please check for details at  
[www.falmouthtowncouncil.co.uk](http://www.falmouthtowncouncil.co.uk)

### Informative

Where is information held

Twitter: @DC\_Police  
Facebook: DevonAndCornwallPolice  
Local Social Media:  
Falmouth / Helston Facebook and Twitter.  
Force Website:  
[www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)  
Police Crime Commissioner:  
[www.devonandcornwall-pcc.gov.uk](http://www.devonandcornwall-pcc.gov.uk)  
Cornwall Council:  
[www.cornwall.gov.uk](http://www.cornwall.gov.uk)  
Safer Cornwall:  
[www.safercornwall.co.uk](http://www.safercornwall.co.uk)  
Ask the Police:  
[www.askthepolice.uk](http://www.askthepolice.uk)  
Police UK (Performance):  
[www.police.uk](http://www.police.uk)  
Office for National Statistics:

### Supportive

How we are preventing crime

Falmouth has its own Neighbourhood Police Team (engagement/problem solving), 24/7 Response Officers (for emergency attendance), as well as a Criminal Investigation Department. Along with other specialist teams they work tirelessly to prevent and detect crime, and keep Falmouth and its surrounding community safe. We are intelligence led, meaning we review historic data and current community intelligence to effectively direct our resources to where the greatest need exists. Proactive actions such as Warrants, planned Operations, and Media releases can be employed where appropriate to disrupt criminal activity and inform the public of risks.

### Priorities - Issues identified for this community

Our priorities are identified by using reported crime trends, issues and concerns you have told us about and other issues that have been identified through our community profile data

### Who do we need to keep updated

We want to keep everyone updated but will make sure those people that represent you, people who contact us and people who are involved in the identified issues above are updated so they can share information with you

Priorities	Stakeholders
<p>Safeguarding the Vulnerable within the community:</p> <ul style="list-style-type: none"> <li>Reviewing intelligence and acting to reduce risk of CSE</li> <li>Protect those vulnerable to County Lines Drug Dealing</li> <li>Work with partner agencies to reduce missing person episodes.</li> <li>Engaging with vulnerable people within the community and work with partner agencies to reduce risk of harm.</li> </ul>	<ul style="list-style-type: none"> <li>Child Social Care</li> <li>Adult Social Care</li> <li>Family Support workers</li> <li>Community Mental Health Team</li> <li>Schools within the area</li> <li>Youth intervention teams</li> <li>Housing Association</li> <li>Fire Brigade</li> <li>NHS</li> </ul>
<p>ASB within Falmouth Town and the surrounding areas:</p> <ul style="list-style-type: none"> <li>ASB / Crime caused by Street Drinking / Drug Taking</li> <li>Homelessness / Rough Sleepers</li> </ul>	<ul style="list-style-type: none"> <li>Falmouth Town Council</li> <li>Local Businesses in the community</li> <li>Cornwall Council ASB Team</li> <li>Homeless Action Group</li> <li>Salvation Army</li> <li>Safer Falmouth</li> </ul>
<p>Commercial Burglaries</p> <ul style="list-style-type: none"> <li>There has been an increase in Commercial Burglaries in the area. Police are constantly</li> </ul>	<ul style="list-style-type: none"> <li>Local Business in the Community</li> <li>Internal Corporate Comms</li> <li>Probation Services</li> </ul>



reviewing crime trends and intelligence in proactively targeting suspected offenders

- Media Outlets

### Responsive

#### What activities we have been doing in your community?

sometimes you may not see us but this will reassure you we are busy dealing with priorities in your neighbourhood

Date	Activity
23/05/19	The Falmouth / Helston NHT attended the Safeguarding Adults Board Annual Conference. A big focus on recognising vulnerability in the community, dealing with hoarding and the value of multi agency work in order to protect the vulnerable.
29/05/19	All resources launched into a High Risk missing person with Dementia.
07/06/19	Response Officers attended Falmouth Harbour regarding concerns of a suspicious package. A considerable amount of time spent at the scene ensuring correct safety provisions in place and liaison with the EOD.
07/06/19	Officers responded to a report of a group of youths spitting at staff in a store in Falmouth. Crime recorded for investigation.
07/06/19	Officers responded to ASB of a party out of control in Falmouth with bottles reportedly being smashed
08/06/19	Area search carried out for a suspect in relation to a shoplifting in Falmouth. Incident crimed for investigation.
08/06/19	Response Officers attended a concern for welfare in Stithians. Making efforts to keep people safe
10/06/19	PS Kelly attended Safer Falmouth meeting to discuss local priorities with a multi agency approach
10/06/19	PC Cummins attended Falmouth Town Council Meeting to discuss local priorities / issues and concerns.
11/06/19	PC Newton attended Falmouth University in order to discuss policies and procedures on how best to manage demands. Numerous issues discussed regarding safeguarding.
12/06/19	PC Newton attended Penryn College in relation to maintaining reassurance and to speak with pupils regarding an incident of violence. Education being provided in order to reduce the risk of violence amongst pupils.
12/06/19	Officers within the NHT, CID and Response have been working to gather evidence in relation to the report of a serious assault on a 66 year old male in Falmouth.
13/06/19	Safeguarding Actions put in place by PC Cummins in relation to a multi agency meeting regarding a vulnerable female in the community.
13/06/19	PC Cummins conducted 2 hours Foot Patrol in the Town targeting aggressive buskers and street drinkers and tombstoning. All issues that have been highlighted by residents / retailers. Evening Foot Patrol also conducted in relation to night time economy and ASB in the town. Patrols also conducted in Penryn regarding ASB hotspots that had been highlighted. Dealt with ASB following a Rough Sleeper causing issue in Falmouth
13/06/19	PC Newton attended a Safeguarding meeting at Longreach regarding a vulnerable male in Penryn.
13/06/19	PC Newton attended Penryn College for engagement with staff and pupils. Issues highlighted regarding pupils who had been fighting.
14/06/19	Falmouth NHT attended a meeting with Force Legal and the ASB Co-ordinator in order to address some reports of significant ASB in the Falmouth area.
14/06/19	Foot Patrols conducted in the Old Hill area following repeated incidents of disorder and ASB.
14/06/19	PC Cummins assisted the Response team in the arrest and detention of an offender in a Domestic incident.
15/06/19	PCSO Bromley chaired the Homeless Action Group with key stakeholders to discuss updates on rough sleeping issues in the community.



15/06/19	PC Cummins completed 3-4 hours of Foot Patrols in Falmouth Town for the Sea Shanty Festival.
16/06/19	Further patrols in the Town by PC Cummins for Sea Shanty.
19/06/19	PC Cummins spent 3 hours statement taking in relation to evidence gathering for combatting a significant ASB / Disorder issue surrounding a property in Falmouth. Foot Patrol also completed for the Sea Shanty festival.
20/06/19	PC Cummins attended a local Nursery for input to two groups with staff and children.
21/06/19	PC Newton attended Bodmin Court with Force Legal with an application to close a property in Falmouth due to anti-social behaviour. Case adjourned.
30/06/19	PC Newton was involved with pro-active patrols which were carried out for an hour in an area where there are reports of nuisance off road bikers particularly on a Sunday morning. Visit to local resident took place and reassurance provided.
03/07/19	PCSO Huddlestone and PCSO Wood attended the Falmouth Hotel for a school careers event hosted by St. Francis School. Many local businesses were present, together with Emergency Service and Armed Forces representation.
04/07/19	PC Newton attended Court for Anti-Social Behaviour Closure on property in Penryn which was granted.
05/07/19	PC Newton assisted with safeguarding for family that have been evicted to ensure all support services are in place. Community reassurance offered.
10/07/19	PC Newton participated in a partner agency meeting/training for an hour.
11/07/19	PC Newton spent 2 hours on active patrol which involved community liaison. 8 hours safeguarding.
12/07/2019	Over approximately two weeks, PC Cummins logged the following activities: Surgeries – 2.5 hours Foot patrol – 10 hours Pubwatch – 1 hour ASB hotspots – 5 hours Response work – 4.5 hours Safeguarding – 13 hours
14/07/19	PCSO Wood and PCSO Huddlestone patrolled the Wheal Maid valley to deter the off road motorbikers, two bikes were seen but left the site on seeing a police presence
17/07/19	PS Kelly and PC Newton attended a quarterly 'Illegal Substances' meeting at Falmouth University. Discussions regarding working practices.
22/07/19	A female was issued with a Stage 2 ASB Warning Letter regarding ASB being committed around Falmouth Town.







**Quarterly Report to Falmouth Town Council members**  
**Town Council Meeting 22<sup>nd</sup> July 2019**

**FALMOUTH FAIRTRADE**

- **Steering Group** continue to meet every two months. Membership of the steering group is a concern – an increase in membership would enable the group to be more proactive.
- **Parklive June 2019.** Our plans to have a Fairtrade stand in June was unable to go ahead as the event was cancelled by organisers due to unfinished stage. We will explore the possibility of a FT stand at the August event when the group meets 15<sup>th</sup> July 2019.
- **Fairtrade on Town signage.** We are very pleased that it has been agreed in principle to add Fairtrade to Falmouth's town signs.
- **Living Income Project.** Donations to this project makes programmes such as the Women's School of Leadership in Cote d'Ivoire possible. A donation of £90 was raised for this project at the Fairtrade Fortnight Coffee morning this year. A certificate has been received acknowledging this donation. **The 'Living Income' petition** calling on the UK government to lead the way in making living incomes a priority in UK-funded international aid projects has reached a total of 45,185 signatures – the goal is 50,000. See FT Foundation website to add your name.
- **Fairtrade Window decals.** We have ordered 100 free window decals from Fairtrade – postage costs £5.80. These will be offered to retail outlets as and when we have time to visit.
- **Fairtrade Foundation and other certified organizations.** A member of the steering group has been compiling data which is now available for use by steering group members.
- **SW Fairtrade Supporter Conference.** Members of the steering group are planning to attend the conference in Exeter, 21<sup>st</sup> September 2019
- **25 Years of the Fairtrade mark/certification** will be celebrated by the Fairtrade Foundation October 2019.

Pat Fitzpatrick  
Falmouth Fairtrade Steering Group



# FALMOUTH

*the spirit of the sea*

## **Town Management Report to Falmouth Town Council 22/07/19**

### Falmouth International Sea Shanty Festival

An extremely busy festival which continues to grow year on year. Feedback has been very positive especially due to the sheer numbers within the town and particularly on the Saturday. There have been a number of constructive points of how to develop the festival. The big challenge we have is that costs are continually increasing and more facilities and support are required to make sure it continues to be successful as the operational commitment is significant. This year for example we greatly increased the First Aid capacity and on the Saturday afternoon there were several incidents within a three to four hour period and all were dealt with professionally and effectively. It is important to highlight that not one of the incidents was related to alcohol so it shows the positive atmosphere.

### Falmouth Classics

The Classics is going from strength to strength with 190 boats taking part this year and continues to compliment the shanty festival very well. The oldest boat this year was built in 1878 so a great amount of history. This event gets my full support and I hope the councils as it fits so well on the calendar and with people travelling from so many destinations as well as local entrants.

### Falmouth Week

New for 2019 we will have a giant five metre screen which will be on the Moor for the first four days of the week. This will have games that people can interact on their phones on such dune buggy racing and snowboarding for up to thirty people at a time. There will also be social media feeds that is pulled in through this as well as free to air sport such as the rugby world cup. Lots of information on the weeks activities as well as highlighting sponsors (including Falmouth Town Council & Falmouth BID).

The Air Show is coming together well and everything is with the Civil Aviation Authority, they give permission no later than fourteen days leading up the event and while this is very short notice our Flight Display Director has done an excellent job of ensuring as much detail is with the CAA so all being well subject to the usual weather etc it can all go ahead. Falmouth Harbour Commissioners are helping lots as are the yacht clubs with support craft on the water and managing the display area. The big difference for this year is that the display area will take place within Falmouth Bay closer to the shore and spectator boats.

The programme is currently being printed and will be available very soon, there is a whole array of different activities from the daytime to the evening entertainment as well as all the sailing taking place in the Carrick Roads and the bay.

On top of everything above we are working on updating the FalmouthWeek.co.uk site to a more usable system from an administration point of view as well as user experience.

### Sponsorship

It is important to highlight that sponsorship across the various events is becoming more and more difficult while still trying to develop and improve the events year on year. Understandably all businesses are having to watch their outgoings more closely year on year. For Falmouth Week this year both my event budget and also Falmouth BIDs' budget are using a greater proportion in order to achieve what is required.

### Western Power

There will be further updates later this month to traders for the next phase of road closures that we have been working closely with Western Power and Kier to work out the best option. It is being finalised at the moment so there will be more details at next Full Council.

### Falmouth School Enterprise Day

I recently took part in a morning up at Falmouth School for pupils who all had to work in small teams to come up with a business pitch with support from business mentors.

### Awards

Richard Wilcox and I were very pleased with the two awards at the recent ATCM (Association of Town & City Management) conference in London. The 'Digital Project of the year' we thought had a good chance with the wifi project which of course is a partnership project between Falmouth BID, Falmouth University and ourselves as a council. With over 32,000 people who have signed up in the last year it has surpassed our original estimates substantially. The 'Partnership of the Year' award was a real long shot. There are so many places across the UK that enter this category being a finalist was great acknowledgement to everyone involved. Actually winning when the other two finalists were Belfast City and a borough of London really highlights the effective partnership between the Town Council, BID and many other organisations on a national level. The partnership award was the final award of the evening and when completing the entry we took a very honest approach to all the challenges the town has as well as the successes.



**FALMOUTH TOWN COUNCIL**  
**22<sup>ND</sup> JULY 2019**  
**TOWN CLERK'S REPORT PART I**

**ITEM NO. 17**

**17.1 BRITISH TELECOM**

Cornwall Council have passed down the BT Consultation regarding public payphone removals. 104 units in Cornwall are subject to a 90 day consultation that closes 7<sup>th</sup> October 2019. This effects 4 units in Falmouth. ( )

**17.2 CLIMATE EMERGENCY**

Councillor Gillett has requested that Extinction Rebellion attend the next meeting of the Council to request the Council to declare an ecological emergency.

Further there is a request that informally space at the Council Offices be available for the dissemination of information.

Mark Williams FCIS FSLCC  
Town Clerk  
July 2019

## Mark Williams

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**From:** Emily Middleditch  
**Sent:** 15 July 2019 10:31  
**To:** Mark Williams  
**Cc:** Valerie Rogers  
**Subject:** FW: BT Payphone kiosk removal  
**Attachments:** 09-07-2019\_10-52-23.pdf

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**From:** Trebilcock Helen <Helen.Trebilcock@cornwall.gov.uk> **On Behalf Of** Cornwall Planning  
**Sent:** 12 July 2019 15:23  
**To:** clerk@lostwithieltowncouncil.gov.uk  
**Subject:** BT Payphone kiosk removal

Dear Parish Council

Please find attached correspondence from BT regarding the potential removal of 104 public payphones in Cornwall. Cornwall Planning has no comments to make but should you wish to comment or agree / object to the ones within your parish, please do so on the attached form and return to BT [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com).

Kind regards

**Helen Trebilcock | Development Technical Officer  
Cornwall Council | Planning and Sustainable Development**

[helen.trebilcock@cornwall.gov.uk](mailto:helen.trebilcock@cornwall.gov.uk) | Tel: 01872 323501 | Int: 493501  
[www.cornwall.gov.uk](http://www.cornwall.gov.uk) | 'Onen hag oll'

**First Floor South Wing, Chy Trevail, Beacon Technology Park, Bodmin, Cornwall, PL31 2FR**

Please let us know if you need any particular assistance from us, such as facilities to help with mobility, vision or hearing, or information in a different format.

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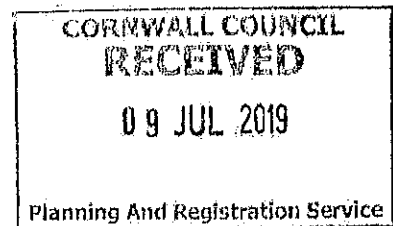
**Important Notice that may affect your planning application:** From 1 January 2019, Cornwall Council will be a Community Infrastructure Levy (CIL) Charging Authority, and any new development could be liable to pay a CIL. Visit [www.cornwall.gov.uk/cil](http://www.cornwall.gov.uk/cil) now to find out how CIL may affect your development.

**To keep up to date with changes in the Planning & Sustainable Development Service, please check "[What's new in Planning](#)" on the [cornwall.gov.uk](http://cornwall.gov.uk) website.**

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Chief Planning Officer  
Cornwall Council County  
Hall Treyew Road  
Truro  
TR1 3AY



09 July 2019

**TIME SENSITIVE** - 90 Day Consultation period end date: 07 October 2019

Dear Chief Planning Officer,

Further to our previous letter, we are writing to you as part of a formal consultation process regarding our current programme of intended public payphone removals. This letter formally starts our consultation with you and the local community.

There are currently 104 public payphones in your area which have been identified and proposed for removal by BT under the 90-day consultation process and details of these payphones are shown below.

To ensure that the local community are fully informed, we have placed consultation notices on the relevant payphones, and a sample notice is enclosed. We have also included the date we posted these notices on the payphones. The consultation period will close on 07 October 2019. Unless you contact us to agree otherwise, responses received after this date will not be accepted.

This consultation process gives your local communities the opportunity to adopt a traditional red 'heritage' phone box and make them an asset that local people can enjoy. It's really simple to do and it costs just £1 - <http://bt.com/adopt>

Overall use of payphones has declined by over 90 per cent in the last decade and the need to provide payphones for use in emergency situations is diminishing all the time, with at least 98 per cent of the UK having either 3G or 4G coverage. This is important because as long as there is network coverage, it's now possible to call the emergency services, even when there is no credit or no coverage from your own mobile provider.

You may also want to consider the recent Ofcom affordability report which found that most people do not view payphones as essential for most consumers in most circumstances -

[http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability\\_report.pdf](http://stakeholders.ofcom.org.uk/binaries/research/affordability/affordability_report.pdf)

On the 14<sup>th</sup> March 2006 the Office of Communications (Ofcom) published a statement following their 2005 review of universal service in the Telecommunications market, which includes a requirement for payphone provision to meet reasonable needs. Part of that statement amended our obligations with regard to the

## removal of payphone service

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0021/34266/statement.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0021/34266/statement.pdf)

As stated in Ofcom's 2005 review, it is the responsibility of the local authority to initiate its own consultation process to canvas the views of the local community. They would normally expect these consultations to involve other public organisations such as the Parish or Community councils and work within the terms of the Communications Act 2003. This means that you must be able to objectively justify your decisions.

Full guidance on the removal process can be viewed at:

<http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

and a summary is available at:

[http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing\\_callboxes.pdf](http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removing_callboxes.pdf)

The guidance also details the appeals process we must follow in case of unreasonable objections.

### **What you need to do next**

Please complete and return the attached annex with your decision on each payphone.

If the decision is that the local community wish to 'adopt', please provide their contact details and we'll do the rest.

If you wish to 'object', you'll need to complete the last column with your reasons, having reviewed all of the factors set out in Annex 1 of Ofcom's guidance (see link above), and the information sent to you in our previous letter.

If the information is incomplete for any payphone in the list, then we'll assume you have no objection to its removal and also that you do not wish to adopt it.

The best way to respond to us is by email at [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com). Please retain proof that the email was sent or apply a read receipt. If you would prefer to respond by post please use the following address and allow at least two days for postal delivery:

#### **BT Payphones**

pp 4<sup>th</sup> Floor Monument TE  
11 – 13 Great Tower Street  
London  
EC3R 5AQ

You will need to obtain proof of postage from your local post office and be aware that we are unable to receive mail that requires a signature.

If you've got any questions then please get in touch with us by emailing [btp.authorisation.team@bt.com](mailto:btp.authorisation.team@bt.com).

Yours sincerely

**Rick Thompson**  
**Payphone Planning Officer**

British Telecommunications plc  
Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered In England No 1800000  
[www.bt.com](http://www.bt.com)



BT uses its own published criteria ([www.bt.com/payphones/removals](http://www.bt.com/payphones/removals)) when considering which public call boxes to remove. These are intended to ensure that boxes are retained either where they are actively used or where there is a social need for their retention.

BT's 'overriding criteria' for payphone retention are:

- No mobile coverage (from any provider);
- Suicide hotspot;
- Accident blackspot;
- Coastal location.

Its 'reasonable needs' criteria are:

- The public call box in question is the only one within 800 metres;
- There are at least 500 households within 1 kilometre;
- At least 12 calls have been made from the public call box within the previous 12 months.

If a public call box meets any of the overriding criteria or all the reasonable needs criteria, BT has stated that it will not be proposed for removal.

***Can a local authority veto the removal of a public call box because it is a local landmark or on 'heritage' grounds?***

Ofcom's Guidance sets out matters that local authorities should take into account when making a decision to consent or object to BT's proposal to remove the last box from a site. In particular, at Annex 1 it sets out factors which Ofcom considers relevant to the decision. The Guidance explains that local authorities should refer to these factors and publish the reasons for their decision. BT could challenge a veto that it considers to be inappropriate in the Competition Appeal Tribunal.

BT's Universal Service Obligation applies to the telephone, not the kiosk. It would therefore be inappropriate for a local authority to object to removal of a public call box because it is a local landmark or on 'heritage' grounds. However, BT has a scheme ([www.bt.com/adopt](http://www.bt.com/adopt)) whereby kiosks can be 'adopted' by bodies such as parish councils for £1. The telephone equipment is removed, and the kiosk can then be used for another purpose such as a community book exchange.

***Can a local authority veto all public call box removals in its area?***

Each public call box should be considered separately. Any local authority objection to removal of a public call box should be supported by clear, objective and proportionate reasons, related to the provision of the communications service at the box in question.

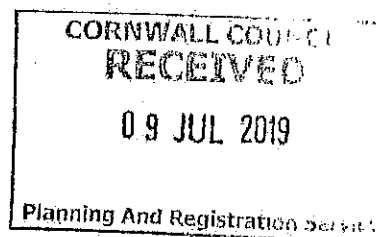
***Can Ofcom give us more information about the public call boxes in our area?***

Ofcom does not hold details of the locations of public call boxes or individual boxes that BT may be proposing for removal. BT will be able to give you information about the boxes in your area.

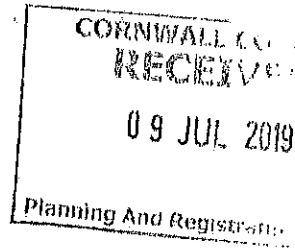
Yours faithfully,



Jane Rumble



Notice date:



## PUBLIC NOTICE

# Payphone kiosk removal

**Hello.**

Our information shows that this phone box has had very little use over a significant period of time.

We're therefore proposing to remove this phone box. There is a consultation period of 42 days from the above date.

**Please contact your Local Authority if you have any comments.**

If you'd like to know where the nearest alternative payphone is, or who your local authority is please contact us on:

**0800 661 610 option 1**

This number is only able to provide alternative payphone details and the name of your local authority.

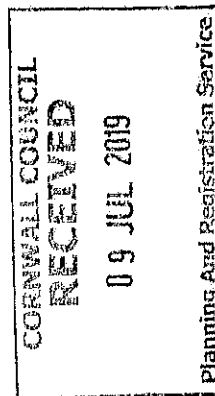
Please use this annex and return in this format to ensure that the telephone number of the kiosk is clearly shown.

A separate sheet can be used for further comments if required.

If you would like an electronic copy of this letter, please e mail [bt-authorisation.team@bt.com](mailto:bt-authorisation.team@bt.com)

Cornwall

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
1	0120872198	JNCT BEACON ROAD PCO1 PLAS NEWYDD AVENUE BODMIN	PL31 1BU	28	04/07/2019		
2	0120872913	OUTSIDE HELLAND VILLAGE HALL PCO1 HELLAND BODMIN	PL30 4PX	0	04/07/2019		
3	0120873042	OUTSIDE PUBLIC CONVENIENCES PCO1 HIGHER BORE STREET BODMIN	PL31 1JS	374	04/07/2019		
4	01208812338	PCO PCO1 WEST HILL WADEBRIDGE	PL27 7ET	15	04/07/2019		
5	01208812370	PCO PCO1 BROOMFIELD ROAD WADEBRIDGE	PL27 6AU	3	04/07/2019		
6	01208841201	PCO PCO1 ST. KEW HIGHWAY BODMIN	PL30 3DP	5	04/07/2019		
7	01208872466	PCO PCO1 NORTH STREET LOSTWITHIEL	PL22 0EF	59	04/07/2019		
8	01208872574	COTT ROAD PCO1 GRENVILLE ROAD LOSTWITHIEL	PL22 0EP	3	04/07/2019		
9	01208872693	PCO PCO1 LANLIVERY BODMIN	PL30 5BT	1	04/07/2019		
10	01209216257	PCO PCO1 SOUTHGATE STREET REDRUTH	TR15 2LY	5	03/07/2019		



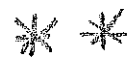
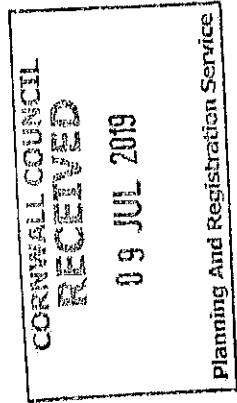
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Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England No 1800000  
www.bt.com

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
11	01209216876	BASSETT ROAD PC01 NORTH COUNTRY REDRUTH	TR16 4AA	5	03/07/2019		
12	01209712582	PCO PC01 THE GLEBE CAMBORNE	TR14 7ER	118	02/07/2019		
13	01209712970	PCO PC01 PARK ROAD CAMBORNE	TR14 8QB	50	02/07/2019		
14	01209714194	PCO PC01 TEHIDY ROAD CAMBORNE	TR14 8LJ	49	02/07/2019		
15	01209714277	O/S POST OFFICE PC01 TOLCARNE ROAD BEACON CAMBORNE	TR14 7SF	24	02/07/2019		
16	01209820229	PCO PC01 CROFTHANDY REDRUTH	TR16 5JB	0	03/07/2019		
17	01209820349	PCO PC01 ALBION ROW CARHARRACK REDRUTH	TR16 5QW	1	03/07/2019		
18	01209831298	PCO PC01 CROWAN PRAZE CAMBORNE	TR14 9NB	3	02/07/2019		
19	01209842311	PCO PC01 CHURCHTOWN ROAD ILLOGAN REDRUTH	TR16 4SF	6	03/07/2019		
20	01209843852	PCO PC01 PAYNTERS LANE REDRUTH	TR16 4DS	74	03/07/2019		

	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
21	01209860201	PCO PC01 PENHALVEAN REDRUTH	TR16 6TG	0	03/07/2019		
22	01209860211	MEDLYN NR POKELLIS PC01 POKELLIS HELSTON	TR13 0EQ	0	03/07/2019		
23	01209860220	PCO PC01 CRELOW LANE STITHIANS TRURO	TR3 7BA	6	03/07/2019		
24	01209860321	PCO PC01 LONGDOWNS PENRYN	TR10 9DL	0	03/07/2019		
25	01209890494	PCO PC01 ROPE WALK MOUNT HAWKE TRURO	TR4 8DW	2	03/07/2019		
26	01288321316	PCO PC01 NORTH CLOSE KILKHAMPTON BUDE	EX23 9RQ	62	04/07/2019		
27	01288341329	WAYLEAVE PP32 PC01 WHITSTONE HOLSWORTHY	EX22 6TX	7	04/07/2019		
28	01288352372	PCO PC01 MAIDEN STREET STRATTON BUDE	EX23 9DQ	1	04/07/2019		
29	01288352497	CLEVELANDS/ PC01 STRATTON ROAD BUDE	EX23 8AQ	1	04/07/2019		
30	01288352811	PCO PC01 BUSH BUDE	EX23 9LA	2	04/07/2019		

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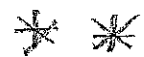
	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
31	01288352832	PCO PCO1 HOLLABURY ROAD BUDE	EX23 8JA	41	04/07/2019		
32	01288356719	IPCO HAWTHORN AVENUE BUDE	EX23 8QB	7	04/07/2019		
33	01288361232	WAYLEAVE PP498 PCO1 TITSON MARHAMCHURCH BUDE	EX23 0HQ	0	04/07/2019		
34	01326240215	PCO PCO1 NANSMELLYON ROAD MULLION HELSTON	TR12 7DH	31	03/07/2019		
35	01326240355	PCO PCO1 CHURCHTOWN MULLION HELSTON	TR12 7BY	72	03/07/2019		
36	01326290581	WAYEAVE PP1143 PCO1 KUGGAR RUAN MINOR HELSTON	TR12 7LX	17	03/07/2019		
37	01326290648	BUS SHELTER PCO1 RUAN MINOR HELSTON	TR12 7JL	2	03/07/2019		
38	01326290953	PCO PCO1 THE SQUARE THE LIZARD HELSTON	TR12 7NQ	171	03/07/2019		
39	01326311469	PCO PCO1 TREVERBYN ROAD FALMOUTH	TR11 5BS	3	03/07/2019		
40	01326315156	TELEPHONE KIOSK PCO1 KILLIGREW STREET FALMOUTH	TR11 3AL	34	03/07/2019		



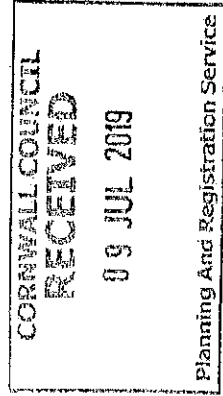
	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
41	01326317402	PCO PCO1 MONGLEATH AVENUE FALMOUTH	TR11 4PP	10	03/07/2019		
42	01326373386	UNION CORNER PCO1 OAKLAND PARK FALMOUTH	TR11 4JL	4	03/07/2019		
43	01326565108	PCO PCO1 BULWARK ROAD HELSTON	TR13 8JQ	43	03/07/2019		
44	01326574323	PCO PCO1 GWEAL WARTHA HELSTON	TR13 0SN	12	03/07/2019		
45	01503230250	WAYLEAVE PP260 PCO1 QUAY ROAD ST. GERMAN'S SALTASH	PL12 5LY	10	05/07/2019		
46	01566772370	VILLAGE GREEN PCO1 LAWHITTON LAUNCESTON	PL15 9NQ	0	04/07/2019		
47	01579320613	PCO PCO1 HERODSFOOT LISKEARD	PL14 4QY	2	05/07/2019		
48	01579342074	O/S POST OFF. VILLAGE SQUARE PCO1 MENCHENIOT LISKEARD	PL14 3QR	27	05/07/2019		
49	01579342168	WAYLEAVE PP12 PCO1 LAKE LANE LISKEARD	PL14 3DE	90	05/07/2019		
50	01579342209	WAYLEAVE PP12 PCO1 ADDINGTON NORTH LISKEARD	PL14 3HQ	146	05/07/2019		

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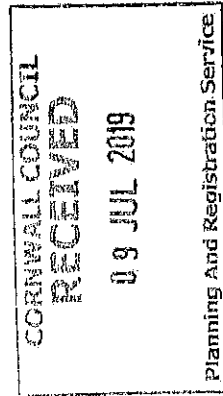


	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
51	01579342374	WAXLEAVE PP12 PCO1 CLIFTON TERRACE LISKEARD	PL14 4HN	22	05/07/2019		
52	01579350515	OPP POST OFFICE PCO1 THE GLEBE ST. MELLION SALTASH	PL12 6RF	1	05/07/2019		
53	01579362240	O/S RILLA MILL TELE EXCH PCO1 RILLA MILL CALLINGTON	PL17 7NT	0	04/07/2019		
54	01579362353	OUTSIDE POST OFFICE PCO1 MINIONS LISKEARD	PL14 5LE	2	04/07/2019		
55	01579362381	PCO PCO1 PENSILVA LISKEARD	PL14 5PS	19	05/07/2019		
56	01579362557	PCO PCO1 UPTON CROSS LISKEARD	PL14 5AX	1	04/07/2019		
57	01579370282	PCO PCO1 BRAY SHOP CALLINGTON	PL17 8PZ	2	04/07/2019		
58	01579382483	PCO PCO1 GOLBERDON CALLINGTON	PL17 7ND	1	04/07/2019		
59	01637830963	PCO PCO1 HOLYWELL BAY NEWQUAY	TR8 5PT	236	03/07/2019		
60	0172664379	PCO HOLMBUSH SHOPPING CENTRE DANIELS LANE ST. AUSTELL	PL25 3HT	27	03/07/2019		

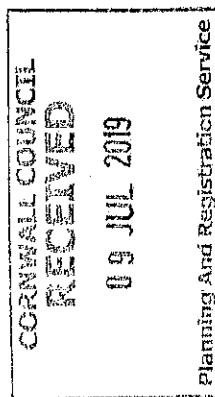




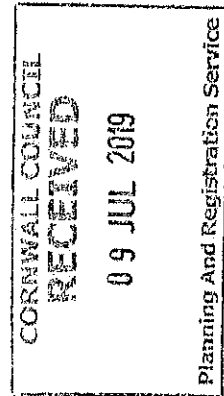
	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
61	0172672087	OPP POST OFFICE ADJ FORE ST PCO1 POLGOOTH ST. AUSTELL	PL26 7BP	1	03/07/2019		
62	0172674270	OPPOSITE JUNCN DANIELS LANE PCO1 BUCKLERS LANE ST. AUSTELL	PL25 3JN	222	04/07/2019		
63	01726813053	O/S FOUR LORDS PUB PCO1 ST. BLAZEY ROAD PAR	PL24 2HY	70	04/07/2019		
64	01726813286	PCO PCO1 LANDREATH PLACE ST. BLAZEY PAR	PL24 2JX	60	04/07/2019		
65	01726813921	PCO PCO1 STATION ROAD ST. BLAZEY PAR	PL24 2NF	110	04/07/2019		
66	01726822452	PCO PCO1 GOVERSETH ROAD FOXHOLE ST. AUSTELL	PL26 7XD	27	03/07/2019		
67	01726822467	SPO PCO1 TERRAS ROAD ST. STEPHEN ST. AUSTELL	PL26 7NT	20	03/07/2019		
68	01726822471	PCO PCO1 CREAKAVOSE ST. STEPHEN ST. AUSTELL	PL26 7NZ	14	03/07/2019		
69	01726833448	PCO PCO1 PARK ROAD FOWEY	PL23 1EB	38	04/07/2019		
70	01726842478	SPO PCO1 POLMASSICK ST. AUSTELL	PL26 6HA	0	03/07/2019		



	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
71	01726860289	PCO PCO1 INDIAN QUEENS ST. COLUMB	TR9 6QZ	24	03/07/2019		
72	01726882623	O/S LADOCK POST OFFICE PCO1 LADOCK TRURO	TR2 4PH	24	03/07/2019		
73	01736362303	PCO PCO1 CHYWOONE AVENUE NEWLYN PENZANCE	TR18 5NH	49	02/07/2019		
74	01736362394	JCN PENBREA PCO1 COOMBE ROAD PENZANCE	TR18 3NP	185	02/07/2019		
75	01736710427	SOUTH RD PCO1 QUEENS WAY GOLDSITHNEY PENZANCE	TR20 9LE	22	03/07/2019		
76	01736740242	ON VILLAGE GREEN PCO1 CHURCH HILL LUDGVAN PENZANCE	TR20 8EU	0	02/07/2019		
77	01736752066	PCO PCO1 CHURCHTOWN ROAD GWITHIAN HAYLE	TR27 5BX	5	02/07/2019		
78	01736752498	TREVITHICK CRES PCO1 HIGHLANES HAYLE	TR27 4AN	35	02/07/2019		
79	01736752580	PCO PCO1 GRIST LANE ANGARRACK HAYLE	TR27 5HZ	3	02/07/2019		
80	01736753256	PCO PCO1 CONNOR HILL CONNOR DOWNS HAYLE	TR27 5DW	19	02/07/2019		



	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
81	01736763262	BEACH CARAVAN PARK NEAR SHOP PCO2 TWO CHIMNEYS CARA PARK PRAA SANDS PENZANCE	TR20 9SP	16	03/07/2019		
82	01736795169	JCN CARNELLIS RD PCO1 STENNACK ST. IVES	TR26 1QH	6	02/07/2019		
83	01736795192	PCO PCO1 PENBEAGLE ST. IVES	TR26 2HB	5	02/07/2019		
84	01736795466	OPP HALESTOWN INN PCO1 HALSETOWN ST. IVES	TR26 3NA	0	02/07/2019		
85	01736850254	WAYLEAVE PP26 PCO1 GWINEAR LANE GWINEAR HAYLE	TR27 5LA	0	02/07/2019		
86	01736871201	WAYLEAVE PP703 PCO1 SENNEN PENZANCE	TR19 7AD	0	02/07/2019		
87	01752822201	PCO PCO1 KING STREET MILLBROOK TORPOINT	PL10 1AP	4	05/07/2019		
88	01752843672	PCO PCO1 ALAMEIN ROAD SALTASH	PL12 4HR	38	05/07/2019		
89	01752851338	WAYLEAVE PP260 PCO1 CHURCH ROAD TIDEFORD SALTASH	PL12 5HW	0	05/07/2019		
90	01840212224	PCO PCO1 WEST DOWN ROAD DELABOLE	PL33 9DT	1	04/07/2019		



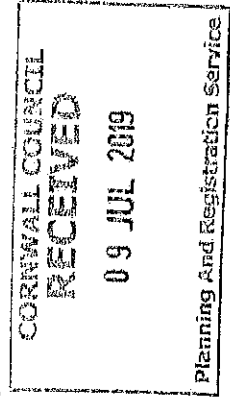
Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
91	01840212302 PCO PCO1 THE CLEAVE CAMELFORD	PL32 9PL	119	04/07/2019		
92	01840212325 PCO PCO1 TREFREW ROAD CAMELFORD	PL32 9TP	71	04/07/2019		
93	01840230398 PCO PCO1 JACOBSTOW BUDE	EX23 0BP	1	04/07/2019		
94	01840770286 PCO PCO1 TRELAKE LANE TREKNOW TINTAGEL	PL34 0EW	114	04/07/2019		
95	01841520408 WAYLEAVE PP1005 PCO1 TREVONE ROAD TREVONE PADSTOW	PL28 8QJ	10	04/07/2019		
96	01841520836 OUTSIDE CHY AN MOR PCO1 CONSTANTINE BAY PADSTOW	PL28 8JQ	0	04/07/2019		
97	01841540282 PCO PCO1 LITTLE PETHERICK WADEBRIDGE	PL27 7QT	0	04/07/2019		
98	01872272003 PCO PCO1 UPLAND CRESCENT TRURO	TR1 1LU	0	03/07/2019		
99	01872273888 PCO PCO1 TRELANDER HIGHWAY TRURO	TR1 1PE	38	03/07/2019		
100	01872552283 PCO PCO1 GOONBELL ST. AGNES	TR5 0XB	25	03/07/2019		

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	Telephone Number	Address	Post Code	Number of calls in last 12 months	Posting Completed Date	Agree/ Adopt/ Object	Comments/Reasons
101	01872560259	PCO PC01 FORE STREET CHACEWATER TRURO	TR4 8LN	7	03/07/2019		
102	01872572020	PCO PC01 PERRANWELL ROAD GOONHAVERN TRURO	TR4 9JL	28	03/07/2019		
103	01872863854	SPO PC01 BISSOE TRURO	TR4 8SS	0	03/07/2019		
104	01872864069	PCO PC01 HOLYWELL ROAD PLAYING PLACE TRURO	TR3 6EP	0	03/07/2019		

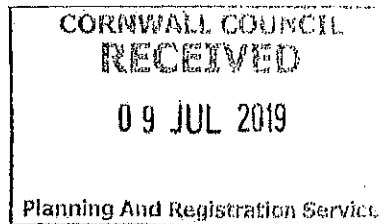
Signature: ..... Cornwall  
Area: Cornwall



British Telecommunications plc  
Registered office:  
81 Newgate Street  
London EC1A 7AJ  
Registered in England/No 1800000  
www.bt.com



2 May 2019



Jane Rumble  
Director Consumer Policy  
publiccallboxes@ofcom.org.uk

Dear Sir/Madam,

**Public call box removals**

BT is currently engaged in a round of public call box removals and may be contacting you to seek your views, in accordance with regulatory obligations imposed by Ofcom. This letter gives more information about your role as a relevant local authority under those obligations and some factors you may wish to consider in your response.

Under Universal Service obligations set by Ofcom, BT must provide public call boxes in order to meet the reasonable needs of end-users in terms of geographical coverage, the number of public call boxes and the quality of call box services.

A public call box is a public pay telephone which is permanently installed on public land and to which the public has access at all times. This definition excludes many public pay telephones in locations such as stations.

If BT proposes to remove the last public call box at a site, it must notify the relevant local authority, and it cannot remove the box if the local authority objects in writing within 90 days (the 'local veto'). A site is defined as any area within a walking distance of 400 metres from that public call box. This means that a box could be nearer than 400 metres away as the crow flies, but not easily accessible because of an obstacle such as a railway line.

The process for removal of such public call boxes is set out in a Direction and Guidance published by Ofcom. We are writing to draw your attention to the Direction and Guidance and to respond to some questions that have been raised with us.

Direction: <http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/callboxdirection.pdf>  
Guidance: <http://stakeholders.ofcom.org.uk/binaries/consultations/uso/statement/removals.pdf>

***Why does BT seek to remove some public call boxes?***

Public call box use has been in heavy decline, and 20% of public call boxes have not been used to make a call in the last twelve months. Mobile take-up and coverage are both high - 94% of adults personally use a mobile phone and 98% of premises have 3G/4G coverage. Mobile 'roaming' for emergency calls has been in place since 2009, meaning that where a caller has no signal from their provider, a 999 call will be switched automatically to another provider's network if there is one available.