

The Highland Council
Communities and Partnerships Committee
8 December 2016

Agenda Item	10
Report No	CP 30/16

Draft Consultation Response to BT's Payphone Removal Consultation

Report by Acting Head of Policy

Summary

The report summarises the Council's draft response to BT's proposals to remove 178 payphones from across the Highland area. The Council has the responsibility of responding to BT on behalf of the Highland community. The Council's draft response is appended to the report and is based upon comments received up until 28 November 2016. The final date for responses is Friday 9 December.

Members are asked to consider and comment upon the response and note the timescales for receiving final comments and submitting the response to BT.

1. Background

- 1.1 BT is currently consulting on proposals to remove 178 payphones in the Highland area. The consultation began formally on 30 September 2016 and runs until 11 December 2016. Under Ofcom guidelines the Local Authority is responsible for co-ordinating the consultation response on behalf of the Highland community.
- 1.2 This report summarises the consultation process, the process for finalising the Council's submission to BT and asks Members to consider the draft response to date. The Council's draft response, based upon comments received so far, can be found at appendix one.

2. Payphone consultation process

- 2.1 Under Ofcom guidelines, the Local Authority is responsible for co-ordinating the consultation response on behalf of the Highland community. This includes the power of a local veto for the Local Authority. This means that BT must not bring its proposals into effect should it receive any objection from the Local Authority. However, these objections must be on an individual payphone basis and supported with evidence. A blanket objection to the proposals is unacceptable.
- 2.2 As set out under Ofcom guidelines, the consultation is run in two phases. The first phase ran from 30 September until 24 October 2016. Over 300 responses were received during this period from members of the public and representations from a series of groups that represent a range of stakeholders. The responses were analysed and a first notice of response was drawn up. Where communities have objected to the removal of the Public Call Boxes

(PCB) the reasons for the objection have been noted. Representations have been qualified with data showing mobile phone reception and analysis of information about the area from the Urban Rural Classification and data from the Scottish Index of Multiple Deprivation (SIMD). A second period of consultation is now taking place. This runs from 10 November to 9 December 2016 and seeks further comments and views on the draft response.

2.3 Once the consultation closes, the final representations will be collated and the response submitted to BT. Ofcom guidelines state that BT must not bring its proposal into effect if it has received any written objection to the proposal by the Relevant Public Body within the consultation period.

3. Draft response

3.1 The Council's draft response to date can be found at Appendix 1. Section one highlights a number of overarching concerns associated with the proposed removal of PCBs in Highland. Section two sets out the position on the removal of individual PCBs.

3.2 Responses have been received from Members, Council officials, Community Councils, interest groups, and members of the public. There has been a significant concern raised about the potential impact of the removal of PCBs.

3.3 Section one of the Council's response highlights a number of key concerns associated with the proposed removal of payphones across Highland. BT have highlighted that the basis for the current removal is due to a decline in usage of PCBs of over 90% in the last decade and that the need to provide PCBs for use in emergency situations is diminishing given that 98% of the UK has either 3G or 4G coverage. BT highlight that it is now possible to "network roam" and call the emergency services, even when there is no credit or coverage from your own mobile provider. Whilst this may be true for many parts of the UK, the level of coverage in Highland is different and the overarching theme in the draft response is linked to mobile phone coverage. Concerns raised associated with the lack of mobile phone coverage in certain areas includes:

- Emergency services calls
- Road safety
- Mountain and marine safety

3.4 Section two of the draft response, highlights evidence and response where there have been objections received regarding the removal of individual PCBs. The response highlights 99 individual PCB sites where an objection has been made. The majority of objections are on the basis of the lack of mobile phone signal but others include; public safety, emergency call provision and tourism. Further representations can be made until the 9th of December.

4. **Next steps**

- 4.1 Members are asked to consider and comment on the draft consultation submission. Comments will be taken from the public up until 5pm on 9 December in order to comply with Ofcom regulations. The finalised response needs to be submitted to BT by the 11th of December and will be published on the council website.
- 4.2 If BT disagree with any of the objections made by the Council, they will ask to formally review those objections with the Local Authority and Ofcom will consider the decision about the proposed closure.

5. **Implications**

- 5.1 **Resource:** There are no new financial implications as a result of this report
- 5.2 **Legal:** It is the Council's responsibility to co-ordinate the response to BT on behalf of the Highland community as set out in the Communications Act 2003.
- 5.3 **Equalities, Climate Change/Carbon CLEVER, Gaelic, Risk:** There are no Equalities, Climate Change/Carbon CLEVER, Risk or Gaelic implications associated with this report.
- 5.4 **Rural:** 144 of the phone boxes that have been identified for removal are in remote and rural areas. The report and draft consultation response highlights implications to communities where representations have been made.

Recommendation

Members are asked to:

1. Consider and agree the Council's draft response to BT's consultation on payphone removal
2. Note that comments will be received up until 5pm on 9th December 2016, following which a final submission will be made to BT.

Designation: Acting Head of Policy

Date: 28/11/2016

Author: Daniel Greig. Policy Coordinator

Background Papers:

Appendix 1: Draft Consultation Response to BT

BT Public Call Box Removal Consultation

Draft Response from the Highland Council

The Highland Council welcomes the opportunity to respond to BT on the proposed Public Call Box (PCB) removal across the Highland area. The Council has received a high number of representations from stakeholders including; elected members, Community Councils, community groups, sports organisations and individuals. Excluding a small number of representations, the majority of responses have highlighted concerns about BT's proposals. As a large local authority, the Highland Council feels that localised circumstances in Highland are significantly different from other areas where removals have been proposed.

It is hoped that in addition to the individual objections received, the areas of significance cited below will be given consideration in the spirit of the Public Service Obligation.

Section 1:

BT have highlighted that the basis for the current removal is due to the decline in usage by over 90 percent in the last decade and that the need to provide PCBs for use in emergency situations is diminishing as 98 percent of the UK having either 3G or 4G coverage. BT highlight that it is now possible to "network roam" and call the emergency services, even when there is no credit or coverage from your own mobile provider.

The Highland Council recognise the growth in mobile phone coverage but does not agree that it is appropriate to remove a PCB when reception is only available through one network provider.

- **Emergency services:** The rural setting of the majority of the PCBs in scope for removal means that there is a considerable delay before a rescuer can reach an emergency caller. If a caller does not have reception on their own network and has used the emergency network roaming facility, rescuers will not be able to call them back to update them on what is happening or to get further information on the situation.
- **Road Safety:** There have been concerns raised about the significant impact upon road safety in the Highlands. The Highland area is large. Covering 26,464 sq. km with a road network of over 7,645km. Unclassified roads, account for 2,888km. Many roads cover large stretches where there are no settlements. The present removal proposals are likely to leave long stretches of the strategic road network without any payphone provision. This is especially significant given the poor mobile phone coverage as outlined above.
- **Mountain and Marine Safety:** in areas used for outdoor activities e.g. Hill walking or sailing, emergency services may be called out unnecessarily because an individual is unable to inform somebody that they are safely off the hill or the water.

Section 2: Individual Payphone Comments

Ward	Address		Postcode	Decision	Objection
Badenoch and Strathspey	New Junction A939/B9136 Public Call Office Bridge Of Avon Tomintoul Ballindalloch	01807580215	AB379HD	Object	Two community objections. Respondents highlighted that the phone box was in a remote and rural location with poor mobile phone coverage.
Badenoch and Strathspey	PUBLIC CALL OFFICE STEWARTON COTTAGE BRIDGE OF BROWN TOMINTOUL BALLINDALLOCH	01807580250	AB379HR	Object	Three community objections. It was highlighted that there is poor mobile phone signal and is in an accident hot spot.
Inverness Millburn	PCO INVERNESS COLLEGE LONGMAN RD INVERNESS	01463715380	IV1 1SA	No evidence for objection	
Nairn	PCO PUBLIC CALL OFFICE FRASER PARK NAIRN	01667453039	IV12 4RY	Object	Two community objections highlighting the need to retain the phone box for emergencies, only pay phone on A96 trunk route in Nairn.
Nairn	JCN CAMPERDOWN RD HOUSEHILL TERRACE NAIRN	01667453036	IV12 5AS	Object	One community objection highlighting the need to retain the provision for emergencies. Only pay phone in this part of Nairn, social and sheltered houses in the area.

Nairn	O/S LITTLEMILL POST OFFICE NAIRN	01667453098	IV12 5QL	Object	Three objections were made by members of the local community. Respondents highlighted that there was poor mobile coverage.
Culloden and Ardersier	KIOSK NO.6 BRACKLA NAIRN	01667404683	IV12 5QY	Object	One respondent highlighted that the provision should be retained for emergencies.
Nairn	PCO POST OFF HIGH ST AULDEARN NAIRN	01667452307	IV12 5TH	Object	One respondent highlighted that the provision should be retained for emergencies.
Nairn	PUBLIC CALL OFFICE POST OFF GLENFERNESS NAIRN	01309651208	IV12 5UP	Object	Three respondents highlighted the need to retain this phone box. Ofcom highlight that individuals may experience some problems with mobile phone reception. This phone may be the only one working in the rural area.
Wester Ross, Strathpeffer and Lochalsh	OUTSIDE POST OFFICE 1PCO ACHERNEED STRATHPEFFER	01997421420	IV14 9AA	Object	Two respondents objected to the proposed removal. One respondent suggested that if the removal was to go ahead then the community may be interested in taking over ownership.
Wester Ross, Strathpeffer and Lochalsh	PCO CONTIN STRATHPEFFER	01997421394	IV14 9ES	Object	One objection was received from a member of the public highlighting the need to retain the provision for emergencies
Dingwall and Seaforth	PCO BRUCE AVE DINGWALL	01349863886	IV15 9RG	No evidence for objection	

Dingwall and Seaforth	OPPOSITE POST OFFICE 1PCO KNOCKFARREL DINGWALL	01349861439	IV15 9TQ	Object	One objection was received from a member of the public. The nearest public phone 15 minute away. Popular area for outdoor pursuits, popular with tourists.
Cromarty Firth	PCO FYRISH CRESCENT EVANTON DINGWALL	01349830670	IV16 9YS	Object	Three objections from members of the public. Respondents highlighted that the payphone is important as it is on a key tourist route and required as near public bus provision.
Cromarty Firth	NEAR SMITHY 1PCO ARDROSS ALNESS	01349882219	IV17 0XW	Object	Two community responses were received. Respondents highlighted that the phone box was critical because it proximately to the snow gate and should be retained in case of an emergency.
Cromarty Firth	DUBLIN VILLAGE 1PCO ARDROSS ALNESS	01349882297	IV17 0YG	Object	One objection was received. Remote rural area, Ofcom data highlight that users experience some problems with mobile reception.
Cromarty Firth	O/S 144 MILNAFUA MILNAFUA ALNESS	01349882312	IV17 0YT	Object	One representation about how the phone box wasn't needed however further objections highlighting unreliable mobile phone coverage. Without effective mobile phone coverage the telephone box performs emergency role.
Tain and Easter Ross	O/S 17 PARKHILL PARKHILL KILDARY INVERGORDON	01862842597	IV18 0NY	No evidence for objection	

Tain and Easter Ross	JCT OF OLD MILL ROAD DROVERS WAY MILTON INVERGORDON	01862842200	IV18 OPT	Object	Objection from Invergordon Community Council. Respondents highlighted that mobile phone coverage was not universal and the phone had been used a number of times over the past 12 months which highlighted a need locally for provision
Tain and Easter Ross	PCO BURGAGE DRIVE TAIN	01862892248	IV19 1DN	No evidence for objection	
East Sutherland and Edderton	BUS LAYBY ADJ TO EXCHANGE 1PCO EDDERTON TAIN	01862821226	IV19 1JY	Object	One objection was received highlighting that the phone should be maintained for emergencies.
Tain and Easter Ross	PCO PCO ARABELLA TAIN	01862863391	IV19 1QH	Object	Two objections were received highlighting that mobile telephone coverage in the area was poor and the area was popular with tourists.
Inverness Ness-Side	O/S DRUMMOND STORES CULDUTHEL RD INVERNESS	01463713770	IV2 4EE	No evidence for objection	
Inverness South	OUTSIDE RAILWAY STATION 1PCO CULLODEN MOOR INVERNESS	01463790267	IV2 5EE	No evidence for objection	
Aird and Loch Ness	OUTSIDE HOTEL 1PCO DORES INVERNESS	01463751217	IV2 6TR	No evidence for objection	One objection was received by a member of the public

Aird and Loch Ness	NO.3 KIOSK 1PCO ERROGIE INVERNESS	01456486665	IV2 6UH	Object	Two objections were received following the public consultation. Respondents highlighted that the phone boxes were required. Ofcom data highlights that mobile phone users may experience some problems with reception. The community council registered an interest in taking ownership of the phone boxes as an alternative to removal.
Aird and Loch Ness	NO.6 KIOSK AT THE EXCHANGE 1PCO GORTHLECK INVERNESS	01456486211	IV2 6UJ	Object	Two objections were received in the public consultation about the removal of this phone box. It was noted that mobile phone reception is not universal and the phone box is important for outdoor activities.
Aird and Loch Ness	PCO THAIN RD WHITEBRIDGE INVERNESS	01456486238	IV2 6UW	Object	Remote rural location. Ofcom data highlight that users may experience some problems with mobile reception.
Aird and Loch Ness	OUTSIDE POST OFFICE 1PCO FOYERS INVERNESS	01456486244	IV2 6XU	Object	One community representation was made to object to the removal of this phone box. The respondent highlighted that the mobile phone reception was poor.
Aird and Loch Ness	NEAR NEW BRIDGE RIVERSIDE FOYERS INVERNESS	01456486248	IV2 6YH	Object	One community objection. Key route on the south side of Loch Ness. Mobile coverage is unreliable.

Aird and Loch Ness	DUNMAGLASS 1PCO GORTHLECK INVERNESS	01808521214	IV2 6YS	Object	Five objections were received through the public consultation including an objection from Strathnairn Community Council. Respondents highlighted that mobile phone reception was "patchy" and "non-existent in places" respondents also highlighted that if it was removed there is no alternative nearby.
Culloden and Ardersier	SMITHTON HOUSING ESTATE PCO SMITHTON INVERNESS	01463791473	IV2 7NL	Object	Two objections from the community were received through the consultation. It was highlighted that 196 calls had been made in the past 12 months and the phone box was important to retain in case of emergencies.
Culloden and Ardersier	AT CROSSROADS PCO GOLLANFIELD GOLLANFIELD INVERNESS	01667462232	IV2 7QP	No evidence for objection	
Wester Ross, Strathpeffer and Lochalsh	PUBLIC CALL OFFICE MELLON CHARLES ACHNASHEEN	01445731213	IV22 2JL	No evidence for objection	
Wester Ross, Strathpeffer and Lochalsh	PUBLIC CALL OFFICE POST OFFICE LAIDE ACHNASHEEN	01445731210	IV22 2NB	Object	Two objections were received from members of the public. It was noted by a respondent that the phone box is in poor condition and that the reason that call usage is low is due to it to been working for some time.

Wester Ross, Strathpeffer and Lochalsh	CAR PARK 1PCO KINLOCHEWE ACHNASHEEN	01445760209	IV22 2PA	Object	Five objections were made about the removal of this public pay phone. Respondents highlighted that the phone box was in a remote and rural area and mobile phone coverage was unreliable. Respondents also noted that the phone box had been out of order for a considerable amount of time.
Wester Ross, Strathpeffer and Lochalsh	POST OFFICE STIRLING DRIVE GARVE	01997414200	IV23 2PP	No evidence for objection	
Wester Ross, Strathpeffer and Lochalsh	AULTGUISH INN GARVE	01997455200	IV23 2PQ	Object	Five objections were received about the proposed removal of this phone box. Respondents highlighted that the area had poor mobile reception and was the only reliable way to contact the police or mountain rescue, the phone is on main A835 Inverness to Ullapool.
Wester Ross, Strathpeffer and Lochalsh	PCO 1PCO ACHANALT GARVE	01997414212	IV23 2QD	Object	Four objections were received about the proposed removal of this pay phone. Respondents highlighted that the phone box is important to retain as in an emergency there is no alternative.
Wester Ross, Strathpeffer and Lochalsh	ADJ TO EXCH 1PCO DUNDONNELL GARVE	01854633200	IV23 2QW	Object	Four objections were received about the proposed removal of this pay phone. Respondents highlighted that the phone box is important to retain as in an emergency there is no alternative.

Wester Ross, Strathpeffer and Lochalsh	OUTSIDE POST OFFICE 1PCO LOCHBROOM GARVE	01854655218	IV23 2RG	Object	Three objections were received to the removal of this phone box. It was highlighted that mobile reception is poor. Ofcom data shows that users may experience some problems with mobile reception.
Wester Ross, Strathpeffer and Lochalsh	LAY BY BRAEMORE JCN 1PCO LOCHBROOM GARVE	01854655263	IV23 2RS	Object	Three objections were received regarding the removal of this phone box. Respondents highlighted that mobile reception was poor and the phone box was in a rural area prone to poor weather conditions in winter.
East Sutherland and Edderton	8B KIOSK OUTSIDE POST OFFICE 1PCO SPINNINGDALE ARDGAY	01862881261	IV24 3AD	Object	Two objections were received about the potential removal of this phone box. Respondents highlighted that this phone box is necessary for emergencies. One community group noted an interest in taking over ownership of the facility if the closure was to proceed.
East Sutherland and Edderton	PCO CAMORE DORNOCH	01862810437	IV25 3HT	No evidence for objection	
East Sutherland and Edderton	PCO COMMUNITY CENTRE CLASHMORE DORNOCH	01862881268	IV25 3RG	No evidence for objection	

Wester Ross, Strathpeffer and Lochalsh	PCO STRATHKANAIRD LAYBY STRATHKANAIRD ULLAPOOL	01854666200	IV26 2TP	Object	Two representations were received objecting to the removal of this phone box. It was noted, that the area was remote rural and the phone box was important for hill walkers and mountaineers
North, West and Central Sutherland	BRIDGEND 1PCO LAIRG	01549402105	IV27 4AZ	No evidence for objection	
North, West and Central Sutherland	OUTSIDE POST OFFICE 1PCO ROSEHALL LAIRG	01549441209	IV27 4BD	No evidence for objection	
North, West and Central Sutherland	PCO 1PCO / CULRAIN INVERSHIN LAIRG	01549421252	IV27 4ET	Object	Two objections were received about the proposed closure of this phone box. Respondents noted that mobile and broadband signal was poor and therefore, the pay phone was still required as an alternative.
North, West and Central Sutherland	STATION ENTRANCE 1PCO LAIRG	01549402418	IV27 4EX	Object	Five objections were received to the proposed removal of this phone box. Respondents noted that the phone box was in a remote rural area and mobile phone reception was poor.
North, West and Central Sutherland	OYKEL BRIDGE 1PCO LAIRG	01549441208	IV27 4HE	Object	Three objections were received from community representatives regarding the removal of this phone box. It was noted that this phone box is important, as the area is popular with hill walkers.

North, West and Central Sutherland	ULLAPOOL- LOCHINVER ROAD 1PCO ELPHIN LAIRG	01854666244	IV27 4HH	Object	Twenty-one objections were received about the removal of this pay phone. Respondents highlighted that the area was remote rural that did not have universal mobile phone coverage.
North, West and Central Sutherland	PCO INCHNADAMPH ELPHIN LAIRG	01571822201	IV27 4HL	Object	Fourteen objections were received about the removal of this phone box. Respondents highlighted that the phone box was in a remote and rural area and had poor mobile phone coverage. It was highlighted that the pay phone is located on a main road where there have been several road traffic accidents nearby in the last few years. It is close to a car park used by climbers, hillwalkers and cavers.
North, West and Central Sutherland	NEAR POST OFFICE PCO DRUMBEG LAIRG	01571833239	IV27 4NW	Object	Two representations were made from members of the public. The location is in a remote rural area and Ofcom data shows that users may experience problems with mobile phone coverage.
North, West and Central Sutherland	BIG BRIDGE LAYBY A838 1PCO DURNES LAIRG	01971511356	IV27 4QE	Object	Ofcom data shows that reliable signal is unlikely
North, West and Central Sutherland	O/S EXCHANGE LAIRG RD ALTNAHARRA LAIRG	01549411242	IV27 4UE	Object	Three objections were received to the public consultation. Respondents highlighted that the phone was essential and removing it would make communicating with the emergency services in an emergency difficult.

North, West and Central Sutherland	ERIBOLL 1PCO LOCH ERIBOLL LAIRG	01971511229	IV27 4UL	Object	Ofcom data shows users may experience some problems
North, West and Central Sutherland	AT NUMBER 90 LAID PCO LAID LOCH ERIBOLL LAIRG	01971511285	IV27 4UN	Object	Ofcom data shows that reliable signal is unlikely
North, West and Central Sutherland	PCO COLDBACKIE LAIRG	01847611228	IV27 4XP	Object	Seven objections were received about the proposal to remove this pay phone. Respondents highlighted that the area is remote and mobile phone reception is unreliable. Ofcom highlight that users may experience some problems with phone reception
North, West and Central Sutherland	PCO LOYAL TERRACE TONGUE LAIRG	01847611200	IV27 4XQ	No evidence for objection	
East Sutherland and Edderton	PCO PCO SHEEPMARKET ROGART	01408641260	IV28 3XA	No evidence for objection	
Aird and Loch Ness	ADJ CAR PARK PCO GLENMORISTON INVERNESS	01320351213	IV3 6YA	Object	One community representation was received objecting to the proposal to remove this pay phone. Respondents highlighted that there would be no public pay phone provision within 26 miles and it was essential to have this as it is a popular tourist spot
Aird and Loch Ness	DOCHGARROCH LOCHEND LOCHEND INVERNESS	01463861255	IV3 8JY	No evidence for objection	

Aird and Loch Ness	PCO PCO BUNCHREW INVERNESS	01463232315	IV3 8TA	No evidence for objection	
Aird and Loch Ness	BALBLAIR PCO BEAULY	01463782279	IV4 7AZ	No evidence for objection	
Aird and Loch Ness	GLENCONVINTH SCHOOL 1PCO KILTARLITY BEAULY	01463741241	IV4 7HW	No evidence for objection / community may be interested in adoption	Respondents highlighted that local community groups may be interested in taking ownership of the phone box
Aird and Loch Ness	CRASK OF AIGAS 1PCO KILTARLITY BEAULY	01463782471	IV4 7JP	Object	Two respondents highlighted that it was important to retain the phone box as it was important because there was no mobile phone coverage
Aird and Loch Ness	PUBLIC CALL OFFICE OUTSIDE POST OFFICE STRUY BEAULY	01463761200	IV4 7JS	Object	Respondents highlighted that the area has a low population density and is a rural area with a high level of visitors and unsatisfactory mobile phone coverage. It was highlighted that the public pay phone is essential for emergency purposes and should not be removed.
Aird and Loch Ness	O/S TELEPHONE EXCHANGE PCO CANNICH BEAULY	01456415200	IV4 7LN	Object	Respondents highlighted that this is a rural area with unsatisfactory mobile phone coverage and many visitors. The public payphone is close to both the Caravan/Camping Park and the Chalet Park. The public pay phone is essential for emergency purposes and should not be removed.

Wester Ross, Strathpeffer and Lochalsh	PCO PCO DUIRINISH KYLE	01599544200	IV40 8BE	Object	Respondents noted that mobile phone coverage is "patchy" and with a number of holiday lets in the area, having a pay phone is an essential] facility: essential in an emergency.
Wester Ross, Strathpeffer and Lochalsh	PUBLIC CALL OFFICE POST OFFICE KILLILAN KYLE	01599588276	IV40 8EB	Object	Twenty-seven objections were received to the removal of this pay phone. Respondents highlighted that the phone box was in a rural area and mobile phone coverage was unreliable. Ofcom data highlights that users may experience problems with mobile phone reception. A number of respondents highlighted that the phone box was important as a means of contacting the emergency services, especially police and mountain rescue. It is the first point of contact reached by anyone descending the nearby mountains looking for assistance
Wester Ross, Strathpeffer and Lochalsh	PUBLIC CALL OFFICE GLENMORE GLENELG KYLE	01599522275	IV40 8JR	Object	Ofcom highlight that users may experience some problems with mobile reception. Four objections were received to the public consultation. Respondents highlighted that this public payphone is in a remote area and could be a vital lifeline to the Emergency services.

Eilean a' Chèò	PCO PCO GLENBRITTLE ISLE OF SKYE	01478640220	IV47 8TA	Object	Ofcom data shows that reliable signal is unlikely. Twenty-four representations were made objecting to the removal of this public pay phone.
Aird and Loch Ness	PCO ST MARYS RD KIRKHILL INVERNESS	01463831265	IV5 7NX	Object	Two objections to the removal of the public phone box were made. Respondents highlighted that it would cause significantly difficult, as mobile phone coverage is unreliable. Kirkhill & Bunchrew Community Council highlighted if the removal was to go ahead there might be support to adopt the phone box.
Aird and Loch Ness	BOGROY INN 1PCO KIRKHILL INVERNESS	01463831273	IV5 7PX	Object	One objection to the removal of the public phone box was received. Respondents highlighted that it would cause significantly difficult, as mobile phone coverage is unreliable. Kirkhill & Bunchrew Community Council highlighted if the removal was to go ahead there might be support to adopt the phone box.
Eilean a' Chèò	PCO TIGHEAN- NA-GLIBE STAFFIN PORTREE	01470562206	IV51 9JX	Object	Community representations were made about the removal of this phone box highlighting it was in a remote and rural area with poor mobile phone reception.

Wester Ross, Strathpeffer and Lochalsh	NEAR PLOCKTON HIGH SCHOOL PCO PLOCKTON	01599544367	IV52 8TU	Object	Five objections were made to the removal of this phone box. The community council and local representatives that the phone box was essential, as there is poor mobile phone reception noted it.
Wester Ross, Strathpeffer and Lochalsh	ACHMORE 1PCO ACHMORE STROME FERRY	01599577247	IV53 8UU	Object	Respondents highlighted that this payphone is a vital link to any of the emergency services. Ofcom data highlights that users may experience some problems with mobile reception.
Wester Ross, Strathpeffer and Lochalsh	MIDDLE TOSCAIG 1PCO APPLECROSS STRATHCARRON	01520744254	IV54 8LY	Object	Three objections were received during the public consultation. Respondents highlighted that this payphone is a vital link to any of the emergency services. Ofcom data highlights that users may experience some problems with mobile reception.
Wester Ross, Strathpeffer and Lochalsh	OPP STRATHCARRON HOTEL PCO STRATHCARRON	01520722243	IV54 8YR	Object	Three respondents objected during the consultation period. Respondents highlighted that area is a remote community with no mobile phone reception; it is becoming ever more popular with holidaymakers. This phone is the only means these holidaymakers have of communicating with the outside world, for the community it is an essential emergency piece of equipment.

Wester Ross, Strathpeffer and Lochalsh	ACHNASHELLACH PCO STRATHCARRON	01520766265	IV54 8YU	Object	Ofcom highlight users may experience some problems with mobile reception. Three objections were received in the public consultation.
Wester Ross, Strathpeffer and Lochalsh	BLACKROCK STRATHCONON MUIR OF ORD	01997466245	IV6 7QG	No evidence for objection	
Dingwall and Seaforth	O/S MULBUIE HALL 1PCO MUIR OF ORD	01349861257	IV6 7RB	No evidence for objection	Representation from the community council supported the removal
Black Isle	PUBLIC CALL OFFICE BLACK ISLE MOTORS TORE MUIR OF ORD	01463811349	IV6 7RZ	No evidence for objection	
Black Isle	PCO KILCOY MUIR OF ORD	01463870429	IV6 7SF	No evidence for objection	
Aird and Loch Ness	OUTSIDE BALNAIN POST OFFICE 1PCO BALNAIN INVERNESS	01456476249	IV63 6TJ	No evidence for objection	
Aird and Loch Ness	MILTON VILLA 1PCO DRUMNADROCHIT INVERNESS	01456450283	IV63 6TW	Object	Two objections were received to the proposed closure. The local community council highlighted that they would be interested to adopt the phone box.

Aird and Loch Ness	PCO LEWISTON DRUMNADROCHIT INVERNESS	01456450265	IV63 6UW	Object	Respondents highlighted that there is poor or no mobile signal in Lewiston, therefore there is a need for the phone box for those without access to a landline. Also they highlighted that area is a popular tourist area adjacent to the Great Glen Way, so attracts visitors who do not have cars to find the next available phone box.
Aird and Loch Ness	TORGOYLE BRIDGE GLENMORISTON INVERNESS	01320340240	IV63 7YJ	Object	One objection was received in the consultation. They highlighted that over the last 15 years they had to deal with stranded motorists coming to their door to use the phone, as there is no mobile coverage.
Wester Ross, Strathpeffer and Locals	O/S CLUANIE INN 1PCO GLENMORISTON INVERNESS	01320340219	IV63 7YW	No evidence for objection	
Dingwall and Seaforth	CROSSROADS LEANAIG CONON BRIDGE DINGWALL	01349861395	IV7 8DN	No evidence for objection	The local community council support removal
Black Isle	PCO 1PCO ALCAIG DINGWALL	01349861351	IV7 8HS	Object/ community may be interested in adoption	Petition received with 22 objections. The local residents of Alcaig are wishing to take ownership of this phone box in Alcaig and maintaining it in good order. They also have ideas to transform the phone box into something useful for the community.

Black Isle	PCO SUB POST OFFICE DUNCANSTON DINGWALL	01349877240	IV7 8JB	No evidence for objection	The local community council support removal
Black Isle	PCO MILLBANK RD MUNLOCHY	01463811232	IV8 8NL	No evidence for objection	
Black Isle	PCO 1PCO KNOCKBAIN MUNLOCHY	01463811209	IV8 8PG	No evidence for objection	
Black Isle	PCO PUBLIC CALL OFFICE KILLEN AVOCH	01381620280	IV9 8RQ	Object	Three objections received. Respondents highlight the need to retain provision for emergencies
Landward Caithness	VILLAGE HALL 1PCO LYTH WICK	01955641200	KW1 4UD	Object	Community objections highlighting the need to retain due to Remote and rural area. Should be retained for any emergency e.g. extreme weather
Landward Caithness	OUTSIDE POST OFFICE 1PCO MAIN ST KEISS WICK	01955631238	KW1 4UY	No evidence for objection	
Landward Caithness	PCO 1PCO FRESWICK WICK	01955611264	KW1 4XX	No evidence for objection	
Landward Caithness	OUTSIDE POST OFFICE 1PCO CANISBAY WICK	01955611288	KW1 4YH	No evidence for objection	
Wick	BIGNOLD PARK HARROW HILL WICK	01955602712	KW1 5BW	Object	Area of multiple deprivation.
Landward Caithness	NEAR P.O. 1PCO THRUMSTER WICK	01955651200	KW1 5TR	No evidence for objection	
Landward Caithness	NEAR P O BUILDINGS 1PCO WATTEN WICK	01955621200	KW1 5YJ	No evidence for objection	

North, West and Central Sutherland	PCO STRATHNAVER KINBRACE	01641561250	KW11 6UA	No evidence for objection	
North, West and Central Sutherland	PUBLIC CALL OFFICE OUTSIDE POST OFFICE FORSINARD	01641571239	KW13 6YT	No evidence for objection / community may be interested in adoption	Community interest to adopt
Thurso	PCO THURSO RAILWAY STATION STATION SQUARE THURSO	01847895780	KW14 7DL	Object	Community objection as it is next to the railway station and therefore, may be needed in an emergency
Thurso	PCO ST MAGNUS RD THURSO	01847893379	KW14 7LX	No evidence for objection	Community representation that they agree with removal
Landward Caithness	OPP SCHOOL PCO REAY THURSO	01847811200	KW14 7RE	No evidence for objection	
North, West and Central Sutherland	NEAR OLD MANSE STRATHY EAST 1PCO STRATHY THURSO	01641541227	KW14 7RZ	No evidence for objection	
North, West and Central Sutherland	OFF A836 LEDNAGULLIN ARMADALE THURSO	01641541221	KW14 7SA	Object	Remote rural location, Ofcom state that You may experience some problems with mobile coverage. Community objection as the provision is necessary due to the unreliable mobile phone reception along our coast and in cases of emergency, are very important.
North, West and Central Sutherland	OPPOSITE POST OFFICE PCO BETTYHILL THURSO	01641521200	KW14 7SP	No evidence for objection	
North, West and Central Sutherland	NEAR TOLL HOUSE SKERRAY THURSO	01641521243	KW14 7TH	No evidence for objection	

North, West and Central Sutherland	OUTSIDE POST OFFICE SKERRAY THURSO	01641521270	KW14 7TH	No evidence for objection	
North, West and Central Sutherland	PCO POST OFF MELVICH THURSO	01641531235	KW14 7YJ	Object	Community objection as this public phone should be keep as living in a rural area this phone is a life line in case of emergency or tourists passing through
Landward Caithness	PUBLIC CALL OFFICE POST OFFICE DUNNET THURSO	01847851211	KW14 8XD	Object	Community objection removing the pay phone could cause distress as it is still used by some of the villagers. In addition, broadband and mobile phone reception fluctuates considerably and this public pay phone in Dunnet is seen as an important connection to the outside world in case of emergencies particularly as it is a remote area.
Landward Caithness	PUBLIC CALL OFFICE POST OFFICE MEY THURSO	01847851258	KW14 8XH	No evidence for objection	
Landward Caithness	PCO 1PCO MAIN ST LYBSTER	01593721218	KW3 6AE	Object	Object as Lybster village currently suffers from a number of mobile telephone reception black spots. Lybster Harbour currently has little mobile telephone coverage and this phone box is the nearest to this location.
Landward Caithness	O/S POST OFFICE 1PCO LATHERON	01593741212	KW5 6DG	No evidence for objection	
Landward Caithness	PCO 1PCO LATHERONWHEEL LATHERON	01593741211	KW5 6DW	No evidence for objection	

Landward Caithness	OUTSIDE POST OFFICE 1PCO DUNBEATH	01593731200	KW6 6EA	No evidence for objection	
East Sutherland and Edderton	NEAR KILDONAN LODGE 1PCO KILDONAN HELMSDALE	01431831200	KW8 6HY	No evidence for objection	
Fort William and Ardnamurchan	ADJ TO DUROR A.T.E. DUROR APPIN	01631740275	PA38 4BW	Object	Community objection on the basis that it is in a poor mobile phone reception area. The public phone provides a vital link for the people of the village, many of whom are elderly.
Badenoch and Strathspey	PCO TELEPHONE EXCHANGE DALWHINNIE	01528522225	PH191AB	No evidence for objection	
Badenoch and Strathspey	PCO POST OFFICE LAGGAN NEWTONMORE	01528544220	PH201AH	Object	Three community objections. Remote rural area. Respondents highlighted that Laggan is a small community, which needs such a vital point of contact to be maintained, in case of emergency.
Badenoch and Strathspey	PCO RALIA VISITORS CENTRE NEWTONMORE	01540673860	PH201BD	Object	Community objection as Ralia is an important stopping point for people on the A9. If they cannot get a signal on their mobile, they will need the phone box in order to summon help
Badenoch and Strathspey	IVY BANK NEWTONMORE	01528544247	PH201BS	No evidence for objection	
Badenoch and Strathspey	CROSS-ROADS CATLODGE 1PCO LAGGAN NEWTONMORE	01528544246	PH201BT	Object	Community objection near an accident blackspot, remote rural area and unreliable mobile phone coverage.

Badenoch & Strathspey	POST OFFICE 1PCO KINLOCH LAGGAN NEWTONMORE	01528544310	PH201BX	Object	Two community objections. Poor mobile reception and important location for outdoor activities.
Badenoch and Strathspey	AT UAX SITE 1PCO KINCRAIG KINGUSSIE	01540651200	PH211NA	Object	Three community objections. Remote rural location. Nearest public phone box to the west side of the Cairngorm plateau with many walkers, climbers and cyclists using the paths up Glen Feshie and onto the Braeriach massive. In an emergency, this phone box is essential for calling rescue services and its removal would put lives at risk.
Badenoch and Strathspey	Feshie Bridge Post Office Kincaig Kingussie	01540651343	PH211NA(a)	Object	Three community objections. Remote rural location. Phone box provides public with vital means of dependable communication in a geographic area where mobile phone signal is either absent or undependable.
Badenoch and Strathspey	AT POST OFFICE 1PCO INSH KINGUSSIE	01540661428	PH211NT	Object	Four community objections. Remote rural location. Phone box provides public with vital means of dependable communication in a geographic area where mobile phone signal is either absent or undependable.
Badenoch and Strathspey	At Glenmore Lodge 1PCO Aviemore	01479861279	PH22 1QZ	Object	Nine community objections. Remote rural location. Needed for emergencies
Badenoch and Strathspey	PCO COYLUMBRIDGE AVIEMORE	01479810254	PH221QU	No evidence for objection	

Badenoch and Strathspey	PCO The Lower Ski Lift Cairngorm Ski Area Aviemore	01479861209	PH221RB	Object	Seventeen community objections. Unreadable mobile reception and remote rural area.
Badenoch and Strathspey	KIOSK 8B / CAR PARK 1PCO CARRBRIDGE	01479841200	PH233AA	No evidence for objection	
Badenoch and Strathspey	UAX SITE 1PCO NETHY BRIDGE	01479821200	PH253DA	No evidence for objection	
Badenoch and Strathspey	PCO LYNSTOCK CRESCENT NETHY BRIDGE	01479821266	PH253DX	No evidence for objection	
Badenoch and Strathspey	PCO PCO OUTSIDE TELEPHONE EXCHANGE ADVIE GRANTOWN ON SPEY	01807510210	PH26 3LP	No evidence for objection	
Badenoch and Strathspey	PCO PUBLIC CALL OFFICE DAVA GRANTOWN ON SPEY	01309651207	PH26 3PU	Object	Three community objections. Unrealisable mobile signal and remote rural area.
Badenoch and Strathspey	COURT HOUSE THE SQUARE GRANTOWN ON SPEY	01479872110	PH263HF	No evidence for objection	
Badenoch and Strathspey	AT THE POST OFFICE 1PCO DULNAIN BRIDGE GRANTOWN ON SPEY	01479851200	PH263LT	No evidence for objection	
Badenoch and Strathspey	PCO POST OFFICE CROMDALE GRANTOWN ON SPEY	01479872280	PH263LW	Object	One community objection. This phone box is close to the Speyside way and should be available to walkers in case of emergency.

Badenoch and Strathspey	SKYE OF CURR RD 1PCO SKYE OF CURR ROAD DULNAIN BRIDGE GRANTOWN ON SPEY	01479851260	PH263PA	No evidence for objection	
Badenoch and Strathspey	PCO 1PCO GRANTOWN ON SPEY	01479872105	PH263PS	No evidence for objection	
Caol and Mallaig	PCO BOHUNTIN ROY BRIDGE	01397712269	PH31 4AH	Object	Community council objection. The Community Council consider that the remoteness of this box, and the poor mobile reception in the area, increases its importance as a facility to contact the emergency services.
Caol and Mallaig	TULLOCH MURLAGGAN ROY BRIDGE	01397732239	PH31 4AP	No evidence for objection	Community council representation that in principle willing to agree to its removal but highlight that the call box is not working
Caol and Mallaig	SUB POST OFFICE 1PCO TULLOCH ROY BRIDGE	01397732249	PH31 4AR	Object	Community objection. Tulloch is on a rural part of the A86 and adjacent to the East Highland Way. It also has a Railway Station on the West Highland Line, which has been subject to train cancellations without notice. There is no sub post office here, and the Community Council feels that this is an essential public service.
Caol and Mallaig	DRILL HALL 1PCO ROY BRIDGE	01397712237	PH31 4AW	No evidence for objection	The Community Council agrees to its removal.

Aird and Loch Ness	O/S ECXCHANGE 1PCO FORT AUGUSTUS	01320366282	PH32 4BH	No evidence for objection	
Aird and Loch Ness	PCO JENKINS PARK FORT AUGUSTUS	01320366219	PH32 4BP	No evidence for objection	
Fort William and Ardnamurchan	PCO GLEN NEVIS PLACE FORT WILLIAM	01397702760	PH33 6DA	Object	Remote and rural location. Respondents highlighted that there is poor mobile reception
Fort William and Ardnamurchan	JCN KENNEDY RD YOUNG PLACE FORT WILLIAM	01397702836	PH33 6HW	No evidence for objection	
Fort William and Ardnamurchan	PCO CARN DEARG RD FORT WILLIAM	01397702339	PH33 6QJ	No evidence for objection	
Fort William and Ardnamurchan	PCO INCHREE RD/MAIN RD ONICH FORT WILLIAM	01855821212	PH33 6RY	No evidence for objection	
Fort William and Ardnamurchan	SKI PROJECT AONACH MOR 1PCO TORLUNDY FORT WILLIAM	01397704947	PH33 6SW	Object	Four community objections. Phone box provides public with vital means of dependable communication in remote and rural area with variable mobile reception.
Fort William and Ardnamurchan	PCO YOUTH HOSTEL GLEN NEVIS FORT WILLIAM	01397702969	PH33 6SY	No evidence for objection	
Fort William and Ardnamurchan	PCO INVERSANDA ARDGOUR FORT WILLIAM	01855841242	PH33 7AD	No evidence for objection	

Caol and Mallaig	PCO CROWN COTTAGES BANAVIE FORT WILLIAM	01397772370	PH33 7LU	No evidence for objection	
Caol and Mallaig	SUB POST OFFICE 1PCO ACHNACARRY SPEAN BRIDGE	01397712750	PH34 4EJ	No evidence for objection	
Caol and Mallaig	POST OFFICE 1PCO GAIRLOCHY SPEAN BRIDGE	01397712740	PH34 4EQ	Object	Remote and rural area. Representations from the Community Council and residents of Gairloch. Respondents highlighted that It is on the Great Glen Way, used by many walkers, and alongside the Caledonian Canal popular with sailors and canoeists in an area where the Mobile Phone coverage can be intermittent.
Caol and Mallaig	PCO PCO NEAR HOTEL INVERGARRY	01809501228	PH35 4HG	No evidence for objection	
Caol and Mallaig	PCO PCO OUTSIDE CAMPSITE FAICHEM INVERGARRY	01809501296	PH35 4HG	No evidence for objection	
Aird and Loch Ness	NEAR BRIDGE OF OICH 1PCO INVERGARRY	01809501268	PH35 4HN	Object	Two community objections, Nearby area used by hikers, bicyclists and tourists here who probably have no other means of communication.
Aird and Loch Ness	NO. 6 KIOSK / LAGGAN LOCKS 1PCO INVERGARRY	01809501255	PH35 4HN	No evidence for objection	

Caol and Mallaig	WELL OF THE SEVEN HEADS 1PCO INVERGARRY	01809501242	PH35 4HP	No evidence for objection	
Caol and Mallaig	NO 6 KIOSK (RAS) TOMDOUN LODGE INVERGARRY	01809511207	PH35 4HS	Object	Remote and rural area and reliable signal unlikely
Fort William and Ardnamurchan	PCO STRONTIAN ACHARACLE	01967402390	PH36 4JB	Object	Remote and rural location where customers may experience some problems with mobile reception. Twelve community objections
Fort William and Ardnamurchan	BY CAMERON BUTCHER SHOP PCO SALEN ACHARACLE	01967431286	PH36 4JN	No evidence for objection	
Fort William and Ardnamurchan	SUB POST OFFICE 1PCO ACHATENY ACHARACLE	01972510273	PH36 4LG	No evidence for objection	
Fort William and Ardnamurchan	PCO CAR PARK OPP CHURCH KILCHOAN ACHARACLE	01972510223	PH36 4LH	Object	
Fort William and Ardnamurchan	PCO SANNA KILCHOAN ACHARACLE	01972510218	PH36 4LW	Object	Remote and rural location. Reliable signal unlikely. Twenty-four community objections.
Caol and Mallaig	O/S GLENFINNAN STN MUSEUM A830 GLENFINNAN	01397722239	PH37 4LT	Object	Remote and rural area and reliable signal unlikely

Fort William and Ardnamurchan	PCO FORESTRY HOUSES POLLOCH GLENFINNAN	01967402416	PH37 4LX	Object	Remote and rural location and reliable signal unlikely. Two community objections. Respondents highlighted that this phone is located in a remote area where there is no mobile network coverage.
Fort William and Ardnamurchan	RAILWAY STATION 1PCO LOCHAILORT	01687470209	PH38 4LZ	Object	Remote and rural location. Unreliable mobile reception where customers may experience some problems
Caol and Mallaig	PCO ACHNASKIACH ARISAIG	01687450231	PH39 4NS	No evidence for objection	
Fort William and Ardnamurchan	NO.6A KIOSK MAIN STREET 1PCO GLENCOE BALLACHULISH	01855811223	PH49 4HW	No evidence for objection	One community representation.
Fort William and Ardnamurchan	PCO POST OFFICE GLENETIVE BALLACHULISH	01855851275	PH49 4JA	Object	Remote rural area, Ofcom highlight that consumers may experience some problems with mobile reception. Five community objections to removal. A respondent highlighted that In an emergency the nearest phone would be twenty-minute drive.
Fort William and Ardnamurchan	PCO WADES RD KINLOCHLEVEN	01855831209	PH50 4QX	No evidence for objection	