

Report

Report to:	Planning Committee
Date of Meeting:	22 September 2020
Report by:	Executive Director (Community and Enterprise Resources)

Subject:	BT Payphone Removal
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1. Purpose of Report

1.1 The purpose of the report is to:-

- ◆ advise Committee of the consultation process that has been undertaken by the Council as part of BT's proposals to remove 26 public payphones throughout South Lanarkshire
- ◆ seek Committee approval to publish a 'First Notification' stating whether the Council agrees or objects to the removal of each individual payphone and seeking further representations on this
- ◆ seek Committee approval to take any further representations into account and to publish a 'Final notification' setting out the Council's final decisions and to submit this to BT and to the Secretary of State

2. Recommendation(s)

2.1 The Committee is asked to approve the following recommendation(s):-

- (1) that the publication of a 'First notification' stating which BT payphones the Council agrees to the removal of and which ones it objects to, as set out in Appendix 1 to the report, be approved; and
- (2) that the Head of Planning and Economic Development be authorised to consider any further representations received in response to consultation on the 'First notification' of the Council's draft decisions and to prepare a 'Final notification' for publication and submission to BT and the Department for Digital, Culture, Media and Sport by 2 November 2020, setting out the Council's final decisions and reasons.

3. Background

3.1 In July 2020, the Council received notification from BT that it was proposing to remove 26 payphones from the network in South Lanarkshire (see list in Appendix 1). This is part of their programme of intended public payphone removal throughout Scotland. BT stated that the overall use of payphones has declined by over 90% in the last decade and the need to provide payphones for emergency situations is diminishing, with at least 98% of the UK having either 3G or 4G coverage. BT also advised that, as long as there is network coverage, it is possible to call emergency services even when there is no credit or no coverage from your own mobile provider.

- 3.2 Before the removal can take place, BT must place notices in each payphone, advising of its proposed removal and allowing a 42 day period for comment to the Council's Planning and Economic Development Service. This part of the consultation ended on 19 August 2020. In addition to this initial consultation by BT, the Council must separately consult on the proposed removal of the payphones contained in the list. This has involved contacting all Community Councils with details of proposed removals in their particular areas and providing a consultation page on the Council's website. Three weeks were given for comment, with the consultation period ending on 21 August 2020. Details of the consultation were listed online in the South Lanarkshire View and through the Council's Facebook and Twitter pages. Finally, all elected members were advised of the consultation process and details of the payphones proposed for removal and given the opportunity to make representations.
- 3.3 As part of the process, the Council can object to the removal of any payphone but must provide a reason for its objection. The grounds on which objections can be submitted, however, are limited. For example, socio-economic factors such as the age of the surrounding population, the type of housing in the vicinity, or the economic characteristics of an area may indicate the likelihood of how important the phone would be to those residents, lack of mobile signal in an area, the degree of usage of a phone; or whether the location of the phone indicates that it is likely to be important for emergency use, as identified by calls to police, fire or ambulance because there is no mobile coverage at the location. An objection to the removal of a phone has to be founded on these factors being relevant. In all cases where the Council objects, BT has a right of appeal to the Competition Appeals Tribunal.
- 3.4 Finally, BT has pointed out that the consultation process also allows local communities to adopt traditional red heritage phone boxes if they are proposed for removal. They would not be operational but could be used for many other purposes, such as accommodating defibrillators, book lending services or local information centres.
- 3.5 Members may recall that BT carried out a similar exercise in 2019, with the proposed removal of 36 payphones. Of those 36, the Council agreed to the removal of seven payphones. A large number of payphones which are currently proposed for removal were on the 2019 list and their removal was objected to by the Council.

4. Representations

4.1 Community Councils, Councillors, MPs and MSPs

- 4.2 Quothquan and Thankerton Community Council has objected to removal of the payphone at the junction of Millands Road and Mill Road in Thankerton. This is based on broadband and mobile coverage in the area being unstable, with outages at times. In these circumstances, the BT payphone is the only way of communication and calling emergency services. In addition, the payphone is also a BT hotspot for BT customers and provides an internet service which is particularly useful to younger residents. The phone is also used for incoming calls to elderly residents who do not own a mobile. The Community Council also advise that the phone was unusable for three months and, as such, usage is not accurately reflected.

Response: It is agreed that these are appropriate reasons for objection to removal of the payphone.

- 4.3 The Royal Burgh of Lanark Community Council has objected to the removal of the payphone at Smyllum Park, Lanark, based on it being an area of deprivation and being needed for emergency calls.

Response: Agreed. There are socio-economic reasons in favour of its retention, with the area being ranked in the most deprived 20% in Scotland (Scottish Index of Multiple Deprivation 2020).

- 4.4 Councillor McClymont objected to the loss of the payphones at Main Street, Forth and Smyllum Park, Lanark on the basis of social deprivation in these locations and the need to retain them for public use.

Response: Agreed. There are socio-economic reasons for the retention of both phones, as set out in Appendix 1.

- 4.5 Councillor Lockhart objected to the loss of payphones in Smyllum Park, Lanark; Main Street, Forth; Forrest Lane, Carstairs; St Charles Avenue, Carstairs Junction; Main Street, Newbigging and Walston UAX, Carnwath. The objections are based on the higher level of social housing in these areas; the requirement for these phones in emergency situations; and in respect of the phone at Carstairs Junction, a need to retain the phone for rail travellers use.

Response: It is agreed that there are reasons for objecting to the loss of the majority of rural payphones, for the reasons set out in Appendix 1.

4.6 Public responses

- 4.7 Consultation with the wider public took place on the Council website in the form of a survey. A total of 45 respondents completed the survey. In addition, an individual email of support was received for the removal of the payphone at Farm Road, Blantyre due to vandalism and anti-social behaviour. An email in favour of the retention of the payphone at Strathfillan Road, East Kilbride, was made on the basis of variable mobile coverage and the need to retain for emergency use.

- 4.8 Where reasons were given for supporting or objecting to the removal of the payphone, they are summarised below.

- 4.9 Forth, Rigside, Crawfordjohn, Abington, Crawford, Elvanfoot, Symington, Thankerton, Walston UAX, Newbigging, Crossford and Dolphinton – not everyone has a mobile phone. Payphones are lifelines in remote areas with sub-optimal mobile signal coverage. They are essential in the event of illness, fire or accident. Payphones also allow access to Government agencies such as DWP and DVLA for those without mobile phone or internet. Elvanfoot is a rural area with no nearby shops or businesses that could be used in an emergency. It is also very near to an accident black spot on the A702.

- 4.10 Carstairs, Carstairs Junction – the area has local shops but no immediate access to cash machines. It would be more beneficial to the community to install a multi-function unit and still provide a service in a rural area.

- 4.11 East Kilbride – Chalmers Crescent and St Leonards Square are used by elderly local residents. Not all families have phones and payphones should be retained. Some of the phone boxes are located close to shops and/or near to where single, vulnerable people are housed. Also, requirement to keep payphones for young teenagers who meet in some of the locations where phones are proposed for removal.

- 4.12 Glassford – a door to door survey should be carried out to ascertain views.

- 4.13 Farm Road/Station Road, Blantyre – near the railway station so useful for people using trains and close to the River Clyde and, therefore, important in case of emergencies. Also, important to retain for anyone suffering abuse who needs a facility to call from privately.
- 4.14 Low Waters Post Office, Birkhill Road, Hamilton – ageing population nearby who may not have access to mobile phones.
- 4.15 For those generally opposing the retention of payphones, the main reasons were that most people have mobile phones and that the payphones are neglected, in poor condition, attract anti-social behaviour and are an eyesore.
- 4.16 **Response:** The comments and points raised in relation to both the urban and rural phones are considered to be appropriate and valid. It is also recognised that lack of maintenance of existing phones is a major issue and one which deters people from using them. Individual recommendations for each payphone are listed in Appendix 1.

5. Assessment

- 5.1 The removal of public payphones inevitably raises concerns regarding the impact upon the community and its ability to access these services, particularly in rural areas if the mobile coverage is poor, or in rural/urban areas where socio-economic factors suggest that mobile ownership may be lower than average. An initial view, therefore, has been taken on whether to agree or object to the proposed removal of each payphone.
- 5.2 As well as taking account of the representations made by community councils and the public, a separate analysis of each payphone has also been undertaken. When assessing each payphone, a number of factors have been taken into consideration including:-
- ◆ Payphone usage
 - ◆ Proximity of alternative phone boxes to the community
 - ◆ Socio economic factors and housing types near the phone box
 - ◆ Mobile phone coverage in the area
 - ◆ The number of households served by a phone box
 - ◆ The need to make emergency calls

All of these factors contribute to providing a perspective on the character of each area and the likely need for the payphone.

- 5.3 The analysis has identified that some of the payphones proposed for removal are located within some of the most poorly ranked areas in South Lanarkshire in terms of socio-economic criteria, or areas which have particular population characteristics likely to have greater need of a public payphone i.e. the elderly. In addition, in some of the urban areas, particularly East Kilbride, the phones are located adjacent to shops and facilities where they provide a valuable service and have a reasonable degree of use. It is noted that a number of the phones proposed for removal are located in some of the remoter rural areas of South Lanarkshire. When checked, a number of these phones were not in working order. Usage is, therefore, shown to be very low or nil, this being BTs main justification in proposing to remove them. In most cases where the phone has not been working, this is allied to the phone box being in a poor state of repair. It is considered that, if repaired and appropriately maintained, the presence of the payphone would provide an important emergency link for the community. However, it is considered that a full assessment of any phone which is currently out-of-order cannot be carried out.

- 5.4 Taking account of these factors and the comments referred to above, Appendix 1 sets out the reasons for agreeing or objecting to the removal of each payphone. Having regard to the specified and limited criteria which can be used to assess if payphones should be retained, it is not considered that objections to the removal of payphones can be justified in every case.
- 5.5 In summary and for the reasons set out in Appendix 1, it is proposed to initially object or agree to the removal of payphones as listed below:-

Ward	Object to removal	Agree to removal
01 - Clydesdale West	<ul style="list-style-type: none"> Crossford Hall, Lanark Road, Crossford, ML8 5RE 	
02 – Clydesdale North	<ul style="list-style-type: none"> Smyllum Road, Lanark, ML11 7BT Main Street, Forth ML11 8AE 	
03 – Clydesdale East	<ul style="list-style-type: none"> Forrest Lane, Carstairs, ML11 8QB Charles Ave, Carstairs Junction, ML11 8PG Carlisle Road, Crawford, ML12 6TP Gateside Road, Crawfordjohn, ML12 6SL Car park, Carlisle Road, Abington, ML12 6SD Dumfries Road, Elvanfoot, ML12 6TF Main Street, Symington, ML12 6LL Millands Road, Thankerton, ML12 6NX Adjacent to Walston UAX (Telephone Exchange), ML11 8NF Dolphinton Hall, Edinburgh Road, Dolphinton, EH46 7AD 	<ul style="list-style-type: none"> Opp. 38, Main Street, Newbigging, ML11 8LZ
04 – Clydesdale South	<ul style="list-style-type: none"> Abbeygreen Road/Priory Road, Lesmahagow, ML11 0AL Beechgrove Street, Rigside ML11 9LU 	
05 – Avon and Stonehouse	<ul style="list-style-type: none"> Larkhall Road, Glassford, ML10 6TH 	
07 – East Kilbride Central South	<ul style="list-style-type: none"> Westwood Square, East Kilbride, G75 8JQ Chalmers Crescent, East Kilbride, G74 0PE 	<ul style="list-style-type: none"> Westwood Hill, East Kilbride, G75 8DD
08 – East Kilbride Central North	<ul style="list-style-type: none"> Adjacent to 22 Strathfillan Road, East Kilbride, G74 1DA St Leonards Shopping Centre, St Leonards Square, East Kilbride 	

Ward	Object to removal	Agree to removal
12 – Rutherglen Central and North	<ul style="list-style-type: none"> Junction Stonelaw Road Johnstone Drive, Rutherglen G73 2PT 	
13 – Cambuslang East		<ul style="list-style-type: none"> Adj to 100 Dukes Road Cambuslang G72, 7AH
15 – Blantyre	<ul style="list-style-type: none"> Junction Station Road/Farm Road, Blantyre, G72 0EL 	
19 – Hamilton South	<ul style="list-style-type: none"> Low Waters Post Office, Birkhall Road, Hamilton, ML3 8BG 	

6. Next Steps

- 6.1 Should the Committee approve the decisions listed in Appendix 1, the Council must publish its decision in the form of a 'First Notification'. This sets out whether we agree or object to BT's plan to remove the payphone and the reasons why. Copies of the 'First Notification' must also be sent to community councils and be published on the Council's website. A further period of one month must then be allowed for representations to be made in response to the 'First notification'.
- 6.2 Following consideration of any additional comments received, a 'Final notification', setting out the Councils final decisions and reasons is prepared. This must be sent to BT by 2 November 2020; to community councils and to the Department for Digital, Culture, Media and Sport. There will not be an opportunity to report any representations back to committee in order to meet the deadline by which the 'Final notice' must be submitted to BT and, therefore, it is proposed that the Head of Planning and Economic Development be authorised to confirm the 'Final notification' to allow this matter to be concluded within the required timescales.

7. Employee Implications

- 7.1 There are no employee implications. Any work undertaken in connection with the consultation can be met from existing resources.

8. Financial Implications

- 8.1 There are no budgetary implications.

9. Climate Change, Sustainability and Environmental Implications

- 9.1. There are no implications for climate change, sustainability or the environment in terms of this proposal.

10. Other Implications

- 10.1 An Ofcom Direction requires Councils to carry out consultation with affected local communities where a payphone is proposed for removal. If the Council does not respond within the allowed time period or follow the procedure correctly, then it will lose its right to object to any payphone removal, irrespective of local objections.

11. Equality Impact Assessment and Consultation Arrangements

- 11.1 This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore, no impact assessment is required.
- 11.2 All necessary consultation with the community has taken place.

Michael McGlynn
Executive Director (Community and Enterprise Resources)

1 September 2020

Link(s) to Council Values/Ambitions/Objectives

- ◆ Make communities safer, stronger and sustainable
- ◆ Promote economic growth and tackle disadvantage
- ◆ Focused on people and their needs

Previous References

- ◆ Planning Committee - 10 September 2019

List of Background Papers

- ◆ Email from BT dated 7 July 2020 advising of proposed payphone removal and consultation process
- ◆ Email objection from Quothquan and Thankerton Community Council dated 30 July 2020
- ◆ Email objection from Royal Burgh of Lanark Community Council dated 30 July 2020
- ◆ Email objection from Councillor McClymont dated 17 August 2020
- ◆ Email objection from Councillor Lockhart dated 23 July 2020
- ◆ Email of support from Robert Paterson dated 24 August 2020
- ◆ Two emails of support from Mr and Mrs Lanaghan dated 31 July 2020
- ◆ Results from South Lanarkshire Council web survey

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Appendix 1 – List of BT payphones proposed for removal – September 2020

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
01	01555860270	CROSSFORD HALL PC02 LANARK ROAD CROSSFORD CARLUKE	ML8 5RE	2	Object	<ul style="list-style-type: none"> - adjacent to community facility - located at a main entrance point to the Clyde Walkway, frequented by walkers, fishermen, swimmers and cyclists - located adjacent to the A72 which is part of the Clyde Valley Tourist route and used by tourists and visitors who may not have access to the network - 9 public comments: 56% to 44% in favour of retention
02	01555662050	AT SMYLLUM PARK PC01 SMYLLUM ROAD LANARK	ML11 7BT	2	Object	<ul style="list-style-type: none"> - higher social need of the area including: <ul style="list-style-type: none"> • higher than average council rented accommodation (36.9% of the housing tenure compared to 13.2% Scottish average) • higher than average working aged residents employment deprived (12.6% compared to 9.3% Scottish average) • higher than average income deprived (16.4% compared to 12.2% Scottish average)

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - close to primary school where presence of payphone can provide a valuable service. - Royal Burgh of Lanark Community Council object on basis of area of deprivation. - 8 public comments: 63% to 37% in favour of retention
02	01555811242	PCO PC01 MAIN STREET FORTH LANARK	ML11 8AE	3	Object	<ul style="list-style-type: none"> - Higher social need of the area - (ranked in the most deprived 20% in Scotland (SIMD 2020), including: <ul style="list-style-type: none"> • higher than average council rented accommodation (41.4% of the housing tenure compared to 13.2% Scottish average) • higher than average working aged residents employment deprived (15.9% compared to 9.3% Scottish average) • Higher than average income deprived (20.6% compared to 12.2% Scottish average) - close to shops/commercial area where presence of payphone can provide a valuable service

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - In 2019, Council agreed to the loss of the other BT payphone at Merlindale, Forth. Loss of this phone would mean no public payphone in a deprived, rural village. The nearest payphones would be approximately 7 miles away in Carwath/Carstairs (also proposed for removal) - 9 public comments: 56% to 44% in favour of retention
03	01555840499	OPP. NO.38 PCO1 MAIN STREET NEWBIGGING LANARK	ML11 8LZ	0	Agree	<ul style="list-style-type: none"> - No calls in past year - No overriding socio-economic justification for retention - Other payphones in reasonable proximity at Elsrickle and Carnwath - 8 public comments: 63% to 37% in favour of removal
03	01555870221	ADJ. NO.2 PCO1 FORREST LANE CARSTAIRS LANARK	ML11 8QB	1	Object	<ul style="list-style-type: none"> - Higher social need of the area including: <ul style="list-style-type: none"> • Significant proportion of council rented accommodation (33.4%) compared to Scottish average of 13.2%) • Higher than average income deprived (16.8% compared to 12.2% Scottish average)

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - Located adjacent to village green and playpark and shops where payphone may provide a valuable service - Located in an area where history of traffic accidents on A70 - 8 public comments: 63% to 37% in favour of retention
03	01555870361	PCO PCO1 ST. CHARLES AVENUE CARSTAIRS JUNCTION LANARK	ML11 8PG	1	Object	<ul style="list-style-type: none"> - Payphone out of use and in poor condition – inaccurate representation of calls made - Higher social need of the area including: <ul style="list-style-type: none"> • significant proportion of council rented accommodation (47.1%, compared to Scottish average of 13.2%); • higher than average income deprived (17.9% compared to 12.2% Scottish average) - close to railway station where presence of payphone can provide a valuable service. - Adjacent to playpark where phone may provide a valuable service

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - 9 public comments: 56% to 44% in favour of retention
03	01864502200	PCO PCO1 CARLISLE ROAD CRAWFORD BIGGAR	ML12 6TP	0	Object	<ul style="list-style-type: none"> - Phone was out of order and in poor condition, therefore inaccurate indication of calls made. - Adjacent to playpark where there may be need for emergency call or for emergency use by children without mobiles - isolated rural area where the phone can be a lifeline to the community - located on National Cycle Route 74 where the phone may provide a valuable service to passing cyclists - 9 public comments: 67% to 33% in favour of retention
03	01864502334	PCO PCO1 CARLISLE ROAD ABINGTON BIGGAR	ML12 6SD	1	Object	<ul style="list-style-type: none"> - isolated rural area where the phone can be a lifeline to the community - located on National Cycle Route 74 where the phone may provide a valuable service to passing cyclists - 10 public comments: 60% to 40% in favour of retention

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
03	01864504242	PCO PCO 1 GATESIDE ROAD CRAWFORDJOHN BIGGAR	ML126SL	1	Object	<ul style="list-style-type: none"> - Phone was out of order and in poor condition, therefore inaccurate indication of calls made. - Rural area with inconsistent mobile coverage - Isolated rural area where the phone can be a lifeline to the community - 9 public comments: 56% to 44% in favour of retention
03	01864505218	PCO PCO 1 DUMFRIES ROAD ELVANFOOT BIGGAR	ML12 6TF	0	Object	<ul style="list-style-type: none"> - Phone was out of order and in poor condition, therefore inaccurate indication of calls made. - Inconsistent mobile coverage - A702 at this location has suffered four traffic accidents in the last 5 years - requirement for emergency payphone - isolated rural area where the phone can be a lifeline to the community - 9 public comments: 56% to 44% in favour of retention
03	01899308258	PCO PCO1 MAIN STREET SYMINGTON BIGGAR	ML12 6LL	0	Object	<ul style="list-style-type: none"> - Phone was out of order and in poor condition, therefore inaccurate indication of calls made.

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - 10 public comments: 70% to 30% in favour of retention
03	01899308301	PCO PCO MILLANDS ROAD THANKERTON BIGGAR	ML12 6NX	0	Object	<ul style="list-style-type: none"> - Phone apparently out of use for 3 months due to coin jam, so inaccurate representation of calls made - in an area of social housing - Isolated rural area where the phone can be a lifeline to the community - Proximity to Tinto Hill (popular hillwalking location) and accident blackspots on A73 – may be required for emergency calls in area of variable mobile coverage - Objection from Quothquan & Thankerton Community Council – variable mobile service, no other boxes in area, emergency service lifeline, acts as BT hotspot used by locals to get coverage - 9 public comments: 67% -to33% in favour of retention
03	01899810231	ADJ WALSTON U.A.X. PCO CARNWATH LANARK	ML11 8NF	0	Object	<ul style="list-style-type: none"> - Phone was out of order and in poor condition, therefore inaccurate indication of calls made.

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - 8 public comments: 63% to 37% in favour of retention
03	01968682225	PCO PCO1 EDINBURGH ROAD DOLPHINTON WEST LINTON	EH46 7AD	0	Object	<ul style="list-style-type: none"> - Phone was out of order and therefore inaccurate indication of calls made. - inconsistent mobile coverage - located on A702 which has 14 road traffic accidents in the last 10 years along this stretch close to Dolphinton – potential emergency requirement for payphone - area frequented by tourists and walkers who may require access to a payphone - 9 public comments: 67% to 33% in favour of retention
04	01555880257	PCO PCO1 BEECHGROVE STREET RIGSIDE LANARK	ML11 9LU	0	Object	<ul style="list-style-type: none"> - Higher social need of the area (ranked in the worst 5% in Scotland - SIMD 2020), including: <ul style="list-style-type: none"> • higher than average council rented accommodation (50.1% of the housing tenure compared to 13.2% Scottish average) • Higher than average income deprived (34.4% compared to 12.2% Scottish average)

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - isolated rural area where payphone provides valuable service - 8 public comments: 63% to 37% in favour of retention
04	01555892244	PCO PCO / 01555 892244 ABBEYGREEN ROAD LESMAHAGOW LANARK	ML11 OAL	5	Object	<ul style="list-style-type: none"> - Reasonable usage - Higher social need of the area (ranked in worst 10% in Scotland – SIMD 2020) including: <ul style="list-style-type: none"> • higher than average council rented accommodation (37.9% of the housing tenure compared to 13.2% Scottish average) • higher than average working aged residents employment deprived (16.8% compared to 9.3% Scottish average) • Higher than average income deprived (23.5% compared to 12.3% Scottish average) - 93.4% of dwellings in council tax band A (20.9% for Scotland) - 9 public comments: 56% to 44% in favour of retention

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - In 2019, the Council agreed to the removal of the other BT phone in Abbeygreen Road. To remove this one would leave a deprived area without a public payphone
05	01357521269	PCO 1 LARKHALL ROAD GLASSFORD STRATHAVEN	ML10 6TH	0	Object	<ul style="list-style-type: none"> - Phone was out of order and in poor condition, therefore inaccurate indication of calls made.
07	01355221511	ADJ TO SHOPS PCO1 WESTWOOD HILL EAST KILBRIDE, GLASGOW	G75 8DD	2	Agree	<ul style="list-style-type: none"> - Low usage - No overriding socio-economic justification to retain - 10 public comments: 50% favour removal; 30% object and 20% no opinion
07	1355220178	PCO 1 CHALMERS CRESCENT EAST KILBRIDE GLASGOW	G75 0PE	9	Object	<ul style="list-style-type: none"> - Reasonable usage - located adjacent to shops where the phone may be provide valuable service to customers - greater need in the area - higher percentage of surrounding population are income and employment deprived than national average

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - significantly higher percentage of income support claimants who are lone parents and Housing Benefit households which are single with child dependants - 10 public comments: 60% object to removal; 30% agree to removal and 10% no opinion
07	01355223484	PCO 1 WESTWOOD SQUARE EAST KILBRIDE GLASGOW	G75 8JQ	6	Object	<ul style="list-style-type: none"> - Reasonable usage - Relatively higher social need of the area - higher % of population is 75+ compared to national average - high density of population (high % of terraced houses/flats) - high % of council rented accommodation - located adjacent to shops where the phone may provide a valuable service to customers - 10 public comments: 50% object to removal; 40% favour removal and 10% no opinion

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
08	01355220505	PCO1 ADJ TO NO.22 STRATHFILLAN ROAD EAST KILBRIDE GLASGOW	G74 1DA	0	Object	<ul style="list-style-type: none"> - phone was out of order and box was in very poor condition, inaccurate indication of calls made - representation in support of retention due to inconsistent mobile coverage - 10 public comments: 80% - 20% in favour of retention
08	01355265860	OUTSIDE ST. LEONARDS SHOPPING CENTRE ST. LEONARDS SQUARE EAST KILBRIDE GLASGOW	G74 2AT	11	Object	<ul style="list-style-type: none"> - Reasonably high usage - higher % of population is 75+ compared to national average, likelihood of less mobile phone ownership - higher percentage of lone pensioner and other pensioner households than national average - located adjacent to shops where the phone may provide a valuable service to customers - 10 public comments: 60% object to removal; 30% favour removal and 10% no opinion
12	01416474574	PCO1 JUNCTION STONELAW RD JOHNSTONE DRIVE RUTHERGLEN GLASGOW	G73 2PT	6	Object	<ul style="list-style-type: none"> - reasonable usage

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - higher social need in the area – higher % of population aged 75+ than national average (20.5% compared to 8.4%) - higher % lone pensioner households than national average (21.4% compared to 13.1%) - adjacent to Rutherglen Primary Care Centre – full range of clinics and health care services which may generate requirement for payphone use from visitors to these facilities and adjacent pharmacies
13	01416413975	PCO1 ADJ TO 100 DUKES ROAD CAMBUSLANG GLASGOW	G72 7AH	0	Agree	<ul style="list-style-type: none"> - No usage and in working order - no particular socio-economic requirement for retention - 14 public comments: 79% to 21% in favour of removal
15	01698822271	JCN STATION RD PCO1 FARM ROAD BLANTYRE GLASGOW	G72 9AH	15	Object	<ul style="list-style-type: none"> - Reasonably high usage - close to railway station, public park and skatepark, primary school and River Clyde where presence of payphone can provide a valuable service - 16 public comments: 63% object to removal

Ward	Telephone number	Address	Postcode	Average no. of calls per month	Agree/ Adopt/ Object	Comments/Reasons
						<ul style="list-style-type: none"> - One individual letter supporting removal due to vandalism and anti-social behaviour
19	01698285904	O/S LOW WATERS POST OFFICE PCO1 BIRKHAL ROAD HAMILTON	ML3 8BG	41	Object	<ul style="list-style-type: none"> - high usage - Higher social need of the area (ranked in the most deprived 20% in Scotland - SIMD 2020), including: <ul style="list-style-type: none"> • higher than average council rented accommodation (25.0% of the housing tenure compared to 13.2% Scottish average) • higher density of housing in the vicinity (higher percentage of flats than national average) • higher than average working aged residents employment deprived (11.7% compared to 9.3% Scottish average) - located adjacent to shops, pub and local facilities where payphone useful for calling taxis - 11 public comments: 55% to 45% object to removal