

Tel_No	Address	Post_Code	Kiosk Type	Grade II listed?	Conservation Area?	Calls Total calls (last 12 months)	Helpline calls	Name of Town/Parish Council	Details of TC/PC response to previous consultations	2026 Comments	Kiosk to be adopted?	Any additional responses?	SC final comments
01584872464	EAST HAMLET SO PCO1 NEW ROAD LUDLOW	SY8 2NX	KX100	N	N	6	0	Ludlow Town Council	2019 - Ludlow Town Council support the removal due to the dilapidated state, either poorly maintained, overgrown with vegetation, vandalised or out of order, and do not serve a purpose.	Town Council unable to respond within timeframe on this occasion		Please note that the Town Council were content with its removal in 2020 but decision was taken at that time that it warranted retention. This was because it is on New Road, a primary route; continues to attract call usage; and is located by a bus stop and close to the hospital and to St Peter's Catholic Church and Parish Centre, which could likely be used by older people who may not have mobile phones.  Coverage on BT tracker rated as follows out of 4: Vodafone 3/Three 4/EE 3/O2 4.	SC continues to <b>object to removal</b> on grounds of reasonable local need by older people, due to its location where they are likeliest to continue to have need of it: the payphone is on a primary route, located by a bus stop and close to the hospital and to St Peter's Catholic Church and Parish Centre, within a town where the church-going demographic continues to be that of an elderly population.
01584873121	PCO PCO1 CORVE STREET LUDLOW	SY8 1DA	KX100	N	Y	5	0	Ludlow Town Council	N/A	Town Council unable to respond within timeframe on this occasion		We have objected to its removal in the past, partly due to ongoing call usage and social need given its location, including helpline need, and partly in response to receiving direct objections from the public  Coverage on BT tracker rated as follows out of 4: Vodafone 3/Three 4/EE 4/O2 3.  This is at variance with our own records. Shropshire Council is part of the UK's largest independent mobile network study sponsored by the River Severn Partnership. This is based on measured data not modelled estimates. We fundamentally do not accept Ofcom's position on mobile phone signal coverage, and are in the process of challenging this.	SC <b>objects to removal</b> of this payphone, due to inadequate and null mobile phone signal coverage, as per our own records. There was null data (ND) on that part of Corve Street in August 24 and again this January. Officer measurements with the signal checker equipment on gives decent levels of data for the months in between and the all time data shows signals are consistently poor on that part of Corve Street apart from Vodafone. Based on 88 readings next to the phone box EE average 1.6Mbps, Three 0.28 and O2 0.8. These are extremely low.
01588672301	PCO 1 CLUN ROAD CRAVEN ARMS	SY7 9QW	KX100	N	N	47	0	Craven Arms Town Council	2020- No comments received.	Our local information indicates that this kiosk has been removed		Not applicable	This kiosk is no longer in situ. We did not therefore consult on its potential removal. <b>Please could BT advise the date that removal occurred, for our records, and also what its call total was in the full twelvemonth until that point.</b>
01691652260	PCO1 WESTON ROAD MORDA OSWESTRY	SY10 9NS	KX100	N	N	13	0	Oswestry Rural Parish Council	2020 - Object - Members unanimously agreed that the payphone should be kept.	Parish Council unable to respond within timeframe on this occasion		We have objected to its removal in the past, partly due to ongoing call usage and social need given its rural location and our concerns over mobile phone coverage  Coverage on BT tracker rated as follows out of 4: Vodafone 4/Three 3/EE 3/O2 3.  This is at variance with our own records, which show poor signals across the board. Shropshire Council is part of the UK's largest independent mobile network study sponsored by the River Severn Partnership. This is based on measured data not modelled estimates. We fundamentally do not accept Ofcom's position on mobile phone signal coverage, and are in the process of challenging this.	SC <b>objects to removal</b> of this payphone, due to ongoing usage and inadequate mobile phone signal coverage, as per our own records: these in fact show a worsening picture between August 2024 and January 2026. Officer measurements with the signal checker are as follows as at August 2024: Vodafone 1.7 Mbps; Three 4.9; EE 1.5; O2 0.4. Based on readings as at Jan 2026: Vodafone 0.4 Mbps; Three 0.4; EE 0.8; O2 zero. These are extremely low. It also continues to be the case that this phone is in an isolated rural area, where it fulfils a significant communication need for residents and for tourists: our objection is therefore made on grounds of reasonable local need as well.
01691661211	PUBLIC TELEPHONE 10M FROM STATION VIEW STATION ROAD COLDWELL GARDENS GOBOWEN OSWESTRY	SY11 3QN	KX100	N	N	17	0	Selattyn and Gobowen Parish Council	N/A	2026 - Object: Selattyn and Gobowen Parish Council objects to the removal of this BT payphone for the following reasons:  -It is the only payphone in the village situated to the south of the railway line. The railway line cuts the village in two and there is only 1 accessible crossing point which is at the level crossing. In the event that the level crossing barriers are down this is the only payphone that would be accessible to residents south of the railway line.  -Communication methods that don't rely on the mobile network are needed for community resilience. Parish Councils are being encouraged to create an emergency plan so that communities can be as self-reliant as possible in an emergency until help from outside agencies is available. During the winter of 2024/25 and again in November & December 2025, the village centre has experienced severe flooding on a number of occasions affecting many homes and a number of businesses, and cutting parts of the village off from the remainder. During the winter of 2024/25 there were instances of residents being rescued from upper floor windows by boat by the fire brigade due to high flood waters. This has highlighted the need to ensure that there is the widest range possible of communication methods available in an emergency. In every case of flooding, the high flood waters would have prevented residents living south of the village centre from being able to access the other payphone in the village which is north of the village centre.  -Councillors are aware of instances of domestic abuse and coercive control in the village, and other issues where residents may need to be able to access helplines and emergency services. The view of the Council is that if the payphone is used by 1 person in need in a year that it's worth retaining the phone		This well founded objection is in regard to the payphone on the south side of the tracks, as compared with the payphone on the north side of the tracks. As BT agreed with the reasonable need situation for the one on the north side (West Park), made in the previous consultation exercise, we would like to see the same acknowledgment for the one on the south side, as the same concerns remain.	SC <b>supports PC and objects to removal</b> on grounds of evidence of reasonable need for it to remain operational, as follows: numbers of severe flooding incidents; practical challenges over access between different parts of the village during natural disaster emergencies and level crossing barrier closures; continuing usage including helplines and in relation to Domestic Violence; and community resilience considerations. Usage in relation to Domestic Violence concerns including coercive control may not be directly to helplines but may still involve calls being made to friends and family. Additionally, SC object to removal of the operational telephony at this kiosk due to inadequate mobile phone signal coverage across all four mobile phone company operators. Our independently measured data is at variance with the mobile phone signal data that BT has used in identifying this kiosk for proposed removal
01694722573	PCO1 SANDFORD AVENUE CHURCH STRETTON	SY6 6BW	KX100	N	N	40	0	Church Stretton Town Council	2020 - Object to removal	The Town Council objects to the proposed removal of PCO1 Sandford Avenue, Church Stretton. Upon reviewing the data provided in the accompanying spreadsheet, it is clear that this telephone box has the second highest usage of all those listed. This level of use demonstrates that it continues to serve a meaningful and active role within the community.  In addition, Church Stretton has a significantly elderly population, with over 80% of residents falling into this category. Many individuals within this demographic do not have access to mobile phones or are not confident in using modern digital technology. The presence of a reliable, public telephone box therefore remains an essential service, providing a vital means of communication, particularly in emergencies.  Furthermore, as a popular tourist destination, Church Stretton welcomes a large number of visitors throughout the year. Tourists may not always have mobile signal, sufficient battery life, or access to local information, making a public telephone box an important and practical resource.  For these reasons, the Council strongly believes that the retention of this telephone box is both justified and necessary for the wellbeing, safety, and accessibility of the community and its visitors.		SC supports TC and objects to removal, on grounds of evidence of reasonable need for it to remain operational, as well as high usage close to the arbitrary 52-calls criterion, as follows: continuing high usage for a town whose resident population is of an ageing demographic less likely to have mobile phones; continuing to serve as a meaningful and active communications mechanism within the local community as well as for visitors to the town throughout the year, for whom it is a popular tourist destination. Tourists may not have mobile signal, sufficient battery life, or access to local information including outside of shop opening times, making the payphone an important and practical resource; continuing to serve a purpose as a checkpoint and contact point for Duke of Edinburgh/orienteering school trips destination; and providing an opportunity for helpline usage including in relation to Domestic Violence, where this may not be directly to helplines but may still involve calls being made to friends and family from people who have travelled in from other locations in order to make such calls in confidence. The Council is particularly concerned for this payphone to remain operational as a resource for the local farming community and rural residents, with mental health and well being a key consideration.	

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01743241834	PCO PUBLIC TELEPHONE 10M FROM PEKING GARDEN 89 MOUNT PLEASANT ROAD SHREWSBURY	SY1 3EL	KX100	N	N	18	0	Shrewsbury Town Council	2016 - Object to removal due to call usage and proximity to vulnerable residents.	TC response is that they wish to see this phonebox retained due to concerns for vulnerable residents.			SC supports Town Council stance and <b>objects to removal</b> of this payphone, on grounds of local reasonable need. This is due to concerns for vulnerable residents, who may include people with mental well being issues and callers to helplines in relation to such issues, as well as callers to helplines or to friends and family in regard to domestic violence and coercive control.
01743246760	JCT SUNDORNE AVE/SUNDORNE RD PCO1 SUNDORNE ROAD SHREWSBURY	SY1 4RH	KX100	N	N	18	0	Shrewsbury Town Council	2020 - Object. Continues to have significant use and given that there are still pockets within the town with poor mobile phone signal it still provides a significant community benefit.	TC response is that they wish to see this phonebox retained as it is the only one in the area			SC supports Town Council stance and <b>objects to removal</b> of this payphone, on grounds of local reasonable need. This is given that it is the only one in the area, its location is at a junction by social housing and a medical centre, and it is well placed to support vulnerable demographics. This includes people with mental well being issues and callers to helplines and callers experiencing domestic abuse and coercive control who may call either helplines or friends and family.
01743247222	NEAR THE ABBEY PCO1 ABBEY FOREGATE SHREWSBURY	SY2 6AD	K6	Y	Y	35	0	Shrewsbury Town Council	N/A	TC have confirmed intention to liaise with BT on adoption of this kiosk	Yes	STC have advised that they have engaged with BT in regard to potential adoption.	SC have advised STC to <b>make a formal adoption application</b> in email in advance of the closing date of 09/04, if this is the course of action they wish to pursue
01743247636	SHOPPING PARADE PCO1 MYTTON OAK ROAD SHREWSBURY	SY3 8UA	KX100	N	N	23	0	Shrewsbury Town Council	2020 - Object. Continues to have significant use and given that there are still pockets within the town with poor mobile phone signal it still provides a significant community benefit.	TC response is to agree with removal of the payphone.			SC supports the TC stance of <b>acquiescence to the removal of this payphone</b> .
01743447025	PCO1 LANCASTER ROAD SHREWSBURY	SY1 3LE	KX100	N	N	1	0	Shrewsbury Town Council	2021 - Object to removal	TC response is to agree with removal of the payphone. Usage does not justify retention.			SC supports the TC stance of <b>acquiescence to the removal of this payphone</b> .
01743884317	PCO PCO1 WESTBURY SHREWSBURY	SY5 9QX	KX100	N	Y	21	0	Westbury Parish Council	2020 - request that the BT Box is retained. We have very poor mobile signal in Westbury.	Parish Council unable to respond within timeframe on this occasion		Shropshire Council is part of the UK's largest independent mobile network study sponsored by the River Severn Partnership. This is based on measured data not modelled estimates. We fundamentally do not accept Ofcom's position on mobile phone signal coverage, and are in the process of challenging this. Coverage on BT tracker rated as follows out of 4: EE 3; Three 3; O2 3; Vodafone 3.	SC <b>objects to removal</b> of this payphone, due to ongoing usage and inadequate mobile phone signal coverage, as per our own records and BT tracker only according a 3 in each case out of 4: our data in fact shows a worsening picture between August 2024 and January 2026. Officer measurements with the signal checker are as follows as at August 2024: Vodafone 9.5 Mbps; Three 20.1; EE 7.3; O2 2.4. Based on readings as at Jan 2026: Vodafone 7.6 Mbps; Three 3.7; EE 0.7; O2 zero. These are extremely concerning in their decline. Generally, therefore, right across the village, signals are poor and demonstrably worse now than in 2024.
01939232511	PCO PCO1 HIGH STREET WEM SHREWSBURY	SY4 5AA	KX100	N	Y	25	0	Wem Town Council	2019 - Strong objection to removal. High current usage, would have been higher as out of order for part of last 12 months. Important social need in this area.	Response received from Town Council indicates that this kiosk has been removed			This kiosk is no longer in situ. We did not therefore consult on its potential removal. <b>Please could BT advise the date that removal occurred</b> , for our records, and also what its call total was in the full twelvemonth until that point.
01939232653	TELEPHONE KIOSK STATION ROAD WEM SHREWSBURY	SY4 5BH		N	N	13	0	Wem Town Council	N/A	Town Council objects to removal on the following grounds: high accident-risk area, with accidents on the railway level crossing or frequent situation whereby level crossing barriers are stuck, leading to congestion and risk of further road traffic accidents. Additionally, location of payphone next to open children's recreation ground, presents vital emergency communication mechanism for children who do not have mobile phones if there is an accident there.			SC supports TC stance to <b>object to removal</b> of this payphone as it is in a high accident-risk area next to the railway level crossing and an open children's recreation ground; it presents as a vital emergency communication mechanism where there are accidents on the level crossing; where the level crossing barriers are stuck, as they often are, leading to congestion on a narrow road and heightened risk of accidents; and where children who do not have mobile phones need to use the payphone if there are accidents either on the recreation ground, or as a result of children darting out into traffic or onto the railway line. There is therefore a local reasonable need, and evidence for this, for the payphone to remain operational.
01948662276	PCO PCO1 THOMPSON DRIVE WHITCHURCH	SY13 1JH	KX100	N	N	35	0	Whitchurch Town Council	2016 - No objections	Response received 19/02 after consideration by Whitchurch Full Council. Whilst there was a little 'concern' about emergency telephone provision in the Town Centre (particularly ref the Watergate kiosk), it was considered difficult to 'evidence' any counter argument to retain the provision.  The matter may be regarded as having been considered fully and there is acquiescence therefore to the removal of both payphones.			SC supports the Whitchurch Town Council stance of <b>acquiescence to the removal of this payphone</b> , and trust that the BT decision is based on their assessment of public safety balanced against 'usage'

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01948663204	PCO PCO1 ADJ STAR HOTEL WATERGATE STREET WHITCHURCH	SY13 1DW	KX100	N	Y	24	0	Whitchurch Town Council	2021 - No comments received.	Whilst there was a little 'concern' about emergency telephone provision in the Town Centre (particularly ref the Watergate kiosk), it is difficult to 'evidence' any counter argument to retain the provision. The matter may be regarded as having been considered fully, and there is acquiescence therefore to the removal of both payphones			SC supports the Whitchurch Town Council stance of <b>acquiescence to the removal of this payphone</b> , and trust that the BT decision is based on their assessment of public safety balanced against 'usage'
01952884149	PCO PCO1 THE SQUARE BROSELEY	TF12 5EW	KX100	N	Y	35	0	Broseley Town Council	2021 - No comments received.	Town Council unable to respond within timeframe			SC <b>acknowledges the BT case for intention to remove this payphone</b> , in the absence of local feedback