

OSC ECONOMIC DEVELOPMENT + ENTERPRISE

020908

ITEM 5

APPENDIX B

(ADDITIONAL ITEMS)

Kim Kinsella

From: Jessica Hall
Sent: 31 July 2008 12:01
To: 'Theclerkmtc@aol.com'
Cc: Kim Kinsella; Neil White
Subject: RE: Removal of Call Boxes

Hello

Thank you for submitting the views of Millom Town Council. Certainly these will be taken into account when the council responds to the consultation.

Kind regards

Jessica Hall
Communications Officer

From: Theclerkmtc@aol.com [mailto:Theclerkmtc@aol.com]
Sent: 31 July 2008 11:57
To: Jessica Hall
Subject: Removal of Call Boxes

Millom Town Council would like to oppose the closure of the 25 call boxes in Copeland. Although there are no proposed closures for the Millom parish, Cllrs feel that support should be given to the rural areas, where mobile signal strength could be limited and therefore totally agree with the draft response given by CBC

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St Georges Rd
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LA18 4DD

01229 772340

www.millom.org.uk

28/08/2008

GOSFORTH . PARISH . COUNCIL

Combe End
Drigg
Holmrook
Cumbria
CA19 1XG
019467 24327

Mr N White
Copeland Borough Council
Catherine St.
Whitehaven
Cumbria
CA28 7SJ

Ref BT proposals for closure of telephone box at Wellington, Gosforth.

Dear Mr White

Further to your letter of 23rd July the Parish Council has considered the implications of losing said telephone box. It has carried out tests to assess the quality of mobile telephone coverage in this area. This can best be described at best as 'intermittent'. Accordingly, although the usage by Wellington residents is probably negligible, the council is of the opinion that the box should be maintained for use by tourists etc for emergency situations.

Also the fact should not be overlooked that most modern home telephones rely on the mains electrical supply for their functionality. Gosforth area is particularly prone to mains failure (in common with many other rural areas). In those circumstances the presence of a public telephone which does not rely on mains electricity, could be essential.

Yours sincerely



D A Polhill

Clerk - on behalf of Gosforth Parish Council

Date: 21st August 2008

Ennerdale & Kinniside Parish Council

Bleach Green Cottage, Ennerdale, CLEATOR. CA23 3AS
Tel: 01 946 862 805

22nd August, 2008

For the attention of Neil White, Scrutiny Officer

Copeland Borough Council
The Copeland Centre
Catherine Street
Whitehaven
CA28 7SJ

Dear Sirs,

Proposal to Remove BT Public Payphone - 01946 861294 - Ennerdale Bridge - CA23 3AR

I refer to your letter to our Parish Clerk, on the above subject, dated 23rd July 2008.

I have enclosed a copy of this Parish Council's original letter of objection, which was addressed to your Communications Dept., dated 25th June 2008, which is still appropriate and should be read in conjunction with the following responses to your request for information on several factors that are to be taken into account.

1. Demographics of the local population.
 - Ennerdale & Kinniside Parish extends over 9066 hectares (35 sq. miles) of rural land, entirely within the Lake District National Park.
 - The Parish area is bounded to the north, east and south by high mountains and fells whose ridges enclose the Ennerdale valley in a natural horseshoe. From the high moors and tarns innumerable becks and watercourses sweep down to be gathered by the River Liza and feed Ennerdale Water. The River Ehen emerges from the west end of the water and meanders through the valley and lowland meadows towards the Irish Sea.
 - In 1995 the population of the parish was recorded as having shrunk by 3% over 4 years and stood then at 270. It is believed to be standing today, at between 240 to 250 people.
2. Number of Households in the locality of the Phone Box
 - The population of the Parish lives in 98 houses. The majority of the population live in 50 houses clustered in the Village of Ennerdale Bridge, within a 300 m radius of the above phone box.
 - A further 38 houses, within the curtilage of the village, but actually in a part of Lamplugh Parish, which is scheduled for and awaiting boundary transfer are, similarly, located within 300 m of the above phone box.
3. How far to the nearest alternative Phone Box
 - The nearest alternative phone box is 1 1/2 miles away, via an unlit country road, located in the village of Kirkland.

4. Mobile phone network coverage.

- The 88 houses in the village have no mobile phone network coverage.
- In some areas of the village a signal can be obtained on Vodaphone. But this is not strong and by no means reliable.
- Otherwise, one has to go out of the village, beyond the 30mph signs, to get a signal from any of the major networks.
- Large swathes of the valley and, thereby, 95% of houses in the parish are unable to get mobile phone network coverage, of any kind.

5. Facilities for making Emergency Calls in the area.

- There is only one other phone box in the area, from which an emergency call can be made e.g., to summon the Mountain Rescue team following an accident or missing person on the mountains or fells. This is located at Croasdale, 2 miles away, along unlit country roads, with no pavements.
- The village Primary School safety procedures rely on using the phone box, which is located on their playground fence, to summon the Emergency Services, following evacuation.

6. People reliant on phone boxes.

- About 18% of the population are elderly (over 60 yrs.) Many live in isolated, remote farm dwellings. Many do not use, or have access to mobile phone services.

7. The existing phone box

- The existing phone box is kept in good repair and is rarely vandalised.

8. Usage.

- It is recorded that this payphone was used 550 times last year. We dispute this figure.
- We believe usage to be much higher due to use in Emergencies and for Reversed Charge calls. We understand that these types of calls are not recorded.
- Our recent investigations have revealed that, after arriving, most visitors want to phone home, to tell friends and relatives that they have arrived safely. Finding no mobile phone signals in the village, they use the phone box. Most used the reversed charge facilities. All overseas visitors interviewed claimed to have used this service.

I trust that the above information will add further weight to our case that this Phone Box must not be removed. In our earnest opinion this telephone box represents more than just a landline into our community. Rather, it is a lifeline. Please do not let BT cut it off.

Yours sincerely,



W M Lachlan
Chair, Ennerdale & Kinniside Parish Council

Copy

Ennerdale & Kinniside Parish Council

Bleach Green Cottage, Ennerdale, **CLEATOR**. CA23 3AS

Tel: 01 946 862 805

25th June 2008

Communications
Copeland Borough Council
The Copeland Centre
Catherine Street
Whitehaven
CA28 7SJ

Dear Sirs,

Proposal to Remove BT Public Payphone - 01946 861294 - Ennerdale Bridge - CA23 3AR

I wish to object to BT's proposal to remove the above public telephone box.

With no mobile phone cover in the area, if this phone box is removed, there will be no local means to summon help or the emergency services, should a parishioner have a fault on their domestic service. This occurred 2 years ago when the whole village was disconnected for approximately 3 days. On that occasion a tragedy was narrowly averted by the early morning visit of a carer who discovered her elderly patient, collapsed on the floor, behind the door of her house, having tried to summon help during the previous night.

The emergency response fallback procedures for Ennerdale & Kinniside Primary School, against whose playground fence this phone box is located, I understand, also contemplate use of this public phone to summon help, in an emergency, should staff be unable to access their own telephone.

Due to the mountainous terrain and lack of mobile phone network cover, up to 9000 per year, Coast to Coast walkers, innumerable fell walkers, runners, ramblers, visitors etc., and members of the public, will be put at risk should this phone be removed. Only last year, a Coast to Coast walker collapsed and suffered a heart attack on reaching the village of Ennerdale Bridge. Fortunately, this occurred not far from this particular phone box and the local Mountain Rescue Service was able to be summoned and render aid promptly.

This payphone is one of only 2 BT public telephone boxes in the whole of Ennerdale. The other one is at Croasdale village. These phone boxes are the only means for members of the public to summon the Mountain Rescue Service should there be an accident on the surrounding fells.

Please do not permit BT to remove this community asset and safety lifeline.

Yours faithfully,

W M Lachlan
Chair, Ennerdale & Kinniside Parish Council

11 August 2008

Jessica Hall
Communications Officer
The Copeland Centre
Catherine Street
WHITEHAVEN
CA28 7SJ

20/8/08.

Dear Jessica

RE: Closure of BT Public Call Boxes in Copeland

I am writing on behalf of the Arlecdon and Frizington Neighbourhood Forum, the last meeting of which was held on 14th July 2008. After hearing the information on the closures, courtesy of Marissa Joyce, the Forum urged that their opposition to closures in their area be sent to Copeland Borough Council for inclusion in the formal response.

The Forums main concern echoed that of other Forums in Copeland; call boxes are often a vital lifeline in rural areas with weak mobile phone signal reception. Other concerns were as follows:

- Whether the type of tender used in the call box is considered, i.e. are those earmarked for closure operated by coin or card? Will the closures be in proportion to how many coin or card boxes are in Copeland?
- BT hasn't included reverse calls and 999 calls in the annual call statistics. This raises the question of how often they are used in emergency situations, therefore proving their vital place in the community.

I hope you will find this information useful when compiling the Councils response.

Yours sincerely

M. R. Lenney

Maria Lenney
Community Involvement Worker
Tel: 01946 505019
Email: maria.lenney@cumbriacc.gov.uk

ARLECDON AND FRIZINGTON PARISH COUNCIL

Clerk: Mrs GA Everett
Tel: 01946 811182

Ain Garth
Main Street
FRIZINGTON
Cumbria

CA26 3PQ

20 August 2008

Ms Jessica Hall
Communications Officer
The Copeland Centre
Catherine Street
WHITEHAVEN
Cumbria
CA28 7SJ

21/8/08

Dear Ms Hall

CONSULTATION ON THE REMOVAL OF PUBLIC CALL BOXES **Main Street, Frizington, CA26 3SB**

Further to your letter of the 19 June and more recent letter advising Copeland BC's recommendations.

The Parish Council has given careful consideration to this issue and wishes to advise that the above public call box on the main street is subject to continual vandalism. At present the door lies on the floor beside the box. The Parish Council has no objection to the call box being removed but appreciates that there are residents in Frizington who do not own a mobile phone and so would like to see the box replaced by a more cost effective, vandal proof public telephone facility.

Public call boxes in remote rural areas where mobile phone reception is poor should not be removed.

Yours sincerely



Gwynneth Everett
Clerk