



BUSINESS



BT GUIDANCE FOR LOCAL AUTHORITIES, POLICE FORCES, AND PUBLIC BODIES

REPORTING ANTI-SOCIAL BEHAVIOUR AND CRIME AT PUBLIC PAYPHONES

1. WORKING TOGETHER TO MANAGE PUBLIC PAYPHONES

We're committed to working collaboratively with local authorities, police forces, and other public sector partners to address concerns relating to anti-social behaviour (ASB), criminal activity, vandalism, and the misuse of public payphones. Payphones continue to provide an important public service under our Universal Service Obligations. This guidance explains how to report concerns, the information we require, the actions we can take, and when removal may be considered.

2. OUR APPROACH

We regularly review our public payphone estate in line with Ofcom requirements. Where concerns are raised regarding anti-social behaviour or criminal activity, we will work with relevant authorities to understand the issues and identify appropriate and proportionate interventions. Requests for removal are assessed on a case-by-case basis.

3. HOW TO REPORT AN ISSUE

General concerns, faults, and cleaning requests should be emailed to customer.serv.payphones@bt.com. Dangerous faults should be reported immediately on **0800 661610**.

4. INFORMATION WE NEED

Provide reporter details, organisation, contact information, payphone number if known, full address, postcode, and a description of the issue, together with any supporting evidence.

5. WHAT HAPPENS NEXT?

We will assess the request and, where appropriate, arrange attendance by an engineer or specialist contractor. Non-emergency issues are typically targeted for attendance within seven days.

6. MANAGING ANTI-SOCIAL BEHAVIOUR AND CRIMINAL ACTIVITY

We can repair vandalism, remove graffiti, clean kiosks, and fix telephony faults. Enforcement activity relating to criminal behaviour remains the responsibility of the police and relevant public authorities, but we can support interventions (e.g. removing a door, advertising, and barring calls temporarily).

7. REQUESTS FOR PHONE BOX REMOVAL

Requests should be supported by evidence of serious or persistent anti-social behaviour or criminal activity, details of previous interventions, and local authority support where applicable.

8. COMMUNITY REUSE OF PHONE BOXES

We encourage the adoption of redundant kiosks through the Adopt a Kiosk scheme, enabling communities to create valuable local assets such as defibrillator sites, libraries, and information hubs.

Fill in the form details and send via email to customer.serv.payphones@bt.com

PUBLIC BODY ENQUIRY FORM

INFORMATION REQUIRED

DETAILS

Name

Organisation

Email address

Contact number

Payphone telephone
number

Address

Postcode

Issue description

CONTACT INFORMATION

General enquiries: customer.serv.payphones@bt.com
Emergency or dangerous faults: 0800 661610

