



Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(Form updated October 2025)

BT Payphones

An Equality Impact Assessment (EIA) form is a document that proves paying due regard by considering protected characteristics. EIAs that accompany reports presented to Councillors for decision-making are published with the committee papers on our website and are also available in hard copy at the relevant meetings.

Section 1: Initial Equality Impact Assessment Screening

This section documents the equality screening process of actual or potential impacts of the proposed activity on a specific protected characteristic, along with NYC's additional agreed-upon characteristics, to determine whether a full Equality Impact Assessment (EIA) is necessary or appropriate.

Basic Details	
Directorate	Community Development
Service area	Planning
Proposal being screened	North Yorkshire Council response to BT payphone removals April 2026
Officer(s) carrying out screening	Paula Craddock
Lead Officer and contact details	Rachael Balmer Rachael.balmer@northyorks.gov.uk
Date of the assessment	11 March 2026
Please describe briefly what this EIA is about. (e.g. are you starting a new service, changing how you do something, or stopping doing something?)	To seek approval of the response to BT regarding the latest batch (April 2026) of BT "last at site" payphone removals throughout North Yorkshire.
What does the authority hope to achieve by it? (E.g. to save money, meet increased demand, do things in a better way.)	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 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](#).

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.

The decision whether to remove a “last at site” payphone or not rests with BT and is final.

Further Details

1.1 How have stakeholders been involved in this policy/ decision/ proposal? (e.g. a consultation exercise)

The following approaches have been used for the consultation:

By North Yorkshire Council:

- Notification of the intention by BT to remove BT payphones and kiosks has been provided to the relevant Parish, Town and City Councils who have also been asked to place a NYC Notice in the affected payphone advising of the closing date of the NYC consultation.
- 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

By BT:

- Placement of 90 day Notices within / on the relevant BT payphone kiosks of intention to remove payphone / kiosk

1.2 Will the proposal have a significant effect on how other organisations operate? (e.g. partners, funding criteria, etc.). Please explain briefly

*The proposal to be considered is the North Yorkshire Council response to BT.

The decision whether to remove the identified “last at site” payphones or not rests with BT.

However, the response by NYC raises the following concerns:

North Yorkshire Council has previously raised concerns to BT regarding 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

The impact screening assessment has been undertaken and this concludes that the decision rests with BT.

1.3 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:

- 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?

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.

Tick and indicate which protected characteristics are identified as relevant to the proposal (positive, negative, neutral or don't know).

Protected characteristic	Impact				Comments
	Positive	Negative	Neutral	Don't know	
Age			✓▪		The proposal to be considered is the North Yorkshire Council response to BT. The decision whether to remove the identified "last at site" payphones or not rests with BT.
Disability			✓▪		The proposal to be considered is the North Yorkshire Council response to BT. The decision whether to remove the identified "last at site" payphones or not rests with BT.
Sex			✓▪		The proposal to be considered is the North Yorkshire Council response to BT. The decision whether to remove the identified "last at site" payphones or not rests with BT.
Race (including GRTS)			✓▪		The proposal to be considered is the North Yorkshire Council response to BT. The decision whether to remove the identified "last at site" payphones or not rests with BT.
Gender reassignment			✓▪		The proposal to be considered is the North Yorkshire Council response to BT. The decision whether to remove the identified "last at site" payphones or not rests with BT.

Sexual orientation			✓▪		<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>
Religion or belief			✓▪		<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>
Pregnancy or maternity			✓▪		<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>
Marriage or civil partnership			✓▪		<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>
NYC’s additional characteristics					
People in rural areas			✓▪		<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>
People on a low income			✓▪		<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>
Carer (unpaid family or friend)			✓▪		<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>

Are from the Armed Forces Community (including veterans)			✓		The proposal to be considered is the North Yorkshire Council response to BT. The decision whether to remove the identified “last at site” payphones or not rests with BT.
--	--	--	---	--	--

1.4 To which Part(s) of the Public Sector Equality Duties is the Policy/decision/proposal relevant? Tick and briefly describe.

General Duties	Yes	No	Details
Eliminate unlawful discrimination, harassment and victimisation	<input type="checkbox"/>	<input type="checkbox"/>	
Advance equality of opportunity	<input type="checkbox"/>		
Foster good relations between different groups	<input type="checkbox"/>	<input type="checkbox"/>	

1.5 Decision (Please tick one option)

Decision to recommend this policy/ decision for an Equality Impact Assessment?

Yes

No

x

If the answer is “Yes”, or you indicate a negative impact on any of the characteristics mentioned in the table above, please continue to Section 2 and complete the full Equality Impact Assessment. If the answer is “No”, please give a brief reason here.

Signed (Assistant Director or equivalent)

K Daly

Date

20 March 2026

Section 2: Equality Impact Assessment

This section aims to provide a full assessment of the actual or potential impacts on specific protected characteristics, along with NYC’s additional characteristics. It will also identify the proper actions to mitigate these impacts, if needed.

2.1 Evidence, Consultation and Data: What data or evidence source(s) has/ have been used to inform this assessment? Select the relevant source (s):

- Demographic data
- Service usage data
- Consultation feedback
- National/local research and report
- Expert opinion
- Others

2.2 Stakeholder Engagement: What engagement has been done regarding the proposal and what are the results?

- Who has been consulted?
- How were they consulted?
- What feedback was received?

2.3 What positive impact will this proposal have on the council budget, people, community, economic growth and environment, etc? Please explain briefly

2.4 Please briefly describe how will this proposal affect people with protected characteristics? Only those who are identified as relevant to the proposal in section 1.

protected characteristics	Negative	Don't know	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information, etc.
Age			
Disability			
Sex			
Race (including GRTS)			
Gender reassignment			
Sexual orientation			
Religion or belief			
Pregnancy or maternity			
Marriage or civil partnership			
NYC's additional characteristics			
People in rural areas			
People on a low income			
Carer (unpaid family or friend)			
Are from the Armed Forces Community (including veterans)			

2.5 Geographic impact: Please detail where the impact will be (please tick all that apply)

North Yorkshire wide	
Craven	
Hambleton	
Harrogate	

Richmondshire	
Ryedale	
Scarborough	
Selby	

If you have ticked one or more areas, will specific town(s)/ village(s) be particularly impacted? If so, please specify below.

2.6 Will the proposal affect anyone more because of a combination of protected characteristics? (e.g. older women or young gay men) State what you think the effect may be and why, citing evidence from Q2.1 & Q2.2, e.g. engagement, consultation and/or service user data or demographic information, etc.

2.7 Mitigation and Actions: List the actions that will be taken to reduce or eliminate any negative impact identified above and how positive impacts will be enhanced. Briefly describe the action you defined.

Actions	Lead	By when

2.8 Monitoring and Review: If the proposal is to be implemented, how will the impact be monitored? Briefly describe the monitoring arrangements/systems that will be put in place to find out how the expected outcomes have been achieved in practice.

2.9 Conclusion: Please summarise the findings of your EIA, including impacts, recommendations in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

2.10 Sign off section

This full EIA was completed by:

Name: Paula Craddock

Job title:

Directorate:

Signature:

Completion date:

Authorised by relevant Assistant Director (signature): K Daly

Date: 20 March 2026

Once this has been signed off, please send it to webteam@northyorks.gov.uk for publication on the appropriate webpage.

Publication:

To help people find completed EIAs, we publish them in the Equality and Diversity section of the NY Council [website](#).

Contact details

If you need further support and guidance about carrying out EIA, please contact your directorate equality representative as listed in Stage 4 on our Intranet: [Paying due regard to equality using equality impact assessments](#)

Or contact North Yorkshire Council's equality team on email Equality@northyorks.gov.uk