



**REPORT TO PLANNING &
DEVELOPMENT COMMITTEE
TO BE HELD ON 7 NOVEMBER
2019**

REPORT OF THE PLANNING SERVICES MANAGER – PSM19/205

**SUBJECT: RESPONSE TO THE CONSULTATION BY BT ON THE
REMOVAL OF SPECIFIED PHONE KIOSKS ACROSS THE
BOROUGH**

RECOMMENDATION (S):

- a) That subject to any further comments by Members, Table 1 of this report be the basis for publishing the 'First Notification'; ie the initial response on the removal of 37 no. phone kiosks across the Borough; and
- b) That due to the time restrictions in providing a 'Final Notification', Officers be given delegated authority to reply to BT taking into account any further comments on the removal of phone kiosks following at least one month from the publication of the 'First Notification'.

REASON FOR RECOMMENDATION (S):

The reasons for the proposed objection to certain phone kiosks are set out in the report and based on the responses from Town and Parish Councils and the local community.

The reason that delegated authority is sought for the 'Final Notification' is to ensure a response is sent to BT within the timescales set.

HIGHLIGHTED RISKS:

The risk associated with this matter is that if a response is not provided within the agreed timescales to BT, all proposed kiosks could be removed.

1. INTRODUCTION

- 1.1 BT is consulting on the removal of a number of phone kiosks across the Borough including areas of the North York Moors National Park.
- 1.2 This is similar to a process a few years ago when the Borough Council successfully vetoed the removal of a number of phone boxes where valid

objections were raised by Town/Parish Councillors, ward members and members of the public.

- 1.3 There is a set process for how the removal of such kiosks must be considered and this does involve the Local Authority (both the Borough Council and North York Moors National Park Authority (NYMNP)). The process is as follows:
- BT display notices on phone boxes to be removed;
 - BT writes to local organisations (eg Borough Council);
 - Consultation by Borough Council;
 - First Notification of Draft Decision;
 - Final notification.
- 1.4 The first notification is the draft decision by the Borough Council on the proposed removal of phone boxes. This must be set out the draft decision, whether there are objections to the removal of any of the phone boxes and the reasons why and allow for a set period for responses to be made. This must also be sent to the Secretary of State.
- 1.5 The final notification must be sent no earlier than a month from the first notification. In this instance due to the committee cycle timetable and the fact that this must be received by BT no later than the 9th December delegated authority is sought for officers to send off the final notification taking into account any further comments received. The final notification is sent to the Secretary of State and BT and sets out the final decision on whether the removal of the phone box is consented or objected to with reasons provided in support of any objections.
- 1.6 The Borough Council is co-ordinating the responses received directly and through the NYMNP. If the Borough Council objects to the removal of a phone kiosk, setting out their valid reasons, BT cannot remove the call box. This is known as the 'local veto'.
- 1.7 The following report will set out the responses to the consultation and a proposed response on these matters to BT.

2. CORPORATE AIMS

- 2.1 The consideration of the removal of phone kiosks is relevant to one of the main key aims. **People** – to have a safe, happy, healthy population..... The removal of phone kiosks could affect the safety of the population.

3. BACKGROUND AND ISSUES

- 3.1 The issues related to this report are the proposed removal of the 37 phone kiosks and whether this is supported or not by the local community and the Borough Council.

4. CONSULTATION

- 4.1 The proposed removal of the phone kiosks has been advertised in the approved manner through the siting of public notices by BT. Furthermore, the Local Planning Authority has written to all town and parish councils affected by the proposals, as well as Ward Members and the National Park Authority.
- 4.2 A reminder email was sent to all Town and Parish Councils and Ward Members on 14 October 2019 and the National Park Authority on 16 October 2019.
- 4.3 These parties will also be notified at the first and final notification stage, allowing further comments at the former of those stages.

5. ASSESSMENT

- 5.1 BT instigated a consultation on the removal of telephone kiosks across the Borough commencing in August 2019. The number of kiosks proposed to be removed totalled 37 and are located across the entire Borough with a cross-section within the National Park area and outside in the rest of the Borough.

The table in Appendix 1 lists all of the telephone kiosks that have been proposed for removal (by Parish), the number of times they have been used in the previous 12 months and a precis of the comments received from Ward Members, Town and Parish Councils and other respondents including local residents specific to that kiosk.

- 5.2 Clearly this is an emotive topic and in an ideal world the removal of telephone kiosks, whether used in the last 12 months or not, would not be necessary. However, BT is taking this action in the face of increased costs of operation and a huge reduction in the use of payphones generally as a consequence of the proliferation in mobile phone usage and the improved mobile signal available across the UK. The appendix highlights the current usage of phone boxes with some having no use over the past 12 months.
- 5.3 This does not mean that all areas have a mobile signal of sufficient quality or reliability and in such cases a payphone may be of critical importance to local residents or visitors. The critical need for such a phone kiosk should not be measured in respect of previous usage but in terms of its potential emergency use.
- 5.4 There are therefore three options available in respect of the kiosks; removal as proposed, retention as a connected phone box or retention as a non-designated heritage asset without a phone connection. This latter is in respect of the traditional red boxes.

Retention as a Phone Box

- 5.5 Officers are not in a position to fully appreciate the local circumstances applicable to all phone kiosks and are heavily reliant on the consultation

responses received. The local community and its representative Parish or Town council as well as Ward Members are well placed to advise on the need for the retention of such facilities and whether there are specific reasons why their loss should be resisted. These reasons should accord with the guidelines set down in 'Guidance on procedures for the removal of phone boxes'. Such reasons can include the type of homes in an area and access to landlines/mobiles, the need to make emergency calls and mobile phone coverage.

- 5.6 Parts of the Borough are characterised by remote countryside and small villages. This often goes hand in hand with poor mobile phone coverage and this is a common theme to many of the representations received. Although some mobile providers show coverage on their websites this is not always the reality 'on the ground' and certainly does not align with the responses received from many of the remoter settlements within the National Park.
- 5.7 Furthermore, a number of community defibrillators are situated within the remote villages. These important assets can only be 'unlocked' on receipt of a code which is attained by phoning a number. The loss of the phone box in such instances allied to poor mobile coverage is considered wholly inappropriate and a risk to health.
- 5.8 There is specific guidance that should be considered when removing phone boxes. This is set out in the document that can be viewed at:
- https://www.ofcom.org.uk/data/assets/pdf_file/0022/28507/removals.pdf
- 5.9 In brief there are five factors that should be considered being:
- Housing type in the area – it is suggested that areas of higher concentration of private rented or council housing may suggest lower incomes which may affect the access to fixed or mobile telephones;
 - Number of households in the area – low population density areas may have fewer options to access the phone network;
 - Phone call box revenue – generally the assumption is that the lower the revenue generated may make a case for its removal;
 - Emergency calls – the need for use in emergencies is a consideration but should be weighed up against whether there is good coverage for mobile phones or alternative means of making calls; and
 - Mobile phone coverage – poor and sporadic coverage is a reason cited for the retention of phone boxes. Whilst you can check coverage on the mobile network websites this may not be conclusive.
- 5.10 The majority of objections tend to relate to the latter two of these in that mobile phone coverage is poor or non-existent and there is therefore no other means of making a call in cases of an emergency. Whilst many phone boxes have seen little or no use in some of these locations (and therefore little revenue), the value should not be judged solely on how often it has been used but on the importance of it if the occasion ever arose where a call was required in an emergency. That being said the Borough Council must consider

all comments in light of the above criteria and whilst the majority of the comments are considered to warrant a veto to removal, there are a small number that are not clear-cut. These are considered further below.

5.11 Three of the responses objecting to the removal need to be considered in light of the above mentioned guidelines. These are:

- i) PCO1 Newlands Park Drive, Scarborough*
- ii) PCO Staintondale, Scarborough*
- iii) All 3 Phone Boxes in Whitby Parish (Guisborough Road, Stakesby Road and High Street, Ruswarp)*

5.12 The first of these sites is within an urban location outside of the Newlands Park Drive shopping precinct. This phone box has been used 34 times during the previous 12 months (so equates to less than once per week). The objection from the parish council states that objections are raised 'on grounds that the fact it was used clearly demonstrated that there were people who did not have / could not use mobile phones.'

5.13 This point is noted, however, the OFCOM guidance would make it difficult to sustain an objection on the above grounds. This is in a highly populated area where mobile phone coverage is good and there is a mixture of private and rented accommodation. Whilst the loss of any phone box is not ideal it is not considered that in respect of this one that a justifiable objection can be raised.

5.14 The second of these sites has received an initial objection from the Parish Council that the box (Staintondale) may be required to make an emergency call. In its own right this is not necessarily sufficient to justify the retention of the phone box if there are alternative means of making such calls; be that with a mobile or using a landline in nearby properties.

5.15 A further response was sought and has been provided by the Parish Council to clarify that the reception in Staintondale is patchy and depends on where exactly you are and the mobile operator. In that respect an objection can be sustained on the basis of a poor mobile signal.

5.16 The proposed removal of 3 no. phone boxes across Whitby and Ruswarp has received an objection from Whitby Town Council. The initial objection suggested that one emergency call warrants the service being available. Further clarification was sought on the grounds for objecting and a number of comments were received and are shown in full in the Appendix 1.

5.17 The further comments suggested that boxes should be retained until such time everyone has a mobile phone and that mobile phones and networks can fail. Whilst this is noted and there is general support for the retention of phone boxes wherever possible such comments could unfortunately be levelled against any phone box anywhere. In that way it is a similar situation to that of Newlands Park Drive (Para 5.12 and 5.13) in that the comments received do not make a case for retention that aligns with OFCOM guidance. For that

reason it is not considered that a justifiable objection can be raised in this instance.

Retention as a Non-Designated Heritage Asset

- 5.18 The other issue is heritage and the historical importance of the traditional red phone boxes that once sat on many street corners. They contribute hugely to the character of places, especially the rural villages of the Borough. The loss of these features is generally considered to be unacceptable and measures are in place for local communities and town/parish councils to adopt a phone box for only £1. This does not retain the actual phone line, only the box.
- 5.19 In this instance it is understood that 2 no. red phone boxes have been proposed for removal. To date there has been no objection to the removal of the phone box on Outgait Lane in Hunmanby or a request to adopt it. This box is one of the more modern red boxes (unlike the listed box in the centre of Hunmanby) and is situated within a modern housing estate.
- 5.20 The Red Box in Goathland has been proposed for removal; however there have been vociferous objections to this from both ward members and the Parish Council. So for the time being this box would not be adopted as it is considered imperative to retain it due to the limited or non-existent mobile signal. The full case for retention is set out in the Appendix 1.

6 CONCLUSION

- 6.1 It is important that a number of the phone boxes are retained; however, this must be based on evidence and in accordance with the guidelines set out earlier in this report.
- 6.2 It is difficult for the Borough Council to substantiate a veto of the removal of facilities in instances where there is neither a valid objection from a third party, nor any other available evidence in accordance with the OFCOM guidelines of which it is aware.
- 6.3 The majority of those boxes where objections have been raised have been supported by the Borough Council; however, it is considered that the retention of the phone box at Newlands Park Drive cannot be justified under the OFCOM guidelines as set out under Section 5.
- 6.4 In light of the above and comments set out in Appendix 1, the following summary response is considered appropriate based on the extensive comments received from the various parties in relation to those phone boxes where a justifiable objection has been lodged to their removal. These phone boxes in the table below are the ones which, in light of the comments received, the Borough Council will seek to veto the removal of. The remainder of the phone boxes have received no objections for their removal and the Borough Council has no evidence to require their retention in accordance with the OFCOM criteria.

Table 1: Sites Proposed for Retention and Reason

Kiosk	Postcode	Reason for Retention
PCO COMMONDALE WHITBY	YO21 2HG	A community defibrillator situated close by and there is poor or no mobile coverage.
O/S EXPEDITION CENTRE PCO1 FRYUP WHITBY	YO21 2AP	A community defibrillator situated close by and there is poor or no mobile coverage.
PCO EGTON BRIDGE WHITBY	YO21 1UX	Poor or no mobile signal.
O/S COTTAGE PCO1 EGTON WHITBY	YO21 1TX	A community defibrillator situated close by and there is poor mobile coverage.
PCO LITTLEBECK WHITBY	YO22 5EY	Poor or no mobile signal.
PCO PCO1 COACH ROAD SLEIGHTS WHITBY	YO22 5AA	Poor mobile signal.
O/S POST OFFICE PCO1 GOATHLAND WHITBY	YO22 5LX	Poor or no mobile signal.
PCO GLAISDALE WHITBY	YO21 2PW	Poor or no mobile signal.
PCO FRONT STREET GROSMONT WHITBY	YO22 5PA	Poor or no mobile signal.
O/S CHURCH PCO1 ESK VALLEY GROSMONT WHITBY	YO22 5BG	No mobile signal. Also a community defibrillator situated close by this phone box.
PCO HIGH STREET HINDERWELL SALT BURN BY THE SEA	TS13 5ES	Poor mobile signal only one network works in this location.
PCO NEWHOLM WHITBY	YO21 3QY	Poor or no mobile signal.
O/S MANOR HOUSE FARM PCO1 PCO SNEATON WHITBY	YO22 5HP	Poor or no mobile signal.
PCO STAINTONDALE SCARBOROUGH	YO13 0EB	Poor mobile signal.
PCO WESTERDALE WHITBY	YO21 2DT	No mobile signal. Also a community defibrillator situated close by this phone box.

Signature

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Background Papers:

Please give details of all publicly accessible (non private) background papers applicable to the report.

IF YOU HAVE ANY QUERIES ABOUT THIS REPORT OR WISH TO INSPECT ANY OF THE BACKGROUND PAPERS, PLEASE CONTACT THE AUTHOR

Appendix 1: Full Comments on the Proposed Removal of Phone Boxes

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
BARNBY PARISH				
PCO EAST BARNBY WHITBY	YO21 3RZ	1	DANBY & MULGRAVE	
PCO SCAR LANE WEST BARNBY WHITBY	YO21 3SD	0	DANBY & MULGRAVE	
CLOUGHTON				
PCO HIGH STREET CLOUGHTON SCARBOROUGH	YO13 0AE	2	BURNISTON & CLOUGHTON	Cloughton Parish Council considered BT's proposal at its October meeting. It was agreed that BT's proposal was a shame but Council did not wish to take over the box and therefore accepted it would probably be removed.
COMMONDALE				
PCO COMMONDALE WHITBY	YO21 2HG	7	DANBY & MULGRAVE	The Parish Council has commented the following: The call box in question is situated very close to a Community Defibrillator and there is no mobile service available on any network in that location (not even for emergency calls).
DANBY				
O/S EXPEDITION CENTRE PCO1 FRYUP WHITBY	YO21 2AP	0	DANBY & MULGRAVE	Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted.. A further Ward member confirmed that the mobile signal is very hit and miss.

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
				<p>The Parish Council has commented the following:</p> <p>The call box in question is situated close to a Community Defibrillator and there is only emergency coverage available by mobile phone (O2 network).</p>
EGTON				
PCO EGTON BRIDGE WHITBY	YO21 1UX	1	ESK VALLEY	<p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted..</p> <p>A further Ward member confirmed that the mobile signal is very hit and miss.</p> <p>The Parish Council has commented the following:</p> <p>Objects to the proposed closure of both call boxes, the mobile reception in this area is poor and the defibrillator is sited near the call box in Egton in order that it may be used in conjunction with the box. Mobile coverage is worse in Egton Bridge meaning it is vital both boxes are retained.</p>
O/S COTTAGE PCO1 EGTON WHITBY	YO21 1TX	1	ESK VALLEY	<p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted.</p>

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
				<p>A further Ward member confirmed that the mobile signal is very hit and miss.</p> <p>The Parish Council has commented the following:</p> <p>Objects to the proposed closure of both call boxes, the mobile reception in this area is poor and the defibrillator is sited near the call box in Egton in order that it may be used in conjunction with the box. Mobile coverage is worse in Egton Bridge meaning it is vital both boxes are retained.</p>
ESKDALESIDE CUM UGGLEBARNBY				
PCO LITTLEBECK WHITBY	YO22 5EY	2	ESK VALLEY	<p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted.</p>
PCO PCO1 COACH ROAD SLEIGHTS WHITBY	YO22 5AA	18	ESK VALLEY	<p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted.</p>
FILEY				
JCN SCARBOROUGH ROAD PCO1 ROWAN AVENUE FILEY	YO14 9DB	14	FILEY	

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
GOATHLAND				
O/S POST OFFICE PCO1 GOATHLAND WHITBY	YO22 5LX	107	ESK VALLEY	<p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted..</p> <p>A further Ward member confirmed that the mobile signal is very hit and miss.</p> <p>The Parish Council has commented the following:</p> <p>The Parish of Goathland is situated some ten miles from Whitby located on the North Yorkshire Moors National Park, often described as "isolated". The current residential population is approximately 450 and are spread over five hamlets that actually make up the Parish of Goathland, i.e. Darnholm, Beckhole, Green End, Dale End and the village centre. The numbers swell throughout the year because of its association with the TV series "Heartbeat" and its use as a film set location for films such as "Harry Potter". An estimated 500,000 people visit the village which is also a major stopping off point on the North York Moors Railway.</p> <p>Currently we only have one mobile phone network which actually has a signal EE, there is no connection for any others which actually work. We would like to remind you that in the early part of 2018 the current mobile providers mast failed for several months leaving the whole of the Parish an entire "not spot" which under your proposals would:</p> <ol style="list-style-type: none"> <li data-bbox="1346 1315 1984 1370">1. Negate any means of communication for anyone in an emergency which was life threatening

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
				<p>2. Expose people to unnecessary risk 3. Put people's lives in danger 4. Fail to meet the Universal Service Obligations which BT is obliged to meet as laid down by Ofcom. 5. The A169 between the two turn off points to the village is known as an accident black spot and has "not spots" currently along parts of the road which is susceptible to accidents.</p> <p>Its industry classification is as a partial not spot and in certain hamlets a total not spot. Effectively the only method of communications is the existing telephone box which is now under threat of removal should you be with another network and/or do not have a landline.</p> <p>The definition of an emergency is "an unusual occurrence" which does not necessarily mean life threatening, it could be caused by interference from RAF Fylingdales on vehicle alarm systems or engine management units, neither fall in to the accepted 999 Emergency Service category but they are nevertheless an emergency.</p> <p>This is the ONLY public telephone from Sleights to Pickering, a distance of 20 miles across one of the most exposed isolated roads, the A169 in North Yorkshire.</p> <p>Removal of this facility will leave people not in an emergency situation that is life threatening but in need of help from an organisation such as the AA, extremely vulnerable.</p> <p>Given all of this it is our contention that the proposed removal of this valuable asset is not in the public interest.</p>
GLAISDALE				
PCO GLAISDALE WHITBY	YO21 2PW	4	ESK VALLEY	Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
				<p>unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted..</p> <p>A further Ward member confirmed that the mobile signal is very hit and miss.</p>
GROSMONT				
PCO FRONT STREET GROSMONT WHITBY	YO22 5PA	21	ESK VALLEY	<p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted..</p> <p>A further Ward member confirmed that the mobile signal is very hit and miss.</p> <p>The Parish Council has commented the following:</p> <p>Whether or not the box receives little or no use is not the point. The Esk Valley box is covered in cobwebs around the handset which does indicate little use but it also indicates BT spends no money on its upkeep.</p> <p>The phones are for emergency use and if used to save a life once in ten years they are justified, especially in our remote location with little phone reception.</p> <p>Public access defibrillators are situated close to the boxes at Grosmont and Esk Valley and to gain access to the defibrillator a code is to be obtained by telephoning 999, again this is not always possible with a mobile phone. Esk Valley is an isolated community which is some time</p>

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
				<p>away from emergency services. Mobile reception is doubtful in Grosmont and Esk Valley and time wasted looking for an alternate means of telephoning will without doubt decrease the prospect of a casualty surviving or emergency services arriving.</p> <p>No one would suggest that a defibrillator should be removed because it receives little or no use and to remove the boxes would significantly reduce the effectiveness of the machines.</p> <p>As well as providing a service for resident's others may need the use of the machines.</p> <p>Grosmont has a large influx of visitors each day with the country's busiest steam railway having a station there and is also an extremely busy walking route,</p> <p>As an isolated community we feel the phone box is an extremely important asset not to be removed.</p>
O/S CHURCH PCO1 ESK VALLEY GROSMONT WHITBY	YO22 5BG	0	ESK VALLEY	<p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted..</p> <p>A further Ward member confirmed that the mobile signal is very hit and miss.</p> <p>Verbal objections were also raised during a site visit by neighbours as there was no signal at all in the location and a nearby defibrillator does require a code to open (acquired by phoning a number).</p> <p>The Parish Council has commented the following:</p>

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				<p>Whether or not the box receives little or no use is not the point. The Esk Valley box is covered in cobwebs around the handset which does indicate little use but it also indicates BT spends no money on its upkeep.</p> <p>The phones are for emergency use and if used to save a life once in ten years they are justified, especially in our remote location with little phone reception.</p> <p>Public access defibrillators are situated close to the boxes at Grosmont and Esk Valley and to gain access to the defibrillator a code is to be obtained by telephoning 999, again this is not always possible with a mobile phone. Esk Valley is an isolated community which is some time away from emergency services.</p> <p>Mobile reception is doubtful in Grosmont and Esk Valley and time wasted looking for an alternate means of telephoning will without doubt decrease the prospect of a casualty surviving.</p> <p>No one would suggest that a defibrillator should be removed because it receives little or no use and to remove the boxes would significantly reduce the effectiveness of the machines.</p> <p>As well as providing a service for residents others may need the use of the machines.</p> <p>Grosmont has a large influx of visitors each day with the country's busiest steam railway having a station there and is also an extremely busy walking route,</p> <p>As an isolated community we feel the phone box is an extremely important asset not to be removed.</p>
HAWSKER				
PCO HIGH HAWSKER WHITBY	YO22 4LH	6	FYLINGDALES	
HINDERWELL				
PCO HIGH STREET HINDERWELL SALTBURN BY THE SEA	TS13 5ES	56	DANBY & MULGRAVE	Ward Member suggests retention as there is only one network that works fully in and around Staithes, Hinderwell and Runswick the rest don't work at all; until signals or mast sharing improves we do still need telephone boxes in this area too.

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
				<p>The Parish Council has commented the following:</p> <p>We appreciate that they are not used a lot, but we are concerned that we when we get power cuts, and this is a regular occurrence. This eliminates the opportunity to use mobile phones in an emergency - whereas the phone boxes continue to work in these circumstances and we would like them to remain so there is an available phone service during power cuts. A further email clarified that during power cuts the mobile network does appear to fail.</p>
PCO ROSEDALE LANE PORT MULGRAVE SALTBURN BY THE SEA	TS13 5LB	8	DANBY & MULGRAVE	
HUNMANBY				
PCO PCO1 OUTGAITS LANE HUNMANBY FILEY	YO14 0PX	3	HUNMANBY	
MICKLEBY				
PCO MICKLEBY SALTBURN BY THE SEA CLEVELAND	TS13 5LZ	1	DANBY & MULGRAVE	
NEWBY & SCALBY				
PCO PCO1 NEWLANDS PARK DRIVE SCARBOROUGH	YO12 6DJ	34	NEWBY	<p>The Parish Council has commented the following:</p> <p>With respect to the proposed removal of the box PCO1 Newlands Park Drive, Council objects to removal on grounds that the fact it was used clearly demonstrated that there were people who did not have / could not use mobile phones.</p>
NEWHOLM				
PCO NEWHOLM WHITBY	YO21 3QY	1	DANBY & MULGRAVE	<p>The Parish Council has commented the following.</p> <p>Whilst it is noted the minimal use of the phone box at Newholm, the parish council objects to the removal of this phone box for the following reasons:</p>

Address	Post Code	Number of calls in last 12 months	Ward	Comments Received
				<p>1) There is no mobile phone signal in Newholm - it is a "dead" area</p> <p>2) Due to having no mobile phone signal it is necessary for those travelling through the village or staying in holiday accommodation to have access to a landline for emergency purposes ie car break down, contacting 999 services etc, the village is a popular destination for visitor and walkers</p> <p>3) Due to not have a mobile signal many delivery drivers have to return to the main road to get a signal to contact the person they are delivering to before then travelling back into the village</p> <p>4) In this day and age it is imperative that children have access to a safe and secure telephone that they can contact outside services when in need of emergency help- it may never have happened yet, but one never knows when this situation may arise</p>
ROXBY				
PCO ROXBY SALTBURN BY THE SEA	TS13 5EB	3	DANBY & MULGRAVE	
SEAMER				
PCO PCO1 CROSSGATES SCARBOROUGH	YO12 4LX	29	SEAMER	
SNEATON				
O/S MANOR HOUSE FARM PCO1 PCO SNEATON WHITBY	YO22 5HP	2	ESK VALLEY	<p>The Parish Council has commented the following:</p> <p>The telephone box in Sneaton is still required due to:</p> <p>a) a limited mobile phone signal in the area - sometimes non existent</p> <p>b) the B1416 is a frequently used route and as such it is imperative that in an emergency drivers have the availability to use a landline due to (a) above</p> <p>c) there are many young families in the village, it is imperative in this day and age for the safety of the children that they have the option to use an independent landline in an emergency should issues arise in their household</p> <p>d) the village is a popular destination for campers and walkers,</p>

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				<p>therefore, a phone box is needed for such times as required by them for either routine or emergency phone calls.</p> <p>Ward Member states that I'm disappointed that BT intend to remove most of the boxes from the Esk Valley one of the most isolated areas in the borough. The mobile network in the Esk Valley continues to be poor. If an emergency does happen and if the people involved are unable to use their personal phones to contact the emergency services then the phone box will be the last resort. It could save someone's life. Until the mobile network in the Esk Valley becomes consistently good then BTs proposal to remove the phone boxes should be resisted..</p>
STAINTONDALE				
PCO STAINTONDALE SCARBOROUGH	YO13 0EB	4	SCALBY	<p>The Parish Council has commented the following:</p> <p>Objects to the proposed removal on the grounds it could be needed for a medical emergency and not everybody has a mobile phone. Further email from the Parish Council clarified that the signal is poor (patchy) in Staintondale.</p>
UGTHORPE				
PCO UGTHORPE WHITBY	YO21 2BQ	1	DANBY & MULGRAVE	
WESTERDALE				
PCO WESTERDALE WHITBY	YO21 2DT	17	DANBY & MULGRAVE	<p>The Parish Council has commented the following:</p> <p>The call box in question is situated very close to a Community Defibrillator and there is no mobile service available in the village at all on any network (not even for emergency calls).</p>
WHITBY				
PCO PCO1 GUISBOROUGH ROAD WHITBY	YO21 1LZ	20	MAYFIELD	<p>Whitby Town Council responded that the majority view was that we should object to removal as 'If just one of those calls was an emergency it warrants the service being available'.</p>

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				<p>Further comments were received from WTC as below:</p> <ul style="list-style-type: none"> • <i>Until such time as everyone has a mobile phone with good coverage BT should keep these public phone boxes fully operational. It is easy to lose sight of the fact that a significant number of our elderly residents do not have a mobile phone and we should not let BT ride roughshod over their needs.</i> • <i>Everyone needs to have access to a phone to at least make an emergency call. Not everyone has access to a mobile device. Or may have failure for whatever reason of that mobile device whether it be residents or visitors to the Town.</i> • <i>Once these phone boxes have gone they will not be replaced.</i> • <i>This is a further erosion of a public service.</i> • <i>These boxes should be kept as they will continue to provide the service, should the mobile network fail.</i> • <i>Although from a business stance I can understand the reasoning behind BTs proposed closure decision but from a community point of view this is just another closure of local services. The usage has been small but for anyone who does not own or have access to a mobile phone the telephone box is a vital service, particularly in our villages and rural areas, one of those calls could have been one for help.</i> • <i>BT is a national company and as with any other large business some of the profits should be used to ensure service is provided to those who most need it in our society regardless of the low usage.</i> <p>Plus we had a situation over the summer with the big power outage, I</p>

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				am sure you remember. Mobile phone networks went down as well as many landline phones which use power to operate. In such a situation a public call box would be vital.
PCO PCO1 HIGH STREET RUSWARP WHITBY	YO21 1NH	39	MAYFIELD	<p>Whitby Town Council responded that the majority view was that we should object to removal as 'If just one of those calls was an emergency it warrants the service being available'.</p> <p>Further comments were received from WTC as below:</p> <ul style="list-style-type: none"> • <i>Until such time as everyone has a mobile phone with good coverage BT should keep these public phone boxes fully operational. It is easy to lose sight of the fact that a significant number of our elderly residents do not have a mobile phone and we should not let BT ride roughshod over their needs.</i> • <i>Everyone needs to have access to a phone to at least make an emergency call. Not everyone has access to a mobile device. Or may have failure for whatever reason of that mobile device whether it be residents or visitors to the Town.</i> • <i>Once these phone boxes have gone they will not be replaced.</i> • <i>This is a further erosion of a public service.</i> • <i>These boxes should be kept as they will continue to provide the service, should the mobile network fail.</i> • <i>Although from a business stance I can understand the reasoning behind BTs proposed closure decision but from a community point of view this is just another closure of local services. The usage has been small but for anyone who does not own or have access to a mobile phone the telephone box is a vital service, particularly in</i>

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PCO PCO1 STAKESBY ROAD WHITBY	YO21 1HS	102	WHITBY WEST CLIFF	<p>Whitby Town Council responded that the majority view was that we should object to removal as 'If just one of those calls was an emergency it warrants the service being available'.</p> <p>Further comments were received from WTC as below:</p> <ul style="list-style-type: none"> <i>Until such time as everyone has a mobile phone with good coverage BT should keep these public phone boxes fully operational. It is easy to lose sight of the fact that a significant number of our elderly residents do not have a mobile phone and we should not let BT ride roughshod over their needs.</i> <i>Everyone needs to have access to a phone to at least make an emergency call. Not everyone has access to a mobile device. Or may have failure for whatever reason of that mobile device whether it be residents or visitors to the Town.</i> <i>Once these phone boxes have gone they will not be replaced.</i> <i>This is a further erosion of a public service.</i>

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WYKEHAM				
PCO RUSTON SCARBOROUGH	YO13 9QE	0	DERWENT	
NO PARISH				
PCO1 NORTH LEAS AVENUE SCARBOROUGH	YO12 6LN	452	WOODLANDS	
JCN SCALBY RD PCO HARLEY STREET SCARBOROUGH	YO12 5PY	41	FALSGRAVE & STEPNEY	
JCN VALLEY ROAD PCO1 WESTBOURNE GROVE	YO11 2DW	292	WEAPONESS & RAMSHILL	
JCN EVELYN DRIVE PCO1 LISVANE AVENUE SCARBOROUGH	YO12 5LU	28	FALSGRAVE & STEPNEY	
WAYLEAVE PP207 PCO1 PROSPECT MOUNT ROAD SCARBOROUGH	YO12 6EN	18	WOODLANDS	

