

Response to BT from NYC - April 2026

- 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 information set out in the following paragraphs is applicable to each of the “last at site” payphones identified by BT for removal.
- 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.
- 1.3 North Yorkshire Council 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.
- 1.4 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

APPENDIX 3 - BT Payphone Removals – April 2026 - North Yorkshire Council Response to BT

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.

1.5 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.

1.6 In addition to the above which is evidence to meet test 4 of the “last at a site” tests for all of the following payphones within the current April 2026 batch of 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:

Ref	Location and Payphone Telephone Number	Former District	Evidence			Parish / Town Council wish to adopt? (Y/N)	NYC decision and evidence for recommendation
			Ofcom Mobile Checker Indoor mobile / Outdoor mobile Number (in brackets) of the 4 providers recording poor or no signal for voice or data	Potential Accident hotspot? Number of incidents recorded by North Yorkshire Police for the postcode in the last 12 months relating to traffic collisions and concerns for road safety	Number of calls from the call box in the past 12 months to North Yorkshire Police		
1	Pco1 Commercial Street Norton Malton YO17 9ES (01653692175)	Ryedale	Indoor mobile – Limited coverage for 2 providers (O2 + Vodaphone) Outdoor mobile – No issues	Concern for Safety incidents: 2 Road Traffic Collisions: 0	2	Heritage <ul style="list-style-type: none"> Modern kiosk Responses <ul style="list-style-type: none"> The Town Council have advised that this box is now an eyesore and the council would welcome it's removal to be able to use that space for something more appealing. 	no Object to Payphone removal due to the evidence provided with respect to poor indoor mobile signal (limited coverage for 2 providers) in the settlement and the evidence from North Yorkshire Police with respect to 2 incidents of concern for safety, as well as 2 calls being made from the callbox

APPENDIX 3 - BT Payphone Removals – April 2026 - North Yorkshire Council Response to BT

								to the Police in the past 12 months.
2	Pco1 Northway Scarborough YO12 7AG (01723500794)	Scarborough	Indoor mobile – Variable coverage for 1 provider (EE) Outdoor mobile – No issues	Concern for Safety incidents: 1 Road Traffic Collisions: 0	15	Heritage <ul style="list-style-type: none"> Modern kiosk Responses No response received from the Town Council Members of the community Advised us that they: <ul style="list-style-type: none"> wanted the payphone to remain would like to purchase it for an alternative use such as a mini library, wi-fi box, gardeners store 	?	Object to Payphone removal due to the evidence provided with respect to poor indoor mobile signal (variable coverage for 1 provider) in the settlement and the evidence from North Yorkshire Police with respect to 1 incident of concern for safety, as well as 15 calls being made from the callbox to the Police in the past 12 months which may have saved a life/lives. However, should BT consider to continue to remove the payphone, NYC will support the community to adopt the kiosk for another use.
3	Pco1 Victoria Road Richmond DL10 4AS (01748822129)	Richmondshire	Indoor mobile – Varied coverage for all 4 providers Outdoor mobile – No issues	Concern for Safety incidents: 0 Road Traffic Collisions: 0	0	Heritage <ul style="list-style-type: none"> Traditional red Kiosk Responses No response received from the Town Council	?	Object to Payphone removal due to the evidence provided with respect to poor indoor mobile signal (variable coverage for 4 providers) in the settlement. However, should BT consider to continue to remove the payphone, NYC support the Parish Council should they

APPENDIX 3 - BT Payphone Removals – April 2026 - North Yorkshire Council Response to BT

								decide to adopt the kiosk for another use.
4	Pco1 Gilling West Richmond DL10 5LJ (01748822760)	Richmondshire	Indoor mobile – Limited coverage for 2 providers (EE + Three) Variable coverage for 1 provider (O2) Outdoor mobile – No issues	Concern for Safety incidents: 2 Road Traffic Collisions: 0	0	Heritage <ul style="list-style-type: none"> Traditional red Kiosk Responses No response received from the Parish/Town Council Concerns raised by members of the public: <ul style="list-style-type: none"> The phone box is situated one mile from the A66 and two miles from Scotch Corner/A1 motorway There is no mobile signal in the village as we are in a dale between the A66 and Richmond It has been out of action for quite a while as I think it hasn't been emptied 	?	Object to Payphone removal due to the evidence provided with respect to poor indoor mobile signal (limited coverage for 2 providers and variable coverage for 1 provider) in the settlement and the evidence from North Yorkshire Police with respect to 2 incidents of concern for safety as well as the concern from the member of the public with respect to proximity of 2 major roads (A1 and A66) However, should BT consider to continue to remove the payphone, NYC support the Parish Council should they decide to adopt the kiosk for another use.
5	Pco Pco1 Nr Station Bridge Rimington Avenue Richmond DL10 4LJ (01748823242)	Richmondshire	Indoor mobile – Limited coverage for 1 provider (Three) Variable coverage for 1 provider (O2)	Concern for Safety incidents: 0 Road Traffic Collisions: 0	0	Heritage <ul style="list-style-type: none"> Modern kiosk Responses The Town Council have advised: <ul style="list-style-type: none"> Keeping the telephone box is essential because it provides the only reliable point of contact for help along a stretch of river that is both fast rising and dangerous. 	?	Object to Payphone removal due to the evidence provided with respect to poor indoor mobile signal (limited coverage for 1 provider and variable coverage for 1 provider) in the settlement and the evidence from the Town Council with respect to poor mobile signal in areas of the settlement, river safety

			<p>Outdoor mobile – No issues</p>			<ul style="list-style-type: none"> • The River Swale is one of the fastest flowing rivers in England, and it can rise with little warning. In warmer months the area is busy with families, children, and visitors enjoying the water. Despite this, the river has a history of serious incidents — including the tragic drowning of two boys last year — and even structural damage, such as when the current became so strong that the bridge collapsed. • Several footpaths run alongside the river, but mobile phone signal is patchy or completely absent in places, and not everyone carries a mobile phone. This means that in an emergency, people may have no way to call for help unless the telephone box remains in place. • Removing the telephone box would take away a critical lifeline for walkers, swimmers, families, and anyone who finds themselves in difficulty near the river. 	<p>concerns and recent incidents of loss of life.</p> <p>However, should BT consider to continue to remove the payphone, NYC support the Parish/Town Council should they decide to adopt the kiosk for another use.</p>
--	--	--	-----------------------------------	--	--	---	---

APPENDIX 3 - BT Payphone Removals – April 2026 - North Yorkshire Council Response to BT

6	Pco1 O/S Shops Broadway Colburn / Catterick Garrison DL9 4RF (01748833506)	Hambleton	Indoor mobile – Limited coverage for 3 providers (EE, Three + Vodafone) Variable coverage for 1 provider (O2) Outdoor mobile – No issues	Concern for Safety incidents: 0 Road Traffic Collisions: 0	18	Heritage <ul style="list-style-type: none"> • Modern kiosk Responses <ul style="list-style-type: none"> • Colburn Town 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 indoor mobile signal (limited coverage for 3 providers, variable coverage for 1 provider) in the settlement and the evidence from North Yorkshire Police with respect to 18 calls being made from the callbox to the Police in the past 12 months which may have saved lives.
7	Pco1 Near Towton Lodge Main Street Towton Tadcaster LS24 9PB (01937835011)	Selby	Indoor mobile – No coverage for 2 providers (O2 + Three) Limited coverage for 2 providers (EE + Vodafone) Outdoor mobile – Limited coverage for 2 providers (O2 + Three)	Concern for Safety incidents: 1 Road Traffic Collisions: 0	0	Heritage <ul style="list-style-type: none"> • Grade II Listed • Listed Building Consent will be necessary for the removal of the payphone telephony equipment. • Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. Responses <ul style="list-style-type: none"> • The Parish Council have advised that several residents have expressed a desire to retain the phone box within the village. The Parish Council will advise BT directly regarding adoption or not of the kiosk following their next 	?	Object to Payphone removal due to the evidence provided with respect to no indoor mobile coverage for 2 providers, poor indoor mobile signal (limited coverage for 2 providers) and poor outdoor mobile signal (limited coverage for 2 providers) in the settlement and the evidence from North Yorkshire Police with respect to 1 incident of concern for safety which may have saved a life. Also object due to heritage and conservation matters: the kiosk is a listed building. Listed Building Consent will be necessary for the removal of the payphone telephony equipment. Under

					<p>meeting in April. The Parish Council also advised of serious concerns being raised regarding the phone box in Towton being Grade II listed status, which means it cannot be removed without the appropriate permissions.</p> <p>Concerns raised by members of the public:</p> <ul style="list-style-type: none"> • the remote nature of the village and the lack of mobile phone signal in the area. The only reliable signal is from O2 with EE and Vodafone providing limited access (as patchy 5g connection). The default for many people is still 4g and this is unavailable at this location. • 32 residents are keen to keep the Kiosk in place, even if the phone inside it is no longer operative (or indeed present). • Appeal to NYC to: • retain the structure as a minimum and not to allow BT to remove it. • consider the rural, isolated location of the phone in the context of the very limited mobile signal in the vicinity. 	<p>no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. The concerns of the local residents regarding mobile phone coverage and the potential loss of a local heritage feature.</p> <p>However, should BT consider to continue to remove the payphone, NYC support the Parish Council should they decide to adopt the kiosk for another use.</p>
--	--	--	--	--	---	---

APPENDIX 3 - BT Payphone Removals – April 2026 - North Yorkshire Council Response to BT

8	Pco1 Jcn High St & Bridge St Kirkgate Tadcaster LS24 9AD (01937835283)	Selby	Indoor mobile – Limited coverage for 2 providers (O2 + Vodafone) Variable coverage for 2 providers (EE + Three) Outdoor mobile – No issues	Concern for Safety incidents: 1 Road Traffic Collisions: 0	3	<p>Heritage</p> <ul style="list-style-type: none"> • Grade II Listed • Listed Building Consent will be necessary for the removal of the payphone telephony equipment. • Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. <p>Calls to helpline – BT info</p> <ul style="list-style-type: none"> • BT information shows that 1 call was made to a helpline in the past 12 months <p>Responses</p> <p>The Town Council have advised that they wish to adopt the kiosk for an alternative use</p>	yes	<p>Object to Payphone removal due to the evidence provided with respect to poor indoor mobile signal (limited coverage for 2 providers and variable coverage for 2 providers) in the settlement, the evidence from North Yorkshire Police with respect to 1 incident of concern for safety, as well as 3 calls being made from the callbox to the Police in the past 12 months, the evidence provided by BT with respect to the number of calls received by a helpline from this payphone which may have saved a life / lives, and the evidence regarding heritage and conservation matters: the kiosk is Grade II Listed. Listed Building Consent will be necessary for the removal of the payphone telephony equipment. Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal.</p> <p>However, should BT consider to continue to remove the payphone, NYC support the</p>
---	--	-------	---	--	---	---	-----	--

APPENDIX 3 - BT Payphone Removals – April 2026 - North Yorkshire Council Response to BT

								Town Council to adopt the kiosk for another use.
9	Pco1 Jct Main St / High Street Sutton-In-Craven Keighley BD20 7LP (01535632295)	Craven	Indoor mobile – Variable coverage for 2 providers (O2 + Vodaphone) Limited coverage for 1 provider (EE) Outdoor mobile – No issues	Concern for Safety incidents: 0 Road Traffic Collisions: 0	3	Heritage <ul style="list-style-type: none"> • Grade II Listed • Listed Building Consent will be necessary for the removal of the payphone telephony equipment. • Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. • Within the Sutton In Craven Conservation Area • The phone box is picked up in several key views and forms a part of the setting of Greenroyd Mill. It does offer a positive contribution to the character of the street scene. Responses No response received from the Parish/Town Council	?	Object to Payphone removal due to the evidence provided with respect to poor indoor mobile signal (limited coverage for 1 provider, variable coverage for 2 providers) in the settlement and the evidence from North Yorkshire Police with respect to 3 calls being made from the callbox to the Police in the past 12 months which may have saved a life/ lives, and the evidence regarding heritage and conservation matters: the kiosk is Grade II Listed. Listed Building Consent will be necessary for the removal of the payphone telephony equipment. Under no circumstances should the kiosk be removed unless Listed Building Consent has been granted for its removal. However, should BT consider to continue to remove the payphone, NYC support the Parish Council should they decide to adopt the kiosk for another use.

APPENDIX 3 - BT Payphone Removals – April 2026 - North Yorkshire Council Response to BT

--	--	--	--	--	--	--	--	--