

The North Yorkshire Council

Community Development

12 August 2025

BT Payphones

Report of the Corporate Director of Community Development

1.0 PURPOSE OF REPORT

- 1.1 To seek approval of the response to be forwarded to BT (Appendix 4) regarding the August 2025 batch of BT “last at site” payphone removals throughout North Yorkshire.

2.0 SUMMARY

- 2.1 Under the Universal Service Conditions there is a specific approach that BT must take when proposing the removal of a “last at site” payphone. The purpose of this report is to seek approval of the North Yorkshire Council response to be forwarded directly to BT (Appendix 4) regarding the August 2025 batch of BT “last at site” payphone removals throughout North Yorkshire (outside of the North York Moors National Park area) for the former areas of Richmondshire and Hambleton. North Yorkshire Council is a consultee on this matter. The final decision whether to remove a “last at site” payphone or not rests with BT.
- 2.2 In May 2025, BT informed North Yorkshire Council that they had placed further 90-day notices setting out their intention to remove some more “last at site” payphones across the North Yorkshire Council area. The number of payphones subject to this report and seeking approval of the draft North Yorkshire Council decision to be supplied to BT is 30.
- 2.3 As in the previous report regarding BT payphones (4 June 2025), the Yorkshire Dales National Park advised that they would respond to North Yorkshire Council as consultee and provided a response for those payphones within their area.
- 2.4 The proposed responses set out a summary of the responses received to consultation undertaken by North Yorkshire Council to gather evidence to support or object to the proposed payphone removals. The response also sets out other evidence gathered by the Planning Policy and Place team.

3.0 BACKGROUND

Legislation

- 3.1 Under the Communications Act 2003, within North Yorkshire, BT are the designated telephony Universal Service Provider. Under the Universal Service Conditions they are required to ensure the adequate provision, repair and maintenance of public call boxes. There is a specific approach that BT must take when proposing the removal of a “last at site” payphone.

The Payphone and Telephone Box Removal Process

- 3.2 The guidance from Ofcom for the removal of payphones and telephone boxes was updated in June 2022. These changes have been made in response to the migration of telephones to Internet Protocol (IP) technology as the old telephone network will be retired by December 2025. This means that public call boxes will need to be upgraded with new equipment to ensure they still work after this deadline. This change will have a significant effect on the future of public call boxes.
- 3.3 Ofcom have changed the decision-making process to make it easier for BT to remove unused or little used payphones and their telephone boxes but, strengthened the process for those that are still needed. The revised criteria protects “last at a site” payphones and telephone boxes, provides more flexibility on the services provided by public call boxes and ensures that public call boxes continue to work in the event of a power cut.
- 3.4 The “last at a site” payphone and telephone box is defined as greater than 400 metre walking distance from the next nearest PCB (Public Call Box). This is probably the case for most of the payphones and telephone boxes in North Yorkshire.
- 3.5 BT can only remove the “last at a site” payphone where:
1. all four mobile network providers have coverage at the site; or
 2. it is not located in an area with a high frequency of accidents or suicides; or
 3. the payphone has been used to make fewer than 52 calls over the past 12 months (i.e. the equivalent of one call per week) prior to the start of the representation period; or
 4. there is no other evidence of a reasonable need for the Public Call Box at the site.
- 3.6 The decision-making process has also been simplified. There is now only one 90-day consultation period which starts when BT displays a Notice in the PCB and gives written notice to the Local Authority. The local authority has 90 days in which to undertake consultation, gather evidence and report back to BT their comments, decision and those comments of any respondents. The Local Authority can still propose to object to the removal of a payphone, but it will be for BT to decide whether they remove the payphone and kiosk or not based on their information and that provided by the Local Authority. The decision whether to remove a “last at site” payphone or not rests with BT and is final.
- 3.7 The BT consultation also gives Parish, Town and City Councils the opportunity to adopt a telephone box for another use. BT advises that if any Parish/Town or City Councils wish to register their interest to adopt a kiosk they need to send this request to: payphones@bt.com, within the 90-day consultation period as BT would not actively approach them.
- 3.8 The North Yorkshire Council response to BT is required to be provided to BT to meet the deadline posted in the 90-day notices, in line with the Universal Service Requirements and in line with the Ofcom regulations and guidance provided in [Review of the telephony universal service obligation](#).

3.9 North Yorkshire Council needs to provide a considered response for each of the identified BT Payphones, whether to support the proposed removal or to object to the proposed removal within the deadline for responses to BT. The final decision rests with BT and is final.

Previous batches of BT “last at site” payphones - June 2025

3.10 Following the North Yorkshire Council consultation response for the previous batch of “last at site” payphones, BT have provided their response and their decisions for 41 payphones identified by BT for removal in the former areas of Craven, Ryedale, Scarborough and Selby which were considered through the previous report (4 June 2025). The BT decision is to retain in operational use 21 of these payphones and to remove 20. This is set out in Appendix 1 of this report. Eight Parish Councils are identified by BT as expressing an interest in adopting the kiosks where the payphone is to be removed. North Yorkshire Council has requested that BT review the evidence provided to retain the payphones for those payphones BT will progress to removal. For information, the result of the first batch of payphones within the former Harrogate area were set out in Appendix 1 of the 4 June 2025 report. The parishes containing all the payphones are included for information purposes only on the map in Appendix 2 which shows the spatial distribution of “last at site” payphones across North Yorkshire during 2025.

The current (August) 2025 batch of BT “last at site” payphone removals

3.11 In May 2025, BT informed North Yorkshire Council that they had placed 90-day notices setting out their intention to remove a further 30 “last at site” payphones across the North Yorkshire Council area in the former areas of Richmondshire and Hambleton (outside of the North York Moors National Park). These are set out in Appendix 3 and Table 1.

Table 1: Number of Payphones to be removed per former District and identified in this report

Former District	Number of Proposed Removals in NYC	Number of Proposed removals to be considered by NYMNP	BT Consultation Period End Date	NYC response to be sent to BT considered in this report
<i>Craven</i>	7	-	9/6/25	<i>no</i>
<i>Hambleton</i>	2	2	12/6/2025	<i>no</i>
Hambleton	5	-	20/8/2025	Yes
<i>Harrogate</i>	18	-	5/3/25	<i>No</i>
Richmondshire	25	-	20/8/2025	Yes
<i>Scarborough</i>	6	4	12/6/25	<i>no</i>
<i>Ryedale</i>	25	3	12/6/25	<i>no</i>
<i>Selby</i>	3		12/6/25	<i>no</i>

3.12 A further payphone in the Market Square, Ripon (former Harrogate rea) was also identified in May for removal by BT. However, in July, BT advised that following recent updates to Ofcom's mobile coverage checker, BT reviewed the latest data and based on the nearest address to the kiosk, it no longer met the criteria for removal. As a result, BT withdrew this payphone from the consultation and adoption process and advised that it would remain in place as an operational telephone kiosk. Therefore, a North Yorkshire Council response for this payphone is no longer needed within Appendix 4. This payphone is identified on the map in Appendix 2 and in Appendix 3 for information only.

4.0 NYC CONSULTATION, EVIDENCE GATHERED, ISSUES AND RESPONSE

Consultation Undertaken

4.1 The main purpose of the consultation is to provide evidence back to BT with respect to the 4 criteria set out in para 3.5 above. To aid with the decision-making process, Appendix 2 sets out on a map those parishes containing telephones identified for removal in 2025. Those parishes where there is more than one "last at site" payphone to be considered are shown in red.

4.2 North Yorkshire Council contacted the Yorkshire Dales National Park Authority (NDNPA) and the relevant Parish, City or Town Councils within the former areas of Richmondshire and Hambleton (and Harrogate) regarding the potential removal of the "last at site" PCBs in their area. The YDNPA advised that they would respond to North Yorkshire Council with their comments regarding the "last at site" PCBs in their area. The Council sought information with respect to the 4 criteria set out in para 3.5 as well as whether the Parish, Town or City Council was considering adopting the kiosk for another use.

4.3 North Yorkshire Police were also advised of the BT payphones identified for removal for these areas. Responses were specifically sought regarding accident hotspots and any other evidence of a reasonable need for the Public Call Box at the site.

4.4 Members of the community provided responses to North Yorkshire Council.

Evidence Gathered and Issues Raised

4.5 A summary of the responses received, together with the relevant information gathered to support the Council's decision in line with the 4 criteria set out in para 3.5 is set out in Appendix 4. This includes which kiosks are potentially to be adopted by the community.

1 “all four mobile network providers have coverage at the site”

4.6 Poor or no mobile signal is identified for each PCB and settlement using the Ofcom mobile and broadband online checker for each of the 4 mobile providers (set out in Appendix 4). Indoor and outdoor signal as well as voice and data were checked. Providing a settlement consideration is considered to be more realistic and appropriate than just the signal provision at the payphone location. The local community will be aware which mobile service providers have a better-quality signal for their settlement and will purchase mobile service provider contracts appropriately. However, visitors to the region may not be aware of weaker signal areas for different service providers, so if an incident arises that does need emergency or helpline advice, they may not be able to use their own mobile phone. Emergency calls can be made on any mobile phone network, not just your own. But if no networks have any signal, a message stating “no reception” will be displayed and emergency calls cannot be made. This applies to many parts of rural North Yorkshire.

4.7 The Yorkshire Dales National Park Authority stated that regarding mobile service provision Ofcom’s coverage checker indicates that all six locations (in the YDNPA) have ‘likely’ outdoor voice call service. Clearly ‘likely’ is some way short of guaranteed, and that may especially be the case during adverse weather conditions where signal is disrupted by power outages or storm conditions, which is the time that an alternative phone service is most likely to be needed. Mobile telephone infrastructure in the National Park is often situated in exposed and remote locations that make disruptions to service more likely and more difficult to resolve. Mobile phone ownership is not yet universal and those without a mobile alternative are often some of the more vulnerable members of society, including the elderly, with the National Park having a much older age-profile than the national average. In a medical emergency defibrillators could prove life-saving and it is understood that these units require an access code to be obtained from a call handler in order to gain access. The availability of a fixed-line public telephone service could be vital in such a scenario and it is noted that defibrillator units are located in very close proximity to all of the (6 kiosks in the YDNPA) proposed for removal.

2 “it is not located in an area with a high frequency of accidents or suicides”

4.8 BT provided information regarding the number of calls made to helplines in the past 12 months (set out in Appendix 3). Once again North Yorkshire Police have been approached and provided information regarding the number of incidents recorded by the police at the postcode for the PCB in the previous 12 months relating to Road Traffic Collision and Concern for Safety as well as the number of calls received by North Yorkshire Police from each payphone.

4.9 The Yorkshire Dales National Park Authority have noted that regarding Accident blackspots, the removals in Hawes and Aysgarth are close to the A684, a very popular motorbike route that links with other routes through the Dales including the B6255. Hawes in particular is a place where motorcyclists congregate close to the payphone location. Crashmap data shows numerous serious and fatal crashes along these roads. The data shows that the Hawes and Hardraw kiosks included helpline calls, although it is not clear if these related to suicide helplines.

3 “the payphone has been used to make fewer than 52 calls over the past 12 months (i.e. the equivalent of one call per week) prior to the start of the representation period”

- 4.10 BT provided the number of calls made from each payphone over the past 12 months (set out in Appendix 2).
- 4.11 The Yorkshire Dales National Park Authority noted that call volumes for the Hawes payphone is not far short of the 52 threshold and could fluctuate year on year. This also applies to the Worton payphone which is also not far short of the 52 calls in 12 months threshold.

4 “there is no other evidence of a reasonable need for the Public Call Box at the site”

Heritage and Conservation Concerns

- 4.12 Listed Building status and whether the payphone is within a Conservation Areas were also checked. For those PCBs that are Listed Buildings, unless there is evidence provided to retain the use of PCB, the telephony will be removed by BT, but the kiosk will remain. For those Kiosks that are Listed Buildings, and where the local community has expressed an interest to adopt, the kiosk will be retained and will be reused for an alternative use. However, for those Listed buildings where the community has not expressed an interest to adopt, BT will retain the kiosk, it will remain as a feature in the street scene, but it will be locked by BT.
- 4.13 The only exception to this would be if listed building consent had been granted. Removal of the kiosk in the absence of such consent would constitute a criminal offence. Although the telephony equipment itself will be a modern replacement that is not contemporaneous with the kiosk, in legal terms it still forms part of the listed structure. National Guidance from Historic England in [Consent for Adapting K6 Telephone Kiosks | Historic England](#), sets out that Historic England would normally only consider commenting on a listed building consent application for works to a listed kiosk if it was being proposed for removal, not for lesser works.
- 4.14 This means total loss in NPPF terms (para 214). Therefore, it is for BT to check whether the removal of the telephone equipment would be deemed to affect the character of the kiosk as a building of special architectural or historic interest. If it is deemed that the removal of the equipment will affect the character of the listed structure, listed building consent will be required from the relevant Local Planning Authority.
- 4.15 For those kiosks that are “traditional” red kiosks that are not Listed Buildings, if BT considers that there is insufficient evidence to retain the payphone and the community has not expressed an interest to adopt, they will be removed by BT.

Visitor and outdoor recreation information

- 4.16 The National Parks and the Landscapes for Life within North Yorkshire attract visitors and businesses to the area. There is the potential for increased injury and risk of accident. The YDNPA advise that they support North Yorkshire Council in opposing removals where these are considered to have a significant detrimental effect on the safety of visitors and communities. The YDNPA previously advised of the motorbike routes through the area as well as the popular hiking trails along geological and geomorphological features in the landscape. The rurality of the area is the attraction. They have add that consideration should be given to the fact that the Yorkshire Dales National Park is a very popular visitor location with a range of outdoor recreational activities that lead to accidents or other unforeseen need for a fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron Falls, Wensleydale Creamery, Gayle Mill etc. Hawes, in particular, is a major visitor hub on the route of the Pennine Way and the main local service centre for Upper Wensleydale, with the payphone located centrally close to public car parks and local facilities, including the public conveniences immediately adjacent. The payphone in question was reinstalled as recently as 2017 as part of an integrated ATM cash facility in recognition of the need to retain essential services in the wake of a series of bank closures and the removal of the other public payphone in Hawes. The removal of this payphone (situated close to Holme Bridge) was only possible because of the existence of the payphone in the Market Place, since the rules applicable at the time allowed removal of payphones where an alternative was available within 800 metres. The case for retaining the call box facility in this location would appear to be particularly strong.

Other information relevant

- 4.17 Consultation responses included information stating that villages are vulnerable to power cuts and that the continued provision of a phone box may offer resilience once domestic telephones are switched to VOIP. This can be said for many of the villages within North Yorkshire. Other evidence has been provided for other villages which suffer power cuts and where the payphone is seen as essential in an emergency. The cumulative impact of the payphone removals across North Yorkshire is relevant to all payphones.
- 4.18 The Yorkshire Dales National Park Authority reinforced this by stating that during adverse weather conditions where signal is disrupted by power outages or storm conditions, which is the time that an alternative phone service is most likely to be needed, the mobile telephone infrastructure within the National Park is often situated in exposed and remote locations that make disruptions to service more likely and more difficult to resolve.

Adoption Results

- 4.19 The response from the Parish, City and Town Councils regarding adoption is included within the consideration set out in Appendix 4.

North Yorkshire Council Response

- 4.20 The North Yorkshire Council response is set out in Appendix 4. North Yorkshire Council objects in the first instance to the removal of each of the “last at site” payphones due to the cumulative impact of the “last at site” payphone removals across North Yorkshire and the relevant evidence provided for each payphone with respect to the 4 criteria set out in para 3.5. The evidence produced and information provided for the retention of the payphones in the Yorkshire Dales National Park as well as information from North Yorkshire Police and comments from the Parish Councils and members of the community to support this decision.
- 4.21 However, North Yorkshire Council supports those Parish, Town and City Councils that have started the process or have advised North Yorkshire Council that as a last resort, they would be willing to adopt the kiosk for another use should BT consider the evidence and to continue and remove the payphone.
- 4.22 As well as further information and comments received from members of the community and the various Parish, Town and City Councils, information previously raised by North Yorkshire Council regarding the removal of “last at site” payphones is set out once again in the response introduction. This information is applicable for each of the payphones and remains relevant and important. Concerns previously raised include:
- BT’s move to Digital Voice - during power outages, unless there is a reliable/useable mobile phone signal then the BT PCB will become the only means of making emergency calls. The various storms over recent months once again proved the vulnerability of many parts of the North Yorkshire area with many villages suffering power cuts.
 - Issues around emergency planning and safeguarding:
 - Poor mobile phone coverage and access to networks
 - Power outages cause genuine concern.
 - Safeguarding concerns including domestic violence, self-neglect, suicide and other abuse
 - Ageing population
 - Rural isolation
 - North Yorkshire is a very popular visitor destination with large areas of rural landscapes and activities to enjoy. Unfortunately, incidents and accidents needing emergency or helpline advice will happen, and North Yorkshire Council would urge BT to carefully consider the potential impact that removing a “last at site” payphone could have on visitors to the region and the community.
 - Mobile disability gap. Demographic differences across North Yorkshire, such as where there is a distinct older, disabled or vulnerable population which could be less likely to have a mobile phone.
 - Areas of a high visitor population could be more vulnerable as visitors do not have access to a landline or have a mobile phone that cannot be used in each location due to differences in mobile service provision across North Yorkshire. These visitors may also have disabilities.

What happens next?

- 4.23 BT will consider the North Yorkshire Council response for each “last at site” payphone together with any further requests received seeking adoption of the kiosk from the community not recorded in this report. BT will publish their decision. The decision by BT is final.

5.0 CONTRIBUTION TO COUNCIL PRIORITIES

- 5.1 The decisions by North Yorkshire Council to object to the “last at site” payphone removals will help the Council to deliver its Corporate Plan Vision to build on North Yorkshire’s natural capital, strong local economy and resilient communities, to improve the way local services are delivered and support a good quality of life. The retention of BT payphones across the authority will help to deliver the spatial elements of the Council’s ambitions in relation to Place and Environment, Economy, Health and Wellbeing and People.

6.0 ALTERNATIVE OPTIONS CONSIDERED

- 6.1 The Council has a duty to undertake consultation and respond to BT within the 90-day deadline in line with the specific approach that BT must take when proposing the removal of a “last at site” payphone set out in the Ofcom guidance. Under the Universal Service Conditions BT are required to ensure the adequate provision, repair and maintenance of public call boxes.
- 6.2 The alternative option is to not respond to this current “last at site” BT payphone removal. This would not be in the public interest as the community are not informed and as such are not given the opportunity to be involved, respond and potentially adopt a kiosk for another use should BT continue to remove the payphone based on no further evidence provided.

7.0 IMPACT ON OTHER SERVICES/ORGANISATIONS

- 7.1 The response to BT has involved the input of information from other teams within the Planning Service. The response also involved the gathering of evidence from North Yorkshire Police as well as the relevant Parish, Town and City Councils.
- 7.2 The decision by BT could have a potential negative impact on the rural communities for the removal of telephony, but can also be seen as positive factor when the kiosk is adopted to another use for the community, such as the site for a defibrillator, new small community/ volunteer library or book exchange, or tourist information point.

8.0 FINANCIAL IMPLICATIONS

- 8.1 The resources for delivering the response to BT for “last at site” payphone consultation and management of the process have been factored into the Council’s budget for service delivery of the Planning Policy and Place team.

9.0 LEGAL IMPLICATIONS

- 9.1 The requirement to respond to BT is set out in the Ofcom guidance. Under the Universal Service Conditions BT are required to ensure the adequate provision, repair and maintenance of public call boxes.
- 9.2 North Yorkshire Council are a consultee. The “last at site” payphones and kiosks are the property of BT. There are no legal implications for North Yorkshire Council.
- 9.3 Any legal implications regarding the retention of a Kiosk:
- identified as a Listed Building that subsequently has the telephony removed but is not adopted remain with BT.
 - Identified for adoption transfer to the community group adopting the kiosk.

10.0 EQUALITIES IMPLICATIONS

- 10.1 An impact screening assessment has been undertaken (attached at Appendix 5). The response by North Yorkshire Council raises the following equality concerns along with evidence to support our response.
- Emergency planning and safeguarding:
 - Poor mobile phone coverage and access to networks
 - Power outages cause genuine concern.
 - Safeguarding concerns including domestic violence, self-neglect, suicide and other abuse
 - Ageing population
 - Rural isolation
 - Mobile disability gap. Demographic differences across North Yorkshire, such as where there is a distinct older, disabled or vulnerable population which could be less likely to have a mobile phone.
 - Areas of a high visitor population could be more vulnerable as visitors do not have access to a landline or have a mobile phone that cannot be used in each location due to differences in mobile service provision across North Yorkshire. These visitors may also have disabilities.
- 10.2 The decision whether to remove a “last at site” payphone or not rests with BT.

11.0 CLIMATE CHANGE IMPLICATIONS

- 11.1 A climate change screening assessment has been undertaken (attached in Appendix 6). The proposed North Yorkshire Council response to BT includes reference to the use of the BT payphones:
- Adoption to another use by the community
 - resilience to adverse weather/climate events through power outages and extreme weather events
 - heritage and landscape.
 - Many of the BT payphone kiosks are Listed Buildings and some of the BT payphone kiosks are within the setting of a Listed Building. BT have advised that should they make the decision to continue to remove a payphone that:

- For those Listed building kiosks where the community do not wish to adopt the payphone for another use, the telephony will be removed and the kiosk will be locked. Maintenance of the kiosk remains with BT.
- For those Listed Building kiosks where the community wish to adopt, the telephony is removed and the kiosk will remain as a feature in the landscape with its new use.
- Some of the BT payphones are traditional red kiosks, but are not Listed Buildings. For these kiosks, the contribution of that payphone kiosk to the landscape is considered in terms of the setting of a Listed Building or a conservation area.

11.2 It is recognised in the initial climate change impact assessment that should BT consider that the evidence and response from North Yorkshire Council is not sufficient to retain the payphones in use that there could be:

11.2.1 A slight increase in waste due to the recycling / disposal of material from those payphones and kiosks that BT will remove entirely and from the removal of telephony from those kiosks where the kiosk is to be adopted for an alternative use by the community or for those kiosks that are a Listed Building.

11.2.2 A decrease in resilience of the community to adverse weather/climate events through power outages and extreme weather events.

11.2.3 A decrease in the heritage and landscape with the potential removal of red non-Listed Building kiosks from the landscape.

12.0 HUMAN RESOURCES IMPLICATIONS

12.1 Sufficient staffing and resources to undertake this work are in place. A new staff structure for the Planning Policy & Place team is in place and is fully populated.

13.0 ICT IMPLICATIONS

13.1 The consultation and response to BT is reliant on software to support public consultation, to draft responses, to respond to queries, to use GIS for the mapping and a range of service specific monitoring systems for the provision of evidence necessary.

14.0 CONCLUSIONS

14.1 The North Yorkshire Council response to BT regarding the “last at site” payphones (August 2025) is an important opportunity to support the Council's place making and sustainable growth ambitions and to seek to meet the needs of our communities. However, the final decision to retain or remove the payphone and kiosk based on the evidence provided by the community and North Yorkshire Council remains with BT.

15.0 REASONS FOR RECOMMENDATIONS

15.1 To ensure that North Yorkshire Council and its communities provide a timely response to BT for their decision.

16.0 RECOMMENDATIONS

- 16.1 That the Corporate Director Community Development in consultation with the Executive Member for Open to Business, approve the North Yorkshire Council response on BT payphones August 2025 (attached at Appendix 4) subject to any modifications as discussed in the meeting.

APPENDICES:

- Appendix 1 BT response to the results of consultation on the former Craven, Ryedale, Scarborough and Selby areas “last at site” payphone removals
- Appendix 2 Information supplied by BT
- Appendix 3 Plan showing the parishes containing “last at site” payphones identified by BT for removal
- Appendix 4 North Yorkshire Council response
- Appendix 5 Equality Impact Screening Assessment
- Appendix 6 Climate Change Screening Assessment

BACKGROUND DOCUMENTS:

- North Yorkshire Council (2024) Statement of Community Involvement
- Ofcom (8 June 2022) Review of the Telephony Universal Service Obligation
- Report of Corporate Director of Community Development in consultation with Executive Member for Open to Business 4 June 2025 BT Payphone Removals

Nic Harne

Corporate Director of Community Development
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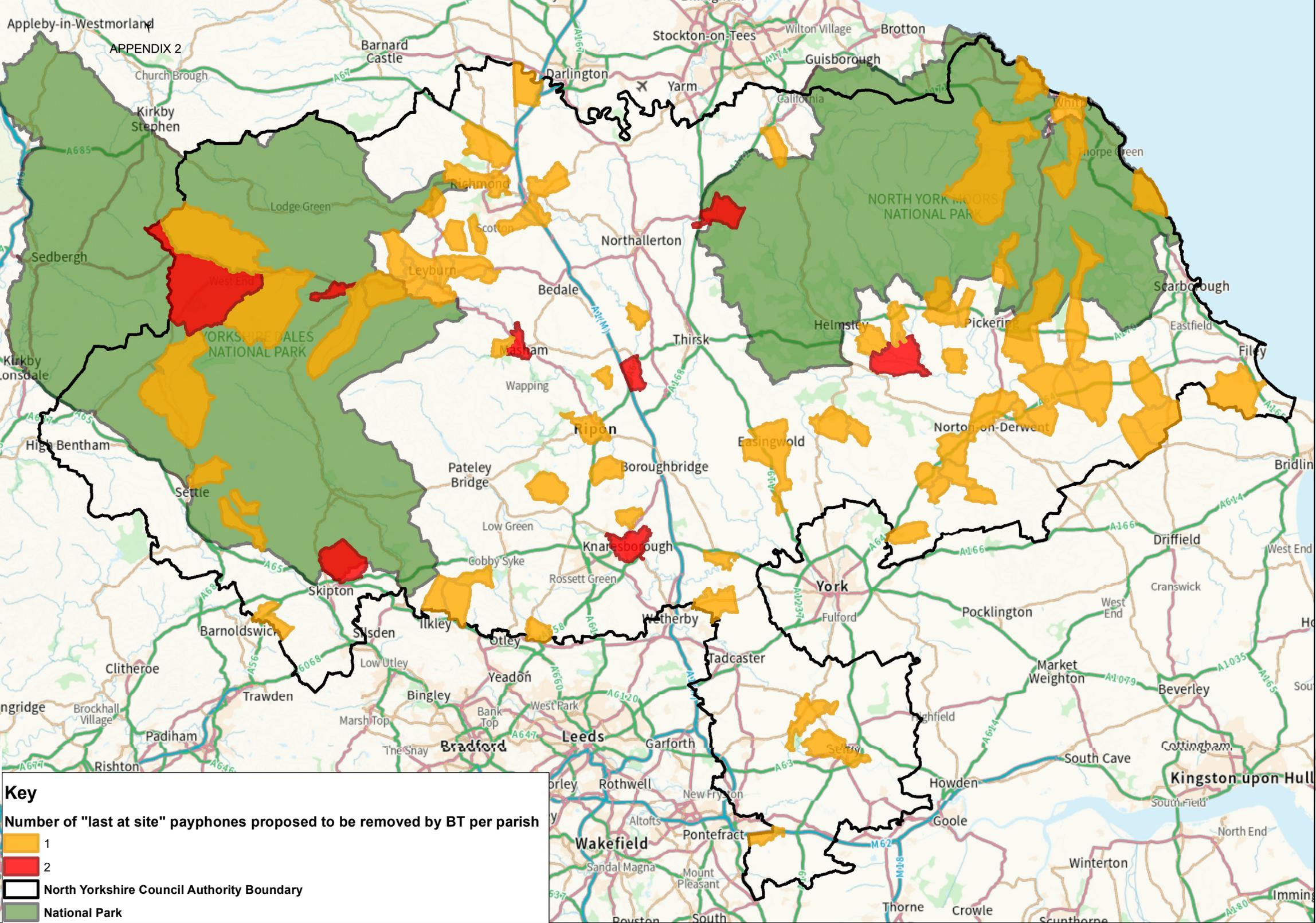
Presenter of Report – Rachael Balmer, Planning Policy and Place Manager

Paula Craddock, Planning Policy and Place Officer (CG)

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

Appendix 1 - BT decision on the June 2025 payphones

Ref.	Call box ID	Address	Post Code	Relevant Public Body	Removal proposal sent	Representation period ends	Removal decision outcome (following 90 day proposal for removal)	Adoption Interest
1	01282843456	OPPOSITE ROSE COTTAGE PCO1 THORNTON IN CRAVEN SKIPTON	BD23 3TJ	Craven District	11/03/2025	09/06/2025	Remove Telephony Only	Parish council
2	01729822583	PCO 1 THE GREEN LANGCLIFFE SETTLE	BD24 9NN	Craven District	11/03/2025	09/06/2025	RETAIN / KEEP	
3	01729830233	PCO PCO1 CHAPEL GATE KIRKBY MALHAM SKIPTON	BD23 4BY	Craven District	11/03/2025	09/06/2025	Remove Telephony Only	Parish council
4	01729830397	VILLAGE GREEN PCO1 AIRTON SKIPTON	BD23 4BA	Craven District	11/03/2025	09/06/2025	RETAIN / KEEP	
5	01729860201	PCO PCO1 CAR PARK MAIN ROAD HORTON-IN-RIBBLESDALE SETTLE	BD24 0HF	Craven District	11/03/2025	09/06/2025	Remove Kiosk	
6	01756792064	PCO PCO1 ELM TREE SQUARE EMSBAY SKIPTON	BD23 6RA	Craven District	11/03/2025	09/06/2025	Remove Telephony Only	Parish council
7	01756794559	PCO PCO1 MASONS ARMS CAR PARK BARDEN ROAD EASTBY SKIPTON	BD23 6SN	Craven District	11/03/2025	09/06/2025	Remove Telephony Only	Parish council
8	01377267259	PCO PCO1 BUTTERWICK MALTON	YO17 8HF	Ryedale District	14/03/2025	12/06/2025	Remove Telephone Mechanism	Foxholes with Butterwick Parish Council have already completed adoption with the telephone line ceased
9	01439748201	PCO PCO1 LOW STREET NUNNINGTON YORK	YO62 5UR	Ryedale District	14/03/2025	12/06/2025	KEEP	No longer available for adption Any progressed made to adopt will be cancelled
10	01439770440	PCO PCO1 MAIN STREET HAROME YORK	YO62 5JF	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
11	01653618211	PCO PCO1 WHITWELL YORK	YO60 7JJ	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
12	01653618216	PCO PCO1 CRAMBE YORK	YO60 7JR	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
13	01653618450	PCO PCO1 WESTON YORK	YO60 7LW	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
14	01653618470	PCO PCO1 WELBURN YORK	YO60 7DX	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
15	01653658316	PCO PCO1 LEAVENING MALTON	YO17 9ST	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
16	01653668234	PCO PCO1 GREAT BARUGH MALTON	YO17 6UZ	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
17	01653692118	PCO PCO1 TOWN STREET OLD MALTON MALTON	YO17 7HD	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
18	01653692449	PCO PCO1 HUTTONS AMBO YORK	YO60 7HJ	Ryedale District	14/03/2025	12/06/2025	KEEP	No longer available for adption Any progressed made to adopt will be cancelled - Huttons Ambo Parish Council wished to adopt
19	01751417409	PCO PCO1 APPLETON-LE-MOORS YORK	YO62 6TE	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
20	01751431225	PCO PCO1 MAIN STREET SINNINGTON YORK	YO62 6SQ	Ryedale District	14/03/2025	12/06/2025	Remove Telephone Mechanism	No applications received
21	01751472138	PCO PCO1 WRELTON PICKERING	YO18 8PF	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
22	01751473291	PCO PCO1 NEWTON-ON-RAWCLIFFE PICKERING	YO18 8QA	Ryedale District	14/03/2025	12/06/2025	KEEP	No longer available for adption Any progressed made to adopt will be cancelled - Newton upon Rawcliffe Parish Council wished to adopt
23	01751474296	PCO PCO1 THE SQUARE THORNTON-LE-DALE PICKERING	YO18 7RN	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
24	01904468211	TELEPHONE BOX PCO1 SAND HUTTON YORK	YO41 1LB	Ryedale District	14/03/2025	12/06/2025	KEEP	No longer available for adption Any progressed made to adopt will be cancelled - Claxton & Sand Hutton Parish Council wished to adopt
25	01944710277	PCO PCO1 MAIN STREET POTTER BROMPTON SCARBOROUGH	YO12 4PE	Ryedale District	14/03/2025	12/06/2025	Remove Telephone and Kiosk	No applications received
26	01944728211	PCO PCO1 CROSS ROADS YEDINGHAM MALTON	YO17 8SP	Ryedale District	14/03/2025	12/06/2025	KEEP	No longer available for adption Any progressed made to adopt will be cancelled - Eberston with Yeingham Parish Council wished to adopt
27	01944728311	PCO PCO1 WEST HESLERTON MALTON	YO17 8RQ	Ryedale District	14/03/2025	12/06/2025	Remove Telephone and Kiosk	No applications received
28	01944738271	PCO PCO1 PCO1 WEAVERTHORPE MALTON	YO17 8HD	Ryedale District	14/03/2025	12/06/2025	Remove Telephone and Kiosk	No applications received
29	01944758211	PCO PCO1 SCAGGLETHORPE MALTON	YO17 8DU	Ryedale District	14/03/2025	12/06/2025	KEEP	No longer available for adption Any progressed made to adopt will be cancelled - Scagglethorpe Parish Council wished to adopt
30	01944758411	NR ST MARTINS CHURCH PCO1 SCAMPSTON MALTON	YO17 8NG	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
31	01944758593	RILLINGTON CROSSROADS PCO1 THE OUTGANG THORPE BASSETT MALTON	YO17 8LT	Ryedale District	14/03/2025	12/06/2025	KEEP	No applications received
32	01439748209	Ness, Nunnington		Ryedale District		12/06/2025	Already removed	n/a
33	01723870512	JUNCTION WITH CHURCH ROAD PCO1 RAVEN HALL ROAD RAVENSCAR SCARBOROUGH	YO13 0NA	Scarborough District (B)	14/03/2025	12/06/2025	Remove Telephone Mechanism	Staintondale Parish Council wish to adopt - this will now be progressed by the adopt team.
34	01723890497	PCO PCO1 CASTLE HILL HUNMANBY FILEY	YO14 0JX	Scarborough District (B)	14/03/2025	12/06/2025	Remove Telephone Mechanism	Hunmanby Parish Council wish to adopt - this will now be progressed by the adopt team.
35	01947602176	O/S MANOR HOUSE FARM PCO1 SNEATON WHITBY	YO22 5HP	Scarborough District (B)	14/03/2025	12/06/2025	Remove Telephone Mechanism and Kiosk	No applications made
36	01947810308	O/S CHURCH PCO1 LITTLEBECK WHITBY	YO22 5EY	Scarborough District (B)	14/03/2025	12/06/2025	Remove Telephone Mechanism and Kiosk	No applications made
37	01947893575	OPP DUNSLEY LANE BT PAYPHONE PCO1 SANDSEND ROAD SANDSEND WHITBY	YO21 3SN	Scarborough District (B)	14/03/2025	12/06/2025	Remove Telephone Mechanism and Kiosk	No applications made
38	01947895252	PCO PCO1 EGTON BRIDGE WHITBY	YO21 1UX	Scarborough District (B)	14/03/2025	12/06/2025	Remove Telephone Mechanism and Kiosk	No applications made
39	01757268220	PCO PCO1 WISTOWGATE CAWOOD SELBY	YO8 3SH	Selby District	14/03/2025	12/06/2025	Remove Telephone mechanism	Cawood Parish Council wish to adopt - This will now be progressed by the adopt team.
40	01757702204	JNC.CHARLES STREET&BONDGATE PCO1 COCKRET LANE SELBY	YO8 4RT	Selby District	14/03/2025	12/06/2025	Remove Telephone and Kiosk	No applications received
41	01977673391	O/S 37 CROFT LEA PCO1 WRIGHTS LANE CRIDLING STUBBS KNOTTINGLEY	WF11 0AS	Selby District	14/03/2025	12/06/2025	Remove Telephone and Kiosk	No applications received



Appendix 3 - "Last at Site" payphones August 2025

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	1325374470	PCO 1 TOWN GREEN MANFIELD DARLINGTON	DL2 2RQ	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	0	0	No	No	No
2	1677450237	PCO PCO1 EAST HAUXWELL LEYBURN	DL8 5LS	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	1	0	No	No	No
3	1677450325	PCO PCO1 CONSTABLE BURTON LEYBURN	DL8 5RG	Richmondshire District	22/05/2025	20/08/2025	4	3	3	3	YES	1	0	No	No	No
4	1677450397	PCO PCO1 FINGHALL LEYBURN	DL8 5ND	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	0	0	No	No	No
5	1748811525	PCO PCO1 ON THE GREEN HIGH GREEN CATTERICK RICHMOND	DL10 7LN	Richmondshire District	22/05/2025	20/08/2025	3	4	4	3	YES	21	0	No	No	No
6	1748811537	PCO PCO1 TUNSTALL RICHMOND	DL10 7QL	Richmondshire District	22/05/2025	20/08/2025	3	3	4	3	YES	1	0	No	No	No
7	1748811612	PCO PCO1 SCORTON RICHMOND	DL10 6DB	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	4	0	No	No	No
8	1748822121	PCO PCO1 GILLING WEST RICHMOND	DL10 5LL	Richmondshire District	22/05/2025	20/08/2025	3	3	4	3	YES	0	0	No	No	No
9	1748822168	PCO PCO1 SKEEBY RICHMOND	DL10 5EB	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	0	0	No	No	No
10	1748822395	PCO PCO1 JCN WHITCLIFFE ROAD REETH ROAD RICHMOND	DL10 4EH	Richmondshire District	22/05/2025	20/08/2025	4	4	4	3	YES	10	0	No	No	No
11	1748823273	PCO PCO1 DOWNHOLME RICHMOND	DL11 6AE	Richmondshire District	22/05/2025	20/08/2025	3	4	4	3	YES	0	0	No	No	No
12	1969622197	PCO PCO1 BARDEN LEYBURN	DL8 5JS	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	3	0	No	No	No
13	1969622198	PCO PCO1 HARMBY LEYBURN	DL8 5PD	Richmondshire District	22/05/2025	20/08/2025	4	4	4	4	YES	0	0	No	No	No
14	1969623115	O/S OLD POST OFFICE PCO1 MARKET PLACE LEYBURN	DL8 5AS	Richmondshire District	22/05/2025	20/08/2025	4	4	4	4	YES	24	0	No	No	No
15	1969623230	PCO PCO1 MARKET PLACE MIDDLEHAM LEYBURN	DL8 4NP	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	11	1	No	No	No
16	1969623312	PCO PCO1 PRESTON UNDER SCAR LEYBURN	DL8 4AJ	Richmondshire District	22/05/2025	20/08/2025	3	3	4	3	YES	3	0	No	No	No
17	1969623313	PCO PCO1 WEST WITTON LEYBURN	DL8 4NA	Richmondshire District	22/05/2025	20/08/2025	3	3	4	3	YES	5	0	No	No	No
18	1969623392	PCO PCO1 CASTLE BOLTON LEYBURN	DL8 4ET	Richmondshire District	22/05/2025	20/08/2025	3	3	4	3	YES	2	0	No	No	No
19	1969650259	PCO PCO1 WORTON LEYBURN	DL8 3ET	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	45	0	No	No	No
20	1969663211	PCO PCO1 BY WAR MEMORIAL AYSGARTH LEYBURN	DL8 3AE	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	3	0	No	No	No
21	1969663297	PCO PCO1 NR METHODIST CHURCH GREENVIEW WEST BURTON LEYBURN	DL8 4JL	Richmondshire District	22/05/2025	20/08/2025	3	3	3	3	YES	4	0	No	No	No
22	1969663332	PCO PCO1 THORNTON RUST LEYBURN	DL8 3AN	Richmondshire District	22/05/2025	20/08/2025	3	3	4	3	YES	3	0	No	No	No
23	1969667221	PCO PCO1 MARKET PLACE HAWES	DL8 3QX	Richmondshire District	22/05/2025	20/08/2025	4	4	4	3	YES	44	2	No	No	No
24	1969667243	WAYLEAVE PP1217 PCO1 GAYLE HAWES	DL8 3RZ	Richmondshire District	22/05/2025	20/08/2025	3	4	4	3	YES	5	0	No	No	No
25	1969667374	WAYLEAVE PP1034 PCO1 HARDRAW HAWES	DL8 3LZ	Richmondshire District	22/05/2025	20/08/2025	4	4	4	3	YES	4	2	No	No	No
1	1347821225	PCO PCO1 UPPELEBY EASINGWOLD YORK	YO61 3BB	Hambleton District		20/08/2025	4	3	4	4	YES	17	0	No	No	No
2	1347888206	PCO PCO1 SKEWSBY YORK	YO61 4SG	Hambleton District		20/08/2025	3	3	4	3	YES	4	0	No	No	No
3	1347888220	PCO PCO1 BRANDSBY YORK	YO61 4RQ	Hambleton District		20/08/2025	3	3	3	3	YES	0	0	No	No	No
4	1642712521	KIRKBY LANE PCO1 KIRKBY-IN-CLEVELAND MIDDLESBROUGH	TS9 7AQ	Hambleton District		20/08/2025	3	3	4	3	YES	7	0	No	No	No
5	1845587131	O/S VILLAGE HALL PCO1 KIRBY WISKE THIRSK	YO7 4ER	Hambleton District		20/08/2025	3	3	4	3	YES	0	0	No	No	No
1	1765604264	Market Sq Market Place East Ripon	HG4 1BP	North Yorkshire Council		13/08/2025	3	3	4	4	YES	9	0	0	0	0

Response to BT from NYC - August 2025

- 1.1 The North Yorkshire Council area also includes areas of the North York Moors National Park Authority (NYMNP) and the Yorkshire Dales National Park Authority (YDNPA). These are national landscapes and popular visitor destinations for outdoor recreational activities that could lead to accidents. The YDNPA responded as a consultee to North Yorkshire Council with respect to this latest batch of “last at site” payphones identified by BT for removal within the former areas of Richmondshire, Hambleton and one payphone in the former area of Harrogate. The relevant “last at site” PCBs in their area are identified and their concerns are included in this response. The information set out in the following paragraphs is applicable to each of the “last at site” payphones identified by BT for removal. The information from the Yorkshire Dales National Park applies specifically to those payphones within the National Park Authority Area identified in the table below by grey shading.
- 1.2 North Yorkshire Council consider that there is evidence to retain all the payphones in the authority area that BT have identified for removal. One of the major concerns for North Yorkshire Council is BT’s move to Digital Voice which then means that during power outages, unless there is a reliable/useable mobile phone signal then the BT Red Kiosk will become the only means of making emergency calls. The various storms over recent months once again proved the vulnerability of many parts of the North Yorkshire area with many villages suffering power cuts. The Yorkshire Dales National Park Authority reinforce this view and added that regarding mobile service provision Ofcom’s coverage checker indicates that all six locations (in the YDNPA) have ‘likely’ outdoor voice call service. Clearly ‘likely’ is some way short of guaranteed, and that may especially be the case during adverse weather conditions where signal is disrupted by power outages or storm conditions, which is the time that an alternative phone service is most likely to be needed. Mobile telephone infrastructure in the National Park is often situated in exposed and remote locations that make disruptions to service more likely and more difficult to resolve. Mobile phone ownership is not yet universal and those without a mobile alternative are often some of the more vulnerable members of society, including the elderly, with the National Park having a much older age-profile than the national average. In a medical emergency defibrillators could prove life-saving and it is understood that these units require an access code to be obtained from a call handler in order to gain access. The availability of a fixed-line public telephone service could be vital in such a scenario and it is noted that defibrillator units are located in very close proximity to all of the kiosks proposed for removal in the National Park.
- 1.3 The Yorkshire Dales National Park also advise that they support North Yorkshire Council in opposing removals where these are considered to have a significant detrimental effect on the safety of visitors and communities. They provide information regarding accident blackspots for the Hawes and

Aysgarth payphones, call volume information for the Hawes payphone and evidence of other need adding that consideration should be given to the fact that the Yorkshire Dales National Park is a very popular visitor location with a range of outdoor recreational activities that lead to accidents or other unforeseen need for a fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron Falls, Wensleydale Creamery, Gayle Mill etc. Hawes, in particular, is a major visitor hub on the route of the Pennine Way and the main local service centre for Upper Wensleydale, with the payphone located centrally close to public car parks and local facilities, including the public conveniences immediately adjacent. The payphone in question was reinstated as recently as 2017 as part of an integrated ATM cash facility in recognition of the need to retain essential services in the wake of a series of bank closures and the removal of the other public payphone in Hawes. The removal of this payphone (situated close to Holme Bridge) was only possible because of the existence of the payphone in the Market Place, since the rules applicable at the time allowed removal of payphones where an alternative was available within 800 metres. The case for retaining the call box facility in this location would appear to be particularly strong.

- 1.4 North Yorkshire Council also has concerns regarding issues around emergency planning and safeguarding and the cumulative impacts of removing “last at site” payphones:
- Poor mobile phone coverage and access to networks
 - Power outages cause genuine concern.
 - Safeguarding concerns including domestic violence, self-neglect, suicide and other abuse
 - Ageing population
 - Rural isolation
 - Mobile disability gap. Demographic differences across North Yorkshire, such as where there is a distinct older, disabled or vulnerable population which could be less likely to have a mobile phone.
 - Areas of a high visitor population could be more vulnerable as visitors do not have access to a landline or have a mobile phone that cannot be used in each location due to differences in mobile service provision across North Yorkshire. These visitors may also have disabilities.
- 1.5 North Yorkshire is a very popular visitor destination with large areas of rural landscapes and activities to enjoy. Unfortunately, incidents and accidents needing emergency or helpline advice will happen, and North Yorkshire Council would urge BT to carefully consider the potential impact that removing a “last at site” payphone could have on visitors to the region and the community. The local community will be aware which mobile service providers have a better-quality signal for their settlement and will purchase mobile service provider contracts appropriately. Visitors to the region may not be aware of weaker signal areas for different service providers, so if an incident arises that does need emergency or helpline advice, they may not be able to use their own mobile phone.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

1.6 BT will need to check whether the removal of the telephone equipment would be deemed to affect the character of the kiosk as a building of special architectural or historic interest. If it is deemed that the removal of the equipment will affect the character of the listed structure, listed building consent will be required from the relevant Local Planning Authority.

1.7 In addition to the above which is evidence to meet test 4 of the “last at a site” tests for all of the payphones, the following table sets out North Yorkshire Council’s response to each payphone removal in terms of meeting or not the 4 tests for “last at site” payphone:

	Location and Payphone Telephone Number	Former District	<u>Evidence Ofcom Mobile Checker information</u> Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence Potential Accident Hotspot?</u> Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence Number of calls from the call box in the past 12 months to</u> North Yorkshire Police	<u>Evidence Identify any other reasonable need to retain</u> <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
1	Pco 1 Town Green Manfield Darlington 01325374470	Richmondshire	Indoor mobile - Poor or no signal for voice (3) and data (4)	0	0			Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, and the cumulative impact of payphone removals.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
			Outdoor mobile for voice and data – No issues					<ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (3) and data (4) The Parish Council have not advised that they wish to adopt the payphone or not
2	Pco Pco1 East Hauxwell Leyburn 01677450237	Richmondshire	Indoor mobile - Poor or no signal for	0	0	<ul style="list-style-type: none"> With a Conservation Area The Parish Council have concerns that should the internet and mobile 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, heritage and

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
		voice (3) and data (3) Outdoor mobile for voice and data – No issues			network service be compromised in any way, and especially in an emergency situation, then this resource in all four villages/hamlets could be invaluable (Hauxwell, Constable Burton, Fingall and Barden). <ul style="list-style-type: none"> • The Parish Council have advised that they do not wish to adopt the payphone 		conservation concerns and the cumulative impact of payphone removals in this area of North Yorkshire. <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (3) and data (3) • The payphone is within a Conservation Area • The Parish Council have concerns regarding the

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<p>need to maintain a reliable network for emergencies in Hauxwell, Constable Burton, Fingall and Barden.</p> <ul style="list-style-type: none"> • The Parish Council have advised that they do not wish to adopt the payphone
3	Pco Pco1	Richmondshire	Indoor mobile - Poor or no	1	1	<ul style="list-style-type: none"> • With a Conservation Area • The Parish Council have concerns that should the 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
Constable Burton Leyburn 01677450325		signal for voice (2) and data (3) Outdoor mobile for voice and data – No issues			internet and mobile network service be compromised in any way, and especially in an emergency situation, then this resource in all four villages/hamlets could be invaluable (Hauxwell, Constable Burton, Fingall and Barden). <ul style="list-style-type: none"> The Parish Council have advised that they do not 		the settlement, heritage and conservation concerns, the cumulative impact of payphone removals in this part of North Yorkshire and the evidence from North Yorkshire Police with respect to potential accident hotspot and other evidence relating to the number of calls to NY Police from the payphone. <ul style="list-style-type: none"> The payphone is located in an area of poor or no

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
					wish to adopt the payphone		indoor mobile signal for voice (2) and data (3) <ul style="list-style-type: none"> The kiosk is a Listed Building. Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. North Yorkshire Police have advised that 1 call is recorded by NY Police for the postcode in last 12

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
							<p>months relating to traffic collisions and concerns for road safety</p> <ul style="list-style-type: none"> • North Yorkshire Police have advised that 1 call was made from the call box to NY Police. • The payphone is within a Conservation Area • The Parish Council have concerns regarding the need to maintain a

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<p>reliable network for emergencies in Hauxwell, Constable Burton, Fingall and Barden.</p> <ul style="list-style-type: none"> The Parish Council have advised that they do not wish to adopt the payphone
4	Pco Pco1 Finghall Leyburn 01677450397	Richmondshire	Indoor mobile - Poor or no signal for	2	0	<ul style="list-style-type: none"> With a Conservation Area The Parish Council have concerns that should the internet and mobile 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, heritage and

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
		voice (2) and data (4) Outdoor mobile for voice and data – No issues			network service be compromised in any way, and especially in an emergency situation, then this resource in all four villages/hamlets could be invaluable (Hauxwell, Constable Burton, Fingall and Barden). <ul style="list-style-type: none"> • The Parish Council have advised that they do not wish to adopt the payphone 		conservation concerns, the evidence from North Yorkshire Police with respect to potential accident hotspot and the cumulative impact of payphone removals. <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (4) • The payphone is within a Conservation Area

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
							<ul style="list-style-type: none"> • North Yorkshire Police have advised that 2 calls are recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety • The Parish Council have concerns regarding the need to maintain a reliable network for emergencies in Hauxwell,

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<p>Constable Burton, Fingall and Barden.</p> <ul style="list-style-type: none"> The Parish Council have advised that they do not wish to adopt the payphone
5	Pco Pco1 On The Green High Green Catterick Richmond 01748811525	Richmondshire	Indoor mobile - Poor or no signal for voice (2) and data (4)	0	1	<ul style="list-style-type: none"> With a Conservation Area The Parish Council have advised that they do not wish to adopt the payphone 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, heritage and conservation concerns, the cumulative impact of payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
		Outdoor mobile for voice and data – No issues					<p>removals and the evidence from North Yorkshire Police with respect to the number of calls to NY Police from the payphone.</p> <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (4) • North Yorkshire Police have advised that 1 call was made from the call box to NY Police

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	<u>Evidence</u> Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence</u> Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence</u> Number of calls from the call box in the past 12 months to North Yorkshire Police	<u>Evidence</u> Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<ul style="list-style-type: none"> The payphone is within a Conservation Area The Parish Council have advised that they do not wish to adopt the payphone
6	Pco Pco1 Tunstall Richmond 01748811537	Richmondshire	Indoor mobile - Poor or no signal for voice (4) and data (4)	0	0			Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement and the cumulative impact of payphone removals.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
			Outdoor mobile for voice and data – No issues					<ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (4) and data (4) • The Parish Council have not advised that they wish to adopt the payphone or not
7	Pco Pco1 Scorton Richmond 01748811612	Richmondshire	Indoor mobile - Poor or no signal for	0	0	<ul style="list-style-type: none"> • The Parish Council have concerns that should the internet and mobile network service be 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement and the

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
			voice (3) and data (4) Outdoor mobile for voice and data – No issues			<p>compromised in any way, and especially in an emergency situation then this resource could be invaluable.</p> <ul style="list-style-type: none"> If the decision is reached to disconnect the phone, then Scorton PC do not want to adopt the phone kiosk. 		<p>cumulative impact of payphone removals.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (3) and data (4) The Parish Council have advised that they do not wish to adopt the payphone
8	Pco Pco1	Richmondshire	Indoor mobile -	0	1			Object to Payphone removal due to the evidence provided with

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
Gilling West Richmond 01748822121		<p>Poor or no signal for voice (4) and data (4)</p> <p>Outdoor mobile for voice and data – No issues</p>					<p>respect to poor mobile signal in the settlement, the cumulative impact of payphone removals and the evidence from North Yorkshire Police with respect to the number of calls to NY Police from the payphone.</p> <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (4) and data (4) • North Yorkshire Police have advised that 1 call

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<p>was made from the call box to NY Police</p> <ul style="list-style-type: none"> • The Parish Council have not advised that they wish to adopt the payphone or not.
9	Pco Pco1 Skeeby Richmond 01748822168	Richmondshire	Indoor mobile - Poor or no signal for voice (1) and data (2)	2	0			Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the cumulative impact of payphone removals and the evidence from North

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
			Outdoor mobile for voice and data – No issues					Yorkshire Police with respect to potential accident hotspot. <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (1) and data (2) • North Yorkshire Police have advised that 2 calls are recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	<u>Evidence</u> Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence</u> Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence</u> Number of calls from the call box in the past 12 months to North Yorkshire Police	<u>Evidence</u> Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<ul style="list-style-type: none"> The Parish Council have not advised that they wish to adopt the payphone or not.
10	Pco Pco1 Jcn Whitcliffe Road Reeth Road Richmond 01748822395	Richmondshire	Indoor mobile - Poor or no signal for voice (3) and data (4)	1	1	<ul style="list-style-type: none"> The Parish Council have advised that they do not wish to adopt the payphone 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the cumulative impact of payphone removals and the evidence from North Yorkshire Police with respect to potential accident hotspot and

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	<u>Evidence</u> Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence</u> Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence</u> Number of calls from the call box in the past 12 months to North Yorkshire Police	<u>Evidence</u> Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
		Outdoor mobile for voice and data – No issues					other evidence relating to the number of calls to NY Police from the payphone. <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (3) and data (4) • North Yorkshire Police have advised that 1 call is recorded by NY Police for the postcode in last 12 months relating to traffic

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
							<p>collisions and concerns for road safety</p> <ul style="list-style-type: none"> • North Yorkshire Police have advised that 1 call was made from the call box to NY Police • The Parish Council have advised that they do not wish to adopt the payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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11	Pco Pco1 Downholme Richmond 01748823273	Richmondshire	Indoor mobile - Poor or no signal for voice (1) and data (1) Outdoor mobile for voice and data – No issues	0	0	<ul style="list-style-type: none"> The Parish Council have advised that they do not wish to adopt the kiosk 	No	<p>Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, and the cumulative impact of payphone removals.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (1) and data (1) The Parish Council have advised that they do not

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								wish to adopt the payphone
12	Pco Pco1 Barden Leyburn 01969622197	Richmondshire	Indoor mobile - Poor or no signal for voice (2) and data (2) Outdoor mobile for voice and	1	0	<ul style="list-style-type: none"> The Parish Council have concerns that should the internet and mobile network service be compromised in any way, and especially in an emergency situation, then this resource in all four villages/hamlets could be invaluable (Hauxwell, 	yes	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the cumulative impact of payphone removals in this area of North Yorkshire and the evidence from North Yorkshire Police with respect to potential accident hotspot. However, should BT consider to continue to remove the

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
		data – No issues			<p>Constable Burton, Fingall and Barden).</p> <ul style="list-style-type: none"> The Parish Council have advised that they wish to adopt the payphone to house a defibrillator 		<p>payphone, NYC support the Parish Council to adopt the kiosk for another use.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (2) North Yorkshire Police have advised that 1 call is recorded by NY Police for the postcode in last 12 months relating to traffic

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	<u>Evidence</u> Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence</u> Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence</u> Number of calls from the call box in the past 12 months to North Yorkshire Police	<u>Evidence</u> Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
							collisions and concerns for road safety <ul style="list-style-type: none"> • The Parish Council have concerns regarding the need to maintain a reliable network for emergencies in Hauxwell, Constable Burton, Fingall and Barden. • The Parish Council have advised that they do wish to adopt the payphone to house a defibrillator

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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13	Pco Pco1 Harmby Leyburn 01969622198	Richmondshire	Indoor mobile - Poor or no signal for voice (3) and data (4) Outdoor mobile for voice and data – No issues	1	0			<p>Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the cumulative impact of payphone removals and the evidence from North Yorkshire Police with respect to potential accident hotspot.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (3) and data (4)

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	<u>Evidence</u> Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence</u> Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence</u> Number of calls from the call box in the past 12 months to North Yorkshire Police	<u>Evidence</u> Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
							<ul style="list-style-type: none"> • North Yorkshire Police have advised that 1 call is recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety • The Parish Council have not advised that they wish to adopt the payphone or not

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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14	O/S Old Post Office Pco1 Market Place Leyburn 01969623115	Richmondshire	Indoor mobile - No issues for voice and data Outdoor mobile for voice and data – No issues	8	0	<ul style="list-style-type: none"> • With a Conservation Area • The Parish Council have advised that they are interested in adopting the kiosk 	Yes	Object to Payphone removal due to the evidence provided with respect heritage and conservation concerns, the cumulative impact of payphone removals and the evidence from North Yorkshire Police with respect to potential accident hotspot. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
							<ul style="list-style-type: none"> • The payphone is located in a conservation area • North Yorkshire Police have advised that 8 calls are recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety • The Parish Council have advised that they are

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								interested in adopting the kiosk
15	Pco Pco1 Market Place Middleham Leyburn 01969623230	Richmondshire	Indoor mobile - No issues for voice and data Outdoor mobile for voice and data – No issues	2	0	<ul style="list-style-type: none"> Grade II Listed Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. With a Conservation Area BT information shows that 1 call was made to a 		Object to Payphone removal due to heritage and conservation matters, the evidence from North Yorkshire Police with respect to potential accident hotspot and evidence provided by BT with respect the number of calls received by a helpline from this payphone which may have saved a life / lives and the

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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					helpline in the past 12 months		cumulative impact of payphone removals. <ul style="list-style-type: none"> • Grade II Listed • Within a Conservation Area • BT information shows that the payphone has been used to make 1 call to helplines in the last 12 months and could have helped to save a life (s)

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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							<ul style="list-style-type: none"> • North Yorkshire Police have advised that 2 calls are recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety • The Parish Council have not advised that they wish to adopt the payphone or not

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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16	Pco Pco1 Preston Under Scar Leyburn 01969623313	Richmondshire	Indoor mobile - Poor or no signal for voice (2) and data (3) Outdoor mobile for voice and data – No issues	2	1	<ul style="list-style-type: none"> With a Conservation Area The Parish Council have advised that they wish to adopt The Parish Council commented that given the age profile of village residents, concerns were provided regarding areas in the village where it is currently not possible to obtain a reliable mobile 	Yes	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the need for a reliable telephone service to obtain an access code for the defibrillator, heritage and conservation matters, the cumulative impact of payphone removals and the evidence from North Yorkshire Police with respect to potential accident hotspot and other evidence

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
					<p>signal and some residents have to go out into their garden or upstairs to get a signal. It is particularly important that residents are able to contact the Emergency Services at all times, including the Ambulance Service from whom a code needs to be obtained to gain access to the Village Defibrillator.</p>		<p>relating to the number of calls to NY Police from the payphone. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (3) the need for a reliable telephone service to

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	<u>Evidence</u> Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence</u> Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence</u> Number of calls from the call box in the past 12 months to North Yorkshire Police	<u>Evidence</u> Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
							obtain an access code for the defibrillator <ul style="list-style-type: none"> • North Yorkshire Police have advised that 2 calls are recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety • North Yorkshire Police have advised that 1 call was made from the call box to NY Police

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	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<ul style="list-style-type: none"> • The payphone is in a Conservation Area • The Parish Council has raised concerns regarding poor mobile signal and the need to access a code for the defibrillator • The Parish Council have advised that they do wish to adopt the payphone
17	Pco Pco1	Richmondshire	Indoor mobile -	0	0	<ul style="list-style-type: none"> • The Parish Council have advised that they do not 	No	Object to Payphone removal due to the evidence provided with

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
West Witton Leyburn 01969623313		Poor or no signal for voice (2) and data (2) Outdoor mobile for voice and data – No issues			wish to adopt the payphone		<p>respect to poor mobile signal in the settlement and the cumulative impact of payphone removals.</p> <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (2) • The Parish Council have advised that they do not wish to adopt the payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
18	Pco Pco1 Castle Bolton Leyburn 01969623392	Richmondshire	Indoor mobile - Poor or no signal for voice (1) and data (2) Outdoor mobile for voice and data – No issues	0	0	<ul style="list-style-type: none"> Listed Building Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. With a Conservation Area The Parish Council have advised that they wish to adopt the kiosk 	Yes	<p>Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, Heritage and conservation concerns and the cumulative impact of payphone removals. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<p>indoor mobile signal for voice (1) and data (2)</p> <ul style="list-style-type: none"> • The payphone kiosk is a Listed Building and within a Conservation Area • The Parish Council have advised that they wish to adopt the payphone
19	Pco Pco1 Worton Leyburn 01969650259	Richmondshire	Indoor mobile – No issues for voice, Poor	0	0	<ul style="list-style-type: none"> • The BT information shows that the payphone has been used 45 times in the past 1 months which is 	No	Object to Payphone removal due the evidence provided with respect to poor mobile signal in the settlement, the large

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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		<p>or no signal for data (2)</p> <p>Outdoor mobile for voice and data – No issues</p>			<p>very close to the 52 calls threshold</p> <ul style="list-style-type: none"> The Parish Council have advised that it would be disappointing to lose the telephone but the Parish Council does not intend to adopt the box 		<p>number of calls made from this payphone and the cumulative impact of payphone removals across North Yorkshire.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for data (2) The BT information shows the payphone has been used 45 times in the past year.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
								<ul style="list-style-type: none"> The Parish Council have advised that they do not wish to adopt the payphone
20	Pco Pco1 By War Memorial Aysgarth Leyburn 01969663211	Richmondshire	Indoor mobile - Poor or no signal for voice (2) and data (2)	0	0	<ul style="list-style-type: none"> The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable service in times of bad weather (see para 1.2 above) 	Yes	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the proximity to the defibrillator, proximity to the A684 and potential for accidents, the incidences of power cuts, cultural

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
			Outdoor mobile for voice and data – No issues			<ul style="list-style-type: none"> The YDNPA advise of Accident blackspots - it is noted that the removals in Hawes and Aysgarth are close to the A684, a very popular motorbike route that links with other routes through the Dales including the B6255. The YDNPA advise that consideration should be given to the fact that the Yorkshire Dales National 		<p>conservation and heritage concerns and the cumulative impact of payphone removals in this popular visitor destination. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (2)

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					<p>Park is a very popular visitor location with a range of outdoor recreational activities that lead to accidents or other unforeseen need for a fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron</p>		<ul style="list-style-type: none"> • The payphone is close to the defibrillator and the need to an access code by telephone • The potential for accidents on the A684 – see evidence • The potential suicide location • The YDNPA advise that the area is a popular

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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					<p>Falls, Wensleydale Creamery, Gayle Mill etc.</p> <ul style="list-style-type: none"> • The Parish Council advise that: The village of Aysgarth has limited mobile phone signal at times and the BT Telephone Box provides a lifeline to the rural community. <p>The BT Telephone Box is in close proximity to the busy A684 main road which has</p>		<p>visitor attraction – see evidence provided</p> <ul style="list-style-type: none"> • The Parish Council have advised that they wish to adopt the payphone only if BT continue to remove. • The Parish Council request that BT renovates the retained payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	<u>Evidence</u> Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	<u>Evidence</u> Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	<u>Evidence</u> Number of calls from the call box in the past 12 months to North Yorkshire Police	<u>Evidence</u> Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
					a high frequency of accidents. There has also been a suicide in the village of Aysgarth The village also experiences a number of power cuts during inclement weather conditions A defibrillator is located on the outside wall of the Village Institute (a few		

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					yards away from the BT Telephone Box). The Institute does not have phone facilities, so the BT Telephone Box is a vital means of calling 999 to obtain the access code for the defibrillator The BT Telephone Box is cultural heritage in the village. It has been part of the village for decades		

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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					<p>The Parish Council has received a number of objections from local residents re the BT Telephone Box being removed</p> <p>The Parish Council object to the removal, along with requesting a renovation.</p> <p>The Parish Council will therefore await BT's decision regarding refurbishment before</p>		

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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						deciding whether they wish to adopt.		
21	Pco Pco1 Nr Methodist Church Greenview West Burton Leyburn 01969663297	Richmondshire	Indoor mobile - Poor or no signal for voice (4) and data (4) Outdoor mobile for voice and	0	0	<ul style="list-style-type: none"> • With a Conservation Area • The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable service in times of bad weather (see para 1.2 above) • The Yorkshire Dales National Park have advised 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the need for a reliable telephone service to obtain an access code for the defibrillator the popularity of the area as a visitor attraction and the potential for accidents. Heritage and conservation

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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		data – No issues			<p>of poor mobile signal and the need for reliable service in times of bad weather (see para 1.2 above)</p> <ul style="list-style-type: none"> • The YDNPA advise that consideration should be given to the fact that the Yorkshire Dales National Park is a very popular visitor location with a range of outdoor recreational activities that 		<p>concerns and the cumulative impact of payphone removals.</p> <ul style="list-style-type: none"> • The payphone is located in an area of poor or no indoor mobile signal for voice (4) and data (4) • The kiosk is within a Conservation Area • The YDNPA advise that the area is a popular visitor attraction – see evidence provided

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
					<p>lead to accidents or other unforeseen need for a fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron Falls, Wensleydale Creamery, Gayle Mill etc.</p> <ul style="list-style-type: none"> • The YDNP advise of the proximity to the 		<ul style="list-style-type: none"> • the need for a reliable telephone service to obtain an access code for the defibrillator • The Parish Council have advised that they do not wish to adopt the payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

	Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
						defibrillator and the need for a reliable telephone service to obtain an access code for the defibrillator <ul style="list-style-type: none"> The Parish Council do not wish to adopt the payphone and have no other comments. 		
22	Pco Pco1 Thornton Rust Leyburn 01969663332	Richmondshire	Indoor mobile - No issues for	0	0	<ul style="list-style-type: none"> Listed Building Under no circumstances should the kiosk be removed unless Listed 	Yes	Object to Payphone removal due the evidence provided with respect to the popularity of the area as a visitor attraction and

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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		voice and data Outdoor mobile for voice and data – No issues			Building Consent has been granted for its removal. <ul style="list-style-type: none"> The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable service in times of bad weather (see para 1.2 above) The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable 		the potential for accidents and Heritage and conservation concerns, the need for a reliable telephone service to obtain an access code for the defibrillator public safety and the cumulative impact of payphone removals. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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					<p>service in times of bad weather (see para 1.2 above)</p> <ul style="list-style-type: none"> The YDNPA advise that consideration should be given to the fact that the Yorkshire Dales National Park is a very popular visitor location with a range of outdoor recreational activities that lead to accidents or other unforeseen need for a 		<ul style="list-style-type: none"> The payphone is in a popular visitor destination area with potential for accidents and an accident hotspot The YDNPA advise that the area is a popular visitor attraction – see evidence provided the need for a reliable telephone service to

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					<p>fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron Falls, Wensleydale Creamery, Gayle Mill etc.</p> <ul style="list-style-type: none"> • The YDNPA advise of the proximity to the defibrillator and the need for a reliable telephone 		<p>obtain an access code for the defibrillator</p> <ul style="list-style-type: none"> • The kiosk is a Listed Building • The Parish Council have advised that they wish to adopt the payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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					service to obtain an access code for the defibrillator <ul style="list-style-type: none"> The Parish Council have advised that: the village is popular with visiting walkers, and it would be the only emergency communication method if a mobile phone or network was inoperable it is the only public call box within 2 miles of the 		

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					<p>village's public AED, and during a power outage there would be no 'landline' phones as all/most homes are on FTTP digital voice for their home phone, requiring power to their router to make calls</p> <ul style="list-style-type: none"> • the remote nature of the village, being off the main arterial road network of Wensleydale, and having 		

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					<p>no customer-facing businesses in the village makes raising an alarm a slow and difficult process requiring a drive to a nearby village to find a business with backup power supplies or a working public call box</p> <ul style="list-style-type: none"> • The Parish Council has received a number of objections from local residents re the BT 		

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						Telephone Box being removed. <ul style="list-style-type: none"> The Parish Council object to the removal and wish to adopt the payphone 		
23	Pco Pco1 Market Place Hawes 01969667243	Richmondshire	Indoor mobile - Poor or no signal for voice (2) and data (2)	0	0	<ul style="list-style-type: none"> BT information shows that the payphone has been used to make 2 calls to helplines in the last 12 months BT information shows the payphone has been used 		Object to Payphone removal due the evidence provided with respect to poor mobile signal in the settlement, the number of calls received by helplines from this payphone which may have saved a life / lives, the need for

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> Listed Building Conservation Area YDNP information Tourism / Visitor information Responses received BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
		Outdoor mobile for voice and data – No issues			<p>44 times in the past 12 months which is close to the 52 calls threshold</p> <ul style="list-style-type: none"> The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable service in times of bad weather (see para 1.2 above) The YDNPA advise of Accident blackspots - it is noted that the removals in 		<p>a reliable telephone service to obtain an access code for the defibrillator and the cumulative impact of payphone removals. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (2)

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					<p>Hawes and Aysgarth are close to the A684, a very popular motorbike route that links with other routes through the Dales including the B6255. Hawes in particular is a place where motorcyclists congregate close to the payphone location. Crashmap data shows numerous serious and fatal crashes along these roads.</p>		<ul style="list-style-type: none"> • BT information shows that the payphone has been used to make 2 calls to helplines in the last 12 months • The YDNP advise that this area is an accident hotspot – see evidence provided. • The YDNPA advise that the area is a popular

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					<p>The data shows that the Hawes and Hardraw kiosks included helpline calls, although it is not clear if these related to suicide helplines.</p> <ul style="list-style-type: none"> The YDNPA advise that for the Hawes payphone, the number of calls is not far short of the 52 threshold and could fluctuate year on year. 		<p>visitor attraction – see evidence provided</p> <ul style="list-style-type: none"> The number of calls is very close to the 52 threshold. the need for a reliable telephone service to obtain an access code for the defibrillator The Parish Council have advised that they wish to

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					<ul style="list-style-type: none"> The YDNPA advise of the proximity to the defibrillator and the need for a reliable telephone service to obtain an access code for the defibrillator The YDNPA advise that consideration should be given to the fact that the Yorkshire Dales National Park is a very popular visitor location with a range of outdoor 		adopt the payphone for an alternative use.

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					recreational activities that lead to accidents or other unforeseen need for a fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron Falls, Wensleydale Creamery, Gayle Mill etc.		

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					<ul style="list-style-type: none"> • The YDNPA advise that Hawes, in particular, is a major visitor hub on the route of the Pennine Way and the main local service centre for Upper Wensleydale, with the payphone located centrally close to public car parks and local facilities, including the public conveniences immediately adjacent. The payphone in 		

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					question was reinstated as recently as 2017 as part of an integrated ATM cash facility in recognition of the need to retain essential services in the wake of a series of bank closures and the removal of the other public payphone in Hawes. The removal of this payphone (situated close to Holme Bridge) was only possible		

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					because of the existence of the payphone in the Market Place, since the rules applicable at the time allowed removal of payphones where an alternative was available within 800 metres. The case for retaining the call box facility in this location would appear to be particularly strong.		

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					<ul style="list-style-type: none"> • Other comments from the community include: It is important to keep these Phone boxes because many parts of the Dales do not have Mobile signal and the Phone box is needed in emergency when visitors to the dales often need help • ...It's our last line of defence in the event of a power cut. We have 		

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						dropped our landline number as it didn't work when it was switched over to digital.		
24	Wayleave Pp1217 Pco1 Gayle Hawes 01969667243	Richmondshire	Indoor mobile - Poor or no signal for voice (1) and data (1) Outdoor mobile for	0	0	<ul style="list-style-type: none"> Grade II Listed Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. With a Conservation Area 		Object to Payphone removal due to the evidence provided with respect to poor / no mobile signal in the settlement and heritage and conservation concerns the need for a reliable telephone service to obtain an access code for the defibrillator and the cumulative impact of

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		voice and data – No issues			<ul style="list-style-type: none"> The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable service in times of bad weather (see para 1.2 above) The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable service in times of bad 		<p>payphone removals. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (1) and data (1) The kiosk is within a conservation area.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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					weather (see para 1.2 above) <ul style="list-style-type: none"> The YDNPA advise of the proximity of the defibrillator and the need for a reliable telephone service to obtain an access code for the defibrillator The YDNPA advise that consideration should be given to the fact that the Yorkshire Dales National Park is a very popular 		<ul style="list-style-type: none"> The YDNP advise that this area is an accident hotspot – see evidence provided. The YDNPA advise that the area is a popular visitor attraction – see evidence provided The payphone is immediately adjacent to a defibrillator where there

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					<p>visitor location with a range of outdoor recreational activities that lead to accidents or other unforeseen need for a fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron</p>		<p>is the need for a code to operate.</p> <ul style="list-style-type: none"> • The Parish Council have not advised that they wish to adopt the payphone or not

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					Falls, Wensleydale Creamery, Gayle Mill etc. <ul style="list-style-type: none"> Other comments include: It is important to keep these Phone boxes because many parts of the Dales do not have Mobile signal and the Phone box is needed in emergency when visitors to the dales often need help 		

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25	Wayleave Pp1034 Pco1 Hardraw Hawes 01969667374	Richmondshire	Indoor mobile - Poor or no signal for voice (1) and data (3) Outdoor mobile for voice and data – No issues	0	0	<ul style="list-style-type: none"> BT information shows that the payphone has been used to make 2 calls to helplines in the last 12 months The Yorkshire Dales National Park have advised of poor mobile signal and the need for reliable service in times of bad weather (see para 1.2 above) 		Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the need for a reliable telephone service to obtain an access code for the defibrillator the number of calls received by helplines from this payphone which may have saved a life / lives, and the cumulative impact of payphone removals

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					<ul style="list-style-type: none"> The YDNPA advise of the proximity to the defibrillator and the need for a reliable telephone service to obtain an access code for the defibrillator The YDNPA advise that consideration should be given to the fact that the Yorkshire Dales National Park is a very popular visitor location with a range of outdoor 		<ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (1) and data (3) BT information shows that the payphone has been used to make 2 calls to helplines in the last 12 months The YDNP advise that this area is an accident

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					recreational activities that lead to accidents or other unforeseen need for a fixed public telephone. Popular walking/cycling routes and visitor attractions are located close to all of the kiosks, including Aysgarth Falls, Hardraw Force, Cauldron Falls, Wensleydale Creamery, Gayle Mill etc.		hotspot – see evidence provided. <ul style="list-style-type: none"> • The YDNPA advise that the area is a popular visitor attraction – see evidence provided • The Parish Council have not advised that they wish to adopt the payphone or not

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						<ul style="list-style-type: none"> Other comments include: It is important to keep these Phone boxes because many parts of the Dales do not have Mobile signal and the Phone box is needed in emergency when visitors to the dales often need help 		
26	Pco Pco1 Uppleby Easingwold	Hambleton	Indoor mobile – No issues for	0	0	<ul style="list-style-type: none"> Grade II Listed Under no circumstances should the kiosk be 	No	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in

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York 01347821225		voice, poor or no signal for data (2) Outdoor mobile for voice and data – No issues			removed unless Listed Building Consent has been granted for its removal. <ul style="list-style-type: none"> With a Conservation Area The Parish Council have advised that they do not wish to adopt the payphone. 		the settlement, heritage and conservation concerns and the cumulative impact of payphone removals <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for data (2) The kiosk is a Listed Building and within a Conservation Area.

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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								<ul style="list-style-type: none"> • The Parish Council have advised that they do not wish to adopt the payphone.
27	Pco Pco1 Skewsby York 01347888206	Hambleton	Indoor mobile - Poor or no signal for voice (1) and data (3)	0	0			Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, and the cumulative impact of payphone removals <ul style="list-style-type: none"> • The payphone is located in an area of poor or no

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			Outdoor mobile for voice and data – No issues					<p>indoor mobile signal for voice (1) and data (3)</p> <ul style="list-style-type: none"> The Parish Council have not advised that they wish to adopt the payphone or not
28	Pco Pco1 Brandsby York 01347888220	Hambleton	Indoor mobile - Poor or no signal for voice (4) and data (4)	0	0	<ul style="list-style-type: none"> The Parish Council have advised that they wish to adopt the payphone 	Yes	<p>Object to Payphone removal due to poor mobile signal in the settlement and the cumulative impact of payphone removals.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no

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			Outdoor mobile for voice and data – No issues					<p>indoor mobile signal for voice (4) and data (4)</p> <ul style="list-style-type: none"> The Parish Council have advised that they wish to adopt the payphone
29	Kirkby Lane Pco1 Kirkby-In-Cleveland Middlesbrough 01642712521	Hambleton	Indoor mobile - Poor or no signal for voice (2) and data (2)	0	2	<ul style="list-style-type: none"> Grade II Listed Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. 	Yes	Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, heritage and conservation concerns, the cumulative impact of payphone removals and the evidence from

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		Outdoor mobile for voice and data – No issues			<ul style="list-style-type: none"> The Parish Council have advised that they want to retain the payphone and object to its removal: It is a Grade II Listed Building. It is a distinctive feature at the heart of the Conservation Area of the village and this was the reason it was designated in 1990 at the same time as the Church, row of cottages and other 		<p>North Yorkshire Police with respect to other evidence relating to the number of calls to NY Police from the payphone. However, should BT consider to continue to remove the payphone, NYC support the Parish Council to adopt the kiosk for another use.</p> <ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (2)

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					<ul style="list-style-type: none"> • buildings significant to the character of the village. • We do not believe the site has coverage from all 4 mobile network providers. Mobile coverage in the village is unreliable. We have moved the defibrillator from the pub at the crossroads at the centre of the village because coverage was so poor 		<ul style="list-style-type: none"> • North Yorkshire Police have advised that 2 calls were made from the call box to NY Police • The kiosk is a Listed Building and within a Conservation Area. • The Parish Council have advised of support to retain the payphone as a working payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

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					<p>there that potential users had difficulty getting a signal to phone for the code to open the cabinet. It was moved to the wall of the Church Hall at the edge of the village as the signal is more reliable there.</p> <ul style="list-style-type: none"> • In the short period given we have consulted with local residents and all who have responded have said 		<ul style="list-style-type: none"> • The Parish Council have advised that they wish to adopt the payphone

APPENDIX 4 - BT Payphone Removals – August 2025 - North Yorkshire Council Response to BT

Location and Payphone Telephone Number	Former District	Evidence Ofcom Mobile Checker information Indoor Mobile / Outdoor mobile Number (in brackets) of the 4 providers recording: Poor or no signal for voice or data	Evidence Potential Accident Hotspot? Number of incidents recorded by NY Police for the postcode in last 12 months relating to traffic collisions and concerns for road safety	Evidence Number of calls from the call box in the past 12 months to North Yorkshire Police	Evidence Identify any other reasonable need to retain <ul style="list-style-type: none"> • Listed Building • Conservation Area • YDNP information • Tourism / Visitor information • Responses received • BT information 	Parish / Town / City Council wish to adopt?	NYC Decision and evidence for Recommendation
					<p>they wish to retain the telephone call box as being intrinsic to the character of that part of the village.</p> <ul style="list-style-type: none"> • We are aware that we can purchase the telephone kiosk for £1 and have the telephony removed, but with such bad reception in the village we have always felt it better to keep the telephone kiosk functioning. It is in good 		

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					<p>condition, having been refurbished - painted and re-glazed - last summer by BT. However if there is no other way of retaining the kiosk we will go down this route.</p> <ul style="list-style-type: none"> • Other comments received from members of the community include: • ...shocked that the telephone kiosk on the green by the church is to 		

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					<p>be removed. This is a special feature in the village and visitors stand in/near it to have their photograph taken and it should remain exactly as it is. I cannot understand why BT would want to go to the expense of removing the old red phone kiosks unless they are expecting to get vast</p>		

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					<p>sums of money for them in scrap value.</p> <ul style="list-style-type: none"> I've never seen it usedI do believe that the structure should remain as it's an integral element of the village character in its prominent location relative to the church, post box and now disused Bus stop. It could be used as a book exchange, similar to Carlton and I'm willing to 		

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						volunteer in any work party to convert or maintain it.		
30	O/S Village Hall Pco1 Kirby Wiske Thirsk 01845587131	Hambleton	Indoor mobile - Poor or no signal for voice (2) and data (2)	•	•	<ul style="list-style-type: none"> Kirby Wiske with Newsham and Breckenbrough Parish Council object to the removal of the payphone for the following reasons: The mobile telephone signal in the Village is very poor and in some cases 		Object to Payphone removal due to the evidence provided with respect to poor mobile signal in the settlement, the need for a reliable telephone service to obtain an access code for the defibrillator and the cumulative impact of payphone removals

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		Outdoor mobile for voice and data – No issues			<p>non-existent. That being the case the pay phone is integral to the Village in case of emergencies.</p> <ul style="list-style-type: none"> The Village is prone to flooding on a regular basis where the Village is totally cut off. Again the telephone is important when this happens. It is also near to the Village defibrillator so the telephone is required in 		<ul style="list-style-type: none"> The payphone is located in an area of poor or no indoor mobile signal for voice (2) and data (2) The payphone is close to the defibrillator and the need for an access code The Parish Council have advised that the village is prone to flooding The Parish Council have not advised that they

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					case of no mobile telephone signal.		wish to adopt the payphone or not

<p>Initial equality impact assessment screening form This form records an equality screening process to determine the relevance of equality to a proposal, and a decision whether or not a full EIA would be appropriate or proportionate.</p>	
Directorate	Community Development
Service area	Planning
Proposal being screened	North Yorkshire Council response to BT payphone removals August 2025
Officer(s) carrying out screening	Paula Craddock
What are you proposing to do?	<p>To seek approval of the response to BT regarding the latest batch of BT “last at site” payphone removals throughout North Yorkshire.</p> <p>The following approaches have been used for the consultation:</p> <p>By North Yorkshire Council:</p> <ul style="list-style-type: none"> • Notification of the intention by BT to remove BT payphones and kiosks has been provided to the relevant Parish, Town and City Councils. • The relevant ward members have been informed. • North Yorkshire Police were notified of the intention by BT to remove BT payphones and kiosks and responses were sought regarding accident hotspot and any other information they considered relevant to the BT payphone / payphone location <p>By BT:</p> <ul style="list-style-type: none"> • Placement of 90 day Notices within / on the relevant BT payphone kiosks of intention to remove payphone / kiosk
Why are you proposing this? What are the desired outcomes?	<p>Under the Communications Act 2003, within North Yorkshire, BT are the designated telephony Universal Service Provider. Under the Universal Service Conditions they are required to ensure the adequate provision, repair and maintenance of public call boxes. There is a specific approach that BT must take when proposing the removal of a “last at site” payphone.</p> <p>The North Yorkshire Council response to BT is required to be provided to BT to meet the deadline posted, in line with the Universal Service Requirements and in line with the Ofcom regulations and guidance provided in Review of the telephony universal service obligation.</p> <p>The desired outcome is for North Yorkshire Council to provide a considered response for each of the identified BT Payphones, whether to support the proposed removal or to object to the proposed removal within the deadline for responses to BT.</p> <p>The decision whether to remove a “last at site” payphone or not rests with BT and is final.</p>

<p>Does the proposal involve a significant commitment or removal of resources? Please give details.</p>	<p>The budget implications for delivering the response to BT will be covered through the Council’s Planning Policy and Place budget through the budget setting process.</p>		
<p>Impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or NYC’s additional agreed characteristics As part of this assessment, please consider the following questions:</p> <ul style="list-style-type: none"> • To what extent is this service used by particular groups of people with protected characteristics? • Does the proposal relate to functions that previous consultation has identified as important? • Do different groups have different needs or experiences in the area the proposal relates to? <p>If for any characteristic it is considered that there is likely to be an adverse impact or you have ticked ‘Don’t know/no info available’, then a full EIA should be carried out where this is proportionate. You are advised to speak to your directorate representative for advice if you are in any doubt.</p>			
Protected characteristic	Potential for adverse impact		Don’t know/No info available
	Yes	No	
		✓	
Disability		✓	
Sex		✓	
Race		✓	
Sexual orientation		✓	
Gender reassignment		✓	
Religion or belief		✓	
Pregnancy or maternity		✓	
Marriage or civil partnership		✓	
		✓	
People on a low income		✓	
Carer (unpaid family or friend)		✓	
Are from the Armed Forces Community		✓	
<p>Does the proposal relate to an area where there are known inequalities/probable impacts (for example, disabled people’s access to public transport)? Please give details.</p>	<p>The proposal to be considered is the response for each “last at site” payphone as required to be sent to BT. The decision whether to remove a “last at site” payphone or not rests with BT.</p> <p>However, the response by NYC raises the following equality concerns:</p> <p>North Yorkshire Council has previously raised concerns to BT regarding issues around:</p> <ul style="list-style-type: none"> • Emergency planning and safeguarding: • Poor mobile phone coverage and access to networks • Power outages cause genuine concern. • Safeguarding concerns including domestic violence, self-neglect, suicide and other abuse • Ageing population • Rural isolation • Mobile disability gap. Demographic differences across North Yorkshire, such as where there is a distinct older, disabled or vulnerable population which could be less likely to have a mobile phone. 		

	<ul style="list-style-type: none"> • Areas of a high visitor population could be more vulnerable as visitors do not have access to a landline or have a mobile phone that cannot be used in each location due to differences in mobile service provision across North Yorkshire. These visitors may also have disabilities. <p>The proposed response to BT will raise these issues again along with evidence to support our response.</p>				
<p>Will the proposal have a significant effect on how other organisations operate? (for example, partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.</p>	<p>No</p>				
<p>Decision (Please tick one option)</p>	<table border="1"> <tr> <td data-bbox="766 734 991 831">EIA not relevant or proportionate:</td> <td data-bbox="991 734 1118 831" style="text-align: center;">✓</td> <td data-bbox="1118 734 1366 831">Continue to full EIA:</td> <td data-bbox="1366 734 1540 831"></td> </tr> </table>	EIA not relevant or proportionate:	✓	Continue to full EIA:	
EIA not relevant or proportionate:	✓	Continue to full EIA:			
<p>Reason for decision</p>	<p>The proposal to be considered is the North Yorkshire Council response to BT.</p> <p>The decision whether to remove the identified “last at site” payphones or not rests with BT.</p> <p>However, the response by NYC raises the following concerns:</p> <p>North Yorkshire Council has previously raised concerns regarding issues around:</p> <ul style="list-style-type: none"> • Emergency planning and safeguarding: • Poor mobile phone coverage and access to networks • Power outages cause genuine concern. • Safeguarding concerns including domestic violence, self-neglect, suicide and other abuse • Ageing population • Rural isolation <p>An impact screening assessment has been undertaken and this concludes that the decision rests with BT.</p>				
<p>Signed (Assistant Director or equivalent)</p>	<p>Kathryn Daly</p>				
<p>Date</p>	<p>31/7/2025</p>				

Initial Climate Change Impact Assessment

The intention of this document is to help the council to gain an initial understanding of the impact of a project or decision on the environment. This document should be completed in consultation with the supporting guidance. Dependent on this initial assessment you may need to go on to complete a full Climate Change Impact Assessment. The final document will be published as part of the decision-making process.

If you have any additional queries, which are not covered by the guidance please email climatechange@northyorks.gov.uk

Title of proposal	North Yorkshire Council
Brief description of proposal	To seek approval of the response to BT regarding the latest batch of BT “last at site” payphone removals throughout North Yorkshire.
Directorate	Community Development
Service area	Planning
Lead officer	Linda Marfitt, Head of Policy and Place
Names and roles of other people involved in carrying out the impact assessment	Rachael Hutton, Planning Policy and Place Manager Paula Craddock, Planning Policy and Place Officer (CG)

The chart below contains the main environmental factors to consider in your initial assessment – choose the appropriate option from the drop-down list for each one.

Remember to think about the following;

- Travel
- Construction
- Data storage
- Use of buildings
- Change of land use
- Opportunities for recycling and reuse

Environmental factor to consider	For the council	For the county	Overall
Greenhouse gas emissions	No effect on emissions	No Effect on emissions	No effect on emissions
Waste	No effect on waste	No effect on waste	No effect on waste
Water use	No effect on water usage	No effect on water usage	No effect on water usage
Pollution (air, land, water, noise, light)	No effect on pollution	No effect on pollution	No effect on pollution
Resilience to adverse weather/climate events (flooding, drought etc)	No effect on resilience	No effect on resilience	No effect on resilience
Ecological effects (biodiversity, loss of habitat etc)	No effect on ecology	No effect on ecology	No effect on ecology
Heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape

If any of these factors are likely to result in a negative or positive environmental impact then a full climate change impact assessment will be required. It is important that we capture information about both positive and negative impacts to aid the council in calculating its carbon footprint and environmental impact.

Decision (Please tick one option)	Full CCIA not relevant or proportionate:	✓	Continue to full CCIA:	
Reason for decision	<p>Under the Communications Act 2003, within North Yorkshire, BT are the designated telephony Universal Service Provider. Under the Universal Service Conditions they are required to ensure the adequate provision, repair and maintenance of public call boxes. There is a specific approach that BT must take when proposing the removal of a “last at site” payphone.</p> <p>The North Yorkshire Council response to BT is required to be provided to BT to meet the deadline posted, in line with the Universal Service Requirements and in line with the Ofcom regulations and guidance provided in Review of the telephony universal service obligation.</p> <p>North Yorkshire Council have to provide a considered response for each of the identified BT Payphones, whether to support the proposed removal or to object to the proposed removal within the deadline for responses to BT.</p> <p>The consultation also provides local communities the opportunity to adopt a kiosk for another use.</p> <p>The decision whether to remove a “last at site” payphone or not rests with BT and is final.</p> <p>The North Yorkshire Council response to BT includes reference to the use of the “last at site” BT payphones. The North Yorkshire Council response is to object to the removal of the last at site payphone in the first instance, followed by support for applications for adoption of the kiosk for an alternative use. The North Yorkshire Council response includes also reference to:</p> <ul style="list-style-type: none"> • resilience to adverse weather/climate events through power outages and extreme weather events • heritage and landscape. 			

	<ul style="list-style-type: none"> ○ Many of the BT payphone kiosks are Listed Buildings and some of the BT payphone kiosks are within the setting of a Listed Building. BT have advised that should they make the decision to continue to remove a payphone that: <ul style="list-style-type: none"> ▪ For those Listed building kiosks where the community do not wish to adopt the payphone for another use, the telephony will be removed and the kiosk will be locked. Maintenance of the kiosk remains with BT. ▪ For those Listed Building kiosks where the community wish to adopt, the telephony is removed and the kiosk will remain as a feature in the landscape with its new use. ○ Some of the BT payphones are traditional red kiosks, but are not Listed Buildings. For these kiosks, the contribution of that payphone kiosk to the landscape is considered. <p>It is recognised in this initial climate change impact assessment that should BT consider that the evidence and response from North Yorkshire Council is not sufficient to retain the payphones in use that there could be:</p> <ol style="list-style-type: none"> 1. a slight increase in waste due to the recycling / disposal of material from those payphones and kiosks that BT will remove entirely and from the removal of telephony from those kiosks where the kiosk is to be adopted for an alternative use by the community or for those kiosks that are a Listed Building. 2. A decrease in resilience of the community to adverse weather/climate events through power outages and extreme weather events. 3. A decrease in the heritage and landscape with the potential removal of red non-Listed Building kiosks from the landscape.
Signed (Assistant Director or equivalent)	Kathryn Daly
Date	31/7/2025