

Shaw Residents' Association

For the Residents of Peatmoor, Sparcells, Nine Elms, Middleleaze, Shaw, Ramleaze, the Prinnels,
Eastleaze and Westlea (West)

7th December 2019

Dear Ms Bates

Re: Consultation on BT program of intended public payphone removals

Thank you for forwarding the consultation to the Shaw Residents' Association.

Since we do not have enough data, and the information we do have appears to be flawed, we are not in a position to make any formal statements of support or objection. However, we do object to the process and data used for BT's decision making.

Of the 24 payphones listed in the consultation, one of our members has recently looked at just three of them (Shaw Village Centre, Stokesay Drive and Halifax) and all three are out of service. And, since she tried using them all on the 4th of September, we can report that they have been out of action for at least three months. Therefore, it is little wonder that they show minimal use (the Shaw village Centre call box shows zero calls).

Since BT's decision-making process appears to be based on statistical usage data, otherwise why list the number of calls, and 100 % of the sample we audited is out of action, BT's rationale for removal can only be surmised as being unsound.

Furthermore, since BT's data does not indicate the period over which the number of calls per payphone is based upon, it is difficult for anyone to judge whether a decision to remove a given payphone is sensible or not. For example, the 138 calls from the Colchester Close payphone is significant if that number is based on daily use, but less so if based on the last decade.

In addition to a decision-making process that seems to be based on flawed statistics, we also question the consultation period. In your letter, you state the consultation closes on 13th December. And yet, attached to the Halifax payphone is a note from BT saying that the consultation runs for 42 days from 26th September. We are concerned that BT has already made their decision based on their flawed statistical data and, therefore, the consultation you are running will add zero value.

Yours sincerely

Kevin Fisher
SRA Chair

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