

Tel_No	Address	Post_Code	Kiosk Type	Conservation Area?	Calls		Name of Town/Parish Council	Details of TC/PC response to previous consultations	Amend or maintain previous response?	Kiosk to be adopted?	Any additional responses?	SC Comments 2023
					Total calls (last 12 months)	Helpline calls						
01939200200	PCO PCO1 LEE BROCKHURST SHREWSBURY	SY4 5QH	K6	N	0	0	Moreton Corbet and Lee Brockhurst PC	<p>I confirm that the PC would like to retain the box on the grounds that mobile reception is still patchy. As an example we had people staying here last weekend and they could not get a signal, despite going to the top floor of our 3 storey house!</p> <p>I wonder if BT has read submissions, given that they have failed for the third time to designate the correct postcode to the PCB. Parish Council object to removal as networks are patchy and the ability for a caller to make a non-emergency call via the PCB is beneficial. Furthermore, kiosk was vandalised and has only just been reported. Lastly, correct postcode for the kiosk is SY4 5QG and this should be amended by BT.</p>	<p>I confirm that the PC would like to retain the box on the grounds that mobile reception is still patchy. As an example we had people staying here last weekend and they could not get a signal, despite going to the top floor of our 3 storey house!</p> <p>I wonder if BT has read submissions, given that they have failed for the third time to designate the correct postcode to the PCB. Parish Council object to removal as networks are patchy and the ability for a caller to make a non-emergency call via the PCB is beneficial. Furthermore, kiosk was vandalised. Lastly, correct postcode for the kiosk is SY4 5QG and this should be amended by BT.</p>			SC wish to make representations for retention of this PCB as an operational payphone. Accuracy of BT mobile coverage data is contrary to evidence from local community. This includes use by BT of an inaccurate postcode, which calls into question the basis for the evidence supplied, along with vandalism affecting potential usage. There is also evidence of reasonable need from the parish, on grounds of rural isolation. This means that the PCB should be protected from removal in relation to two out of the four criteria given by Ofcom: poor mobile phone coverage and other evidence of a reasonable need.
01939210200	PCO PCO1 NEAR TELEPHONE EXCHANGE PLEX ROAD HADNALL SHREWSBURY	SY4 3DQ	KX100	N	2	0	Hadnall PC	None received	<p>The location refers to Plex Lane, PC assume it is actually the one by the telephone exchange on Shrewsbury Road next to the New Inn Pub, and have no comments to add.</p>			SC support the removal of the payphone, as there were only 2 calls, down from 23 in 2018/2019, which suggests not enough usage to warrant retention, and it is not in an isolated spot either, being next to a pub.
01939232832	ADJ 70-76 NEW STREET PCO1 WHITCHURCH ROAD WEM SHREWSBURY	SY4 5QR	KX100	N	8	1	Wem TC	<p>Object to the removal of any public phone box in the town of Wem. The usage figures continue to show that they both in regular use and provide a vital service to the local community. This is especially important during this period of financial uncertainty for the community when we are finding that residents are becoming more reliant on these phone boxes if they are unable to continue to afford a mobile phone.</p>	<p>The Town Council's stance has always been against the removal of the phone box as it is in regular use.</p> <p>Object to the removal of any public phone box in the town of Wem. The usage figures continue to show that they both in regular use and provide a vital service to the local community. This is especially important during this period of financial uncertainty for the community when we are finding that residents are becoming more reliant on these phone boxes if they are unable to continue to afford a mobile phone.</p>			SC wish to make representations for retention of this PCB as an operational payphone. There continues to be call usage, albeit lower than the BT figure, including one to a helpline. There is additional evidence of reasonable need from the town council, on grounds of resident reliance upon the payphone, which provides a vital service to what is an aging community. This means that the PCB should be protected from removal in relation to two out of the four criteria given by Ofcom: ongoing call usage and other evidence of a reasonable need.
01939250269	PCO PCO1 POST OFFICE DRAYTON ROAD SHAWBURY SHREWSBURY	SY4 4NZ	K6	N	3	0	Shawbury PC	No objection to phone and box removal. Note poor condition and need of repair.	No objection to its removal.			SC view is to accept removal of the telephony and kiosk
01948662273	JCN WAYLANDS RD WHITCHURCH RAILWAY STATION STATION ROAD WHITCHURCH	SY13 1RL	KX100	N	46	0	Whitchurch TC	Object. Isolated area, high number of tourists, distance to nearest payphone.	<p>Object to removal of telephony and kiosk on the following grounds: ongoing call usage; high numbers of visitors; isolated area and close to transport links (Whitchurch Train Station). Call usage still appreciable. Whilst call volumes are below the threshold, it is negligible and could be argued to be within acceptable tolerances of error.</p>			SC wish to make representations for retention of this PCB as an operational payphone. There continues to be high call usage, at 48 calls, just 4 below the 52 call a year minimum criterion, which we concur with the Town Council is within acceptable tolerance of error. There is additional evidence of reasonable need from the town council, on grounds of high numbers of visitors, isolated area, and its proximity to the train station. This means that the PCB should be protected from removal in relation to two out of the four criteria given by Ofcom: ongoing call usage and other evidence of a reasonable need.
01952460592	PCO PCO1 JNCTN BRADFORD ST CHEAPSIDE SHIFNAL	TF11 8BN	KX100	Y	18	0	Shifnal TC	<p>The Town Council agreed to formally object to the proposed removal of the kiosk payphone at Cheapside, Shifnal. This is due to the ongoing usage figures and the lack of alternative options available in this area. It is noted the positioning of the kiosk may be impacted by the approved town centre enhancements due in Spring/Summer 2021.</p>	<p>Shifnal Town Council considered this matter at their meeting on 28th September 2023 and agreed that they would not object to the removal of the payphone at Cheapside, Shifnal provided that following the removal of the payphone and surrounding structure, that the paved area be made good in line with the new refurbished scheme.</p>			SC wish to support the view of the parish council/town council for removal of this PCB as an operational payphone. The parish council/town council has had sight of the BT information and considered the matter on behalf of the local community. SC wish to request on behalf of the local community that the area around the site be made good at the time of removal.
01584856310	PCO PCO1 VERNOLDS COMMON CRAVEN ARMS	SY7 9LP	K6	N	1	0	Stanton Lacy PC	No comments made	<p>PC support retaining the box and telephony for the reasons of rural isolation and poor mobile coverage. It was also discussed at the Culmington PC meeting earlier in the month as they have properties close by too and they also support its retention for the same reasons.</p>			SC wish to make representations for retention of this PCB as an operational payphone. Accuracy of BT mobile coverage data is contrary to evidence from local community. There is evidence of reasonable need from the two local parishes in the vicinity of the kiosk, on grounds of rural isolation. This means that the PCB should be protected from removal in relation to two out of the four criteria given by Ofcom: poor mobile phone coverage and other evidence of a reasonable need.
01588660249	LITTLE BRAMPTON PCO1 CLUNBURY CRAVEN ARMS	SY7 0HE	K6	N	4	0	Clunbury PC	Object. Mobile coverage is poor, high number of tourists	PC wish to adopt	Y		SC wish to support the desire of the parish council to adopt their PCB, with the removal of operational telephony. This is for the purposes of defibrillator storage. The local community wish to proceed with arrangements as soon as may be possible, and SC would welcome early indication that adoptions may commence with minimal delay.

01588660287	PCO1 TWITCHEN CRAVEN ARMS	SY7 0HN	K6	N	0	0	Clunbury PC	Object to removal	PC wish to adopt	Y	SC wish to support the desire of the parish council to adopt their PCB, with the removal of operational telephony. This is for the purposes of defibrillator storage. The local community wish to proceed with arrangements as soon as may be possible, and SC would welcome early indication that adoptions may commence with minimal delay.	
01630652249	DALELANDS EST PCO1 CLIFFORD ROAD MARKET DRAYTON	TF9 1LZ	KX100	N	30	3	Market Drayton TC	No comments made	Town Council support removal of the telephone boxes		SC wish to support the view of the parish council/town council for removal of this PCB as an operational payphone. The parish council/town council has had sight of the BT information and considered the matter on behalf of the local community. SC wish to request on behalf of the local community that the area around the site be made good at the time of removal.	
01630652427	PCO PCO1 SHROPSHIRE STREET MARKET DRAYTON	TF9 3BZ	KX100	Y	19	0	Market Drayton TC	No comments made	Town Council support removal of the telephone boxes		SC wish to support the view of the parish council/town council for removal of this PCB as an operational payphone. The parish council/town council has had sight of the BT information and considered the matter on behalf of the local community. SC wish to request on behalf of the local community that the area around the site be made good at the time of removal.	
01630652437	PCO1 FAIRFIELDS ROAD MARKET DRAYTON	TF9 1QG	KX100	N	34	1	Market Drayton TC	N/A	Town Council support removal of the telephone boxes		SC wish to support the view of the parish council/town council for removal of this PCB as an operational payphone. The parish council/town council has had sight of the BT information and considered the matter on behalf of the local community. SC wish to request on behalf of the local community that the area around the site be made good at the time of removal.	
01694722170	PCO PCO1 ALL STRETTON CHURCH STRETTON	SY6 6HF	K6	Y	3	0	Church Stretton TC	Object - Poor reception in the area and some phones are required.	Church Stretton Town Council have consulted with the residents who are directly affected by this in both Little Stretton (including Minton) and All Stretton and we would like to advise that we object strongly to the closure of both of these boxes. Although the use of the boxes was small over the last twelve months, both are located in remote areas, where the mobile signal is not strong. The boxes, therefore act as a lifeline for anyone who needs to make an call at a time when the mobile signal is out of service. To not have the boxes would potentially put lives at risk and make our communities more vulnerable. Church Stretton welcomes a high number of visitors passing through both these areas each year which would suggest that the boxes should be maintained.	In previous years, Shropshire Council have always contacted us about this, and we have always resisted it on the basis that whilst it is not used that frequently, it is used for emergencies, particularly given the nature of the hills in these parts. The village has contacted me to ask that I take the matter up and resist the change.		SC wish to make representations for retention of both of these PCBs as operational payphones. Accuracy of BT mobile coverage data is contrary to evidence from local community in both cases. There is evidence of reasonable need from the local communities in the vicinity of the kiosks, on grounds of rural isolation, proximity to low income housing, and high number of tourists, and use in emergencies including flooding, both by local communities and by visitors. This means that the PCBs should be protected from removal in relation to two out of the four criteria given by Ofcom: poor mobile phone coverage and other evidence of a reasonable need.
01694781200	PCO PCO1 MARSHBROOK CHURCH STRETTON	SY6 6RQ	KX100	N	1	0	Acton Scott TC	Object	None received.		The parish council has had sight of the BT information in order to consider the matter on behalf of the local community. In the absence of a local response, SC final view is to rely upon the data provided by BT and to support removal of the PCB.	
01694781244	PCO PCO1 MINTON CHURCH STRETTON	SY6 6PS	K6	Y	0	0	Church Stretton TC	Object - Poor reception in the area and some phones are required.	Church Stretton Town Council have consulted with the residents who are directly affected by this in both Little Stretton (including Minton) and All Stretton and we would like to advise that we object strongly to the closure of both of these boxes. Although the use of the boxes was small over the last twelve months, both are located in remote areas, where the mobile signal is not strong. The boxes, therefore act as a lifeline for anyone who needs to make an call at a time when the mobile signal is out of service. To not have the boxes would potentially put lives at risk and make our communities more vulnerable. Church Stretton welcomes a high number of visitors passing through both these areas each year which would suggest that the boxes should be maintained.	In previous years, Shropshire Council have always contacted us about this, and we have always resisted it on the basis that whilst it is not used that frequently, it is used for emergencies, particularly given the nature of the hills in these parts. The village has contacted me to ask that I take the matter up and resist the change.		SC wish to make representations for retention of both of these PCBs as operational payphones. Accuracy of BT mobile coverage data is contrary to evidence from local community in both cases. There is evidence of reasonable need from the local communities in the vicinity of the kiosks, on grounds of rural isolation, proximity to low income housing, and high number of tourists, and use in emergencies including flooding, both by local communities and by visitors. This means that the PCBs should be protected from removal in relation to two out of the four criteria given by Ofcom: poor mobile phone coverage and other evidence of a reasonable need.

01743761211	PCO PCO1 COUND SHREWSBURY	SV5 6AF	KX100	N	0	0	Cound PC	Parish Council comments remain unchanged since we were last consulted in 2016. We object to the removal of the payphone on the grounds that: mobile telephone coverage is extremely poor in Cound; we have a high number of tourist, especially for the snowdrop walk; and the distance of the next nearest payphone. Investigations are also under way to see if it is feasible to adopt the kiosk and use it to house an additional defibrillator in it. There are several considerations that need to be addressed primarily getting a suitable power supply to the 'phone kiosk. Therefore we do not want BT to decommission the 'phone box until our feasibility study has been completed	Seeking to adopt the phonebox	Y		SC wish to support the desire of the parish council to adopt their PCB, with the removal of operational telephony. This is for the purposes of defibrillator storage. The local community wish to proceed with arrangements as soon as may be possible, and SC would welcome early indication that adoptions may commence with minimal delay.
01743790231	PCO PCO1 THE BANK PONTESBURY HILL PONTESBURY SHREWSBURY	SV5 OXX	KX100	N	3	0	Pontesbury PC	Object - Isolated area, high number of tourists, distance to nearest payphone, mobile coverage is poor	PC support retaining the PCB on grounds used previously: isolated area, high number of tourists, distance to nearest payphone, mobile coverage is poor Additionally, recent flooding emergencies have highlighted the continued need for access to an operational PCB in an emergency as mobile phone coverage is poor			SC wish to make representations for retention of this PCB as an operational payphone. Accuracy of BT mobile coverage data is contrary to evidence from local community. There is evidence of reasonable need from the local parish in the vicinity of the kiosk, on grounds of rural isolation, and high number of tourists. Additionally, distance to nearest payphone is a cause of concern in the light of recent flooding emergencies. This means that the PCB should be protected from removal in relation to two out of the four criteria given by Ofcom: poor mobile phone coverage and other evidence of a reasonable need.
01902372492	PCO1 HIGH STREET ALBRIGHTON WOLVERHAMPTON	WV7 3JA	KX100	Y	11	0	Albrighton PC	Object - High call usage, high local usage	PC wish to adopt	Y		SC wish to support the desire of the parish council to adopt their PCB, with the removal of operational telephony. This is for the purposes of defibrillator storage. The local community wish to proceed with arrangements as soon as may be possible, and SC would welcome early indication that adoptions may commence with minimal delay.
01902373590	PCO PCO1 NEWPORT ROAD ALBRIGHTON WOLVERHAMPTON	WV7 3NA	KX100C	N	15	0	Donington and Boscobel PC	Object - It is an accident hotspot, still in use and mobile signal is not reliable.	Parish council do not hold strong views on retention			SC wish to make representations for retention of this PCB as an operational payphone. Accuracy of BT data in relation to accidents is contrary to local evidence. BT statement is "no pattern of serious accidents in close proximity". However, this does not take account of a range of factors leading to accidents in the locality: it is opposite the main caravan sales site on the very busy A41 arterial route, accessed by people unfamiliar with the area, and is close to a known accident hotspot, and remains in use at 15 calls in the last twelve months. It is also on the well used national cycle route. This meets two out of the four criteria given by Ofcom for protection: high risk accident area, evidence of a reasonable need including ongoing call usage.
Ofcom changes												
1.8 We have decided to put in place strengthened criteria to protect PCBs from removal where they are still needed.												
The criteria would protect last at a site PCBs where:												
<ul style="list-style-type: none"> • they do not have coverage from all four mobile network providers; or • they are located in an area with a high frequency of accidents or suicides; or • they have made 52 or more calls over the past 12 months (i.e. the equivalent of one call per week); or • there is other evidence of a reasonable need for the PCB. 												
A site is defined as 400 metre walking distance from the next nearest PCB												
1.9 BT and KCOM will be required to consult with relevant local bodies about any proposed last at a site PCB removal that it considers does not meet the above criteria, and they must take account of any submissions from those bodies. This revised process will allow BT and KCOM to remove PCBs that are no longer needed, according to the new criteria, whilst at the same time protecting the remaining important PCBs (including the 1,400 PCBs3 that are in areas with poor mobile coverage)												