

Reference: 01472694

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Information Rights Advisor
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20 July 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning phone boxes in Batchley, Redditch. Your request was received on 30 June 2022 and we have considered it under the Freedom of Information Act 2000.

Your request

I note from recent communications that certain phone boxes will be retained. Could you please let me know how I can find out which phone boxes will be retained in the Batchley area of Redditch in Worcestershire? Or alternatively, please provide this information direct. Please also let me know how an objection can be made to the removal of any phone box for the relevant provider to consider before removal, and whether this can be from the public generally or whether it can only come from a local authority.

Our response

Under the new rules published in our [statement](#), any public call box that is the last at a site (defined as 400 metres' walking distance from the next public call box) and which meets one or more of the criteria below will be protected from removal:

- it does not have coverage from all four mobile network providers;
- it is sited at a high frequency accident or suicide location;
- it has made 52 or more calls over the past 12 months; or
- there is other evidence of a reasonable need for the PCB (for example if it is likely to be relied upon in the event of a local emergency, such as flooding, or if it is used to call helplines).

BT must assess any last at a site public call boxes it wants to remove against these criteria - Ofcom does not have a role in assessing individual public call boxes. If BT consider that a last at a site public call box is not protected by the criteria it must consult with the relevant public body (i.e. the relevant local authority in the area) for a period of 90 days by:

- providing a written notice to the relevant public body setting out all the relevant evidence as against the criteria; and
- publishing a prominent notice on the PCB with details of the consultation process with the relevant public body.

BT must take account of all representations and evidence it receives from the relevant public body, which may include representations received by the public body from members of the public. The publication of a prominent notice in the relevant public call box enables members of the public to be aware of the consultation and to contact the relevant public body asking them to make representations. There is more information about the process available in our [statement](#) here. We will also shortly be providing updated information on our website which will set out a summary of the process.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF