

**Subject:** RE: InLinkUK Meeting Request

**From** S40 [REDACTED]@political intelligence.com

**To:** S.40 [REDACTED]@culture.gov.uk" S40 [REDACTED]@culture.gov.uk>

**Date** Tue 15 Jan 2019 16:36:38 +0000

Dear S.40 [REDACTED],

Further to my email of the 19<sup>th</sup> December, I was wondering if you have had the opportunity to consider the meeting request from InLink UK below?

I look forward to hearing from you in due course.

Many thanks,

S.40 [REDACTED]

S40 [REDACTED]

Political Intelligence | S40 [REDACTED]

S.40 [REDACTED] | Member of the [Public Affairs Board](#)



---

**From:** S.40 [REDACTED]

**Sent:** 19 December 2018 11:52

**To:** S.40 [REDACTED]@culture.gov.uk' S40 [REDACTED]@culture.gov.uk>

**Cc:** inlink S40 [REDACTED]@political intelligence.com>

**Subject:** InLinkUK Meeting Request

Dear S.40 [REDACTED]

I am contacting you from Political Intelligence, on behalf of our client InLinkUK, to request a meeting. InLinkUK are a London-based joint venture between tech company Intersection, and Primesight, a UK out-of-home media company. The InLinkUK team recently met with Simon Llewellyn and Paul Martin at MHCLG to discuss the "Planning Reform: Supporting the High Street and Delivering New Homes" Consultation and they recommended getting in touch with you to discuss some of the following issues in more detail:

- Delivering community services through the efficient and effective rollout of InLinks.
- The challenges presented by the current planning system to communications service providers.

InLinkUK are working exclusively in partnership with BT to roll-out InLinks to upgrade and rationalise BT's existing payphone estate. These InLinks provide ultrafast free public Wi-Fi, free phone calls, device charging and a tablet to access city services, maps and directions - the essential urban living tools for local communities.

Political Intelligence also run the secretariat for the Internet Service Providers' Association (ISPA) and the Internet Telephony Services Providers' Association (ITSPA) and I believe you may have previously met with some of my colleagues in this capacity.

I look forward to hearing from you in due course. In the meantime, if you have any further questions about InLinkUK, please do not hesitate to contact me.

Best wishes,

S.40

S40

Political Intelligence | S40

S.40 | Member of the [Public Affairs Board](#)



**Subject:** Re: Matthew Gould meeting with BT

**From:** S.40 [redacted]@culture.gov.uk

**To:** S.40 [redacted]@culture.gov.uk>

**Cc:** S.40 [redacted]@culture.gov.uk S.40 [redacted]@culture.gov.uk

**Date:** Thu, 22 Feb 2018 11:22:16 +0000

Hi S.40 [redacted]

That's fine, we're aware of the application (though not aware that you had been lobbied by BT). From a conversation with Newcastle City Council yesterday, it sounds as though peace might be about to break out with the deal being that BT get several of their applications approved but also undertake some further work to boost wi-fi where the applications are not approved.

S. [redacted]

S.40 [redacted]

Department for Digital, Culture, Media and Sport  
4th Floor, 100 Parliament Street, London SW1A 2BQ

S [redacted]

On 21 February 2018 at 14:45, S.40 [redacted]@culture.gov.uk> wrote:

S.40 [redacted]

Just to flag that in the context of the GEOTN, BT have been lobbying us to resolve planning barriers they are facing in relation to their Inlink phone boxes (which provide free gigabit wifi, calls, internet etc). We have reached out to the planning authority to encourage them to fast-track the applications, but didn't get very far. There's limited we can do (happy to pursue if you have any other ideas on how to encourage them to move...), but BT are likely to mention it.

S.40 [redacted]

S.40 [redacted]

Fixed Telecoms and Markets Regulation  
4th Floor, [100 Parliament Street, London SW1A 2BQ](#)

S [redacted]

[@dcms](#) [/dcmsgovuk](#) | [www.gov.uk/dcms](#)

On 21 February 2018 at 14:12, S.40 [REDACTED]@culture.gov.uk>

wrote:

Hi S.40 [REDACTED]

Yes, that'll be for me.

S. [REDACTED]

S.40 [REDACTED]

Art, Heritage and Tourism Directorate  
Department for Digital, Culture, Media and Sport  
4th Floor, [100 Parliament Street, London SW1A 2BQ](#)

S [REDACTED]

On 20 February 2018 at 14:36, S.40 [REDACTED]@culture.gov.uk> wrote:

Afternoon, S.40 [REDACTED]

A couple of key actions arose from Matthew's meeting with Alex Towers from BT yesterday.

S.35 [REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

S.35

Best regards,

--

S.40

Telecoms Directorate

4th Floor, [100 Parliament Street, London, SW1A 2BQ](#)

Email: [S40@culture.gsi.gov.uk](#)

S.40

**Subject:** Re: Maximus networks

**From:** S.40 [REDACTED]@culture.gov.uk>

**To:** James Heath S.40 [REDACTED]@culture.gov.uk>

**Cc:** Henry Shennan S.40 [REDACTED]@culture.gov.uk>, S.40 [REDACTED]@culture.gov.uk>, S.40 [REDACTED]@culture.gov.uk>

**Date:** Wed, 6 Jun 2018 11:55:42 +0100

Thanks James - we will discuss with them. I suspect the key issue (as with BT's very similar-sounding InLink phone boxes) is that the kiosks will have double-sided advertising and therefore will need full planning. I'll get one of the team to pick up with them. Just a heads up, CLG are looking to remove "deemed consent" for more traditional phone boxes - mostly as some companies are using them purely for advertising and LAs have objected. We are liaising with others to assess whether this will have a material impact on any roll out plans.

S.40

S.40

Fixed Telecoms and Markets Regulation  
4th Floor, 100 Parliament Street, London SW1A 2BQ

S

[/dcms](mailto:dcms@dcms.gov.uk) [/dcms@gov.uk](mailto:dcms@gov.uk) | [www.gov.uk/dcms](http://www.gov.uk/dcms)

On 6 June 2018 at 11:32, James Heath S.40 [REDACTED]@culture.gov.uk> wrote:

S.40

Yes, telecoms policy now sits with DCMS. We have set up a barrier busting taskforce here to look at deployment challenges to fixed and mobile infrastructure development. This may be issue that we could offer advice on - it sounds a v interesting idea. Can I suggest that you meet up with S40 [REDACTED], copied, in the first instance to discuss.

thanks

James

On 6 June 2018 at 09:00, S40 [REDACTED]@wearealden.com> wrote:

Dear James,

I have just been passed you contact details by S.40 [REDACTED] at BEIS. I was looking for a point of contact in government for support to the telecom industrial sector (normally a BEIS function for other industries) and was not sure where to go, so tried S.40 [REDACTED] who has pointed me to you.

I am supporting an ambitious start-up company, Maximus Networks, who have an exciting product, MAX-3 (<https://www.maximus-networks.com/products-max3>), a "streetside smart city hub" which is effectively a futuristic public phone booth replacement offering free wifi, free telephone calls and smart-phone type capabilities, offering for example location based services and tourist information. Maximus have obtained an OFCOM Code licence which allows them to compete with BT and other operators and place precursors (Max 1 and Max 2) to these futuristic phone booths into city centres, using advertising revenues to allow them to make them free to the consumer.

Despite the OFCOM Code licence, they are struggling to get even the Max 1 and Max 2 design accepted by local authorities and have hit a (probably) unintended regulatory hurdle to the "smart phone" version (Max 3).

Does this fit within your bailiwick? If yes, I would value a meeting to discuss their issues. Thank you for advising.

Best wishes, S.40



Over and Above

S.40

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James Heath  
Telecoms Director  
4th Floor, [100 Parliament Street, London SW1A 2BQ](#)  
S.40  
[@dcms](#) [/dcmsgovuk](#) [www.gov.uk/dcms](#)

**Subject:** Re: update on Newcastle etc.

**From:** S.40 [redacted]@culture.gov.uk

**To:** S40 [redacted]@bt.com

**Cc:** S.40 [redacted]@culture.gov.uk

**Date:** Mon, 26 Feb 2018 16:54:57 +0000

Hi S.40 [redacted]

Thank you for the detailed note.

I understand from our colleagues who look after the Great Exhibition of the North that Gateshead / Newcastle were happy with the devices on the expo site, but not automatically happy with their full deployment all over town. Matters have been taken up to their heads of planning, and the local decision-making process is not one for us to interfere with.

In the case of Newcastle, however, it might be worth to engage with their own [Digital Growth Strategy](#), and explore how the deployment can support the council's wider aims of skills, business support, infrastructure etc.

All best

S.40 [redacted]

S.40 [redacted]

Fixed Telecoms and Markets Regulation  
1st Floor, 100 Parliament Street, London SW1A 2BQ.

S.40 [redacted]

[@dcms](#) [/dcmsgovuk](#) | [www.gov.uk/dcms](http://www.gov.uk/dcms)

On 23 February 2018 at 13:55, S40 [redacted]@bt.com> wrote:

S.40 [redacted]

I have got some further feedback from the teams in Gateshead and Newcastle that may be useful to you in your discussion:-

Generally Gateshead council discussion are going well but they only have 8 InLink sites as part of this project. And we expect that all of these will get approved



Newcastle however is proving more problematic. Here we have 50 sites in for approval & current feedback is that only 6 are fine & up to 14 may be approved but have concerns / objections from other parts of the council, and the remainder are still unclear. For the remainder we've been clearly told will be refused. We have reviewed the proposed sites with council planners, including a "walk round" for a full day last week in an attempt to find compromise locations but apart from a couple of adjustments this exercise appears to have confirmed the existing position.

We are continuing to progress this directly with the council team and the exhibition organisers, and we are making some progress but there are still significant issues. Although we have strong support from the exhibition organisers there is currently no appreciable change in council position.

A key problem is over the interpretation of planning rules around siting equipment & especially advertising near listed buildings.

Obviously we understand siting near listed buildings can be a sensitive issue in heritage areas, but these restriction seem to apply to areas around any listed building which seems to be most of Newcastle city centre. There appears to be little if any consideration of the additional benefits a solution such as InLink can bring compared to say a bus shelter advert (Indeed we have been informed that planning guidelines (presumably national?) don't allow them to consider them differently. Similarly there appears to be little consideration of whether a building that happens to be listed because it used to be a bank & is now a night club needs as much protection from the modern world as a Georgian crescent. To be clear the sites we are discussing for this project are within the city centre conservation area thus potentially subject to conservation issues, however our point is that there are degrees of difference between; on the one hand a completely preserved Georgian street, and on the other a busy street with a jumble of buildings which might be of architectural interest in their own right but have all been converted into modern uses in a commercial streetscape.

As a result we could end up in a what appears to be a perverse situation for us where we preserve scruffy payphones rather than replace them with clean slim InLinks, including where we want to site the InLink more sensitively than the current kiosk.

This situation is proving very frustrating for the team on the ground seeking to make what they consider to be useful, inclusive and effective digital investments into the area, that are capable of delivering significant community benefit. and provide critical connectivity for the Great Exhibition.

Anything you can do to assist us with the local teams in Newcastle in particular would be useful, as the barriers we are facing here are at real risk of causing significant delay and impact to our ability to deliver effective digital connectivity and fibre into these sites" and not being able to deploy in time to support the Exhibition.

As an example of the kind of issue we are facing with regard to conservation areas I have included below a "before and after" picture of one of the proposed sites. This is opposite the station in Newcastle so will, we understand, be refused on the grounds that the InLink is within view of it – However in order to see this site you will walk past several digital advertising screens inside the station before you would emerge and be "confronted" by the InLink across the road!. The "before" picture is the current non digital enabled phone boxes that are there today by comparison.



Regards,

S.40



## Re: InLink Meeting between DCMS and BT on 18/06

1 message

S.40 @culture.gov.uk>  
To: S40 @bt.com  
Cc: S.40 @culture.gov.uk>

9 July 2018 at 12:47

Hi S.40

I'm sorry I don't have a definite time for you YET. We're chasing MHCLG to see if they have got their policy updated.

Will be in touch as soon I know.

All best

S.4

S.40

Telecoms Directorate

1st Floor, 100 Parliament Street, London SW1A 2BQ

S.40

@dcms /dcmsgovuk | www.gov.uk/dcms

On 27 June 2018 at 11:09, S40 @bt.com> wrote:

Hi S.40

I trust you are keeping well.

Just to update you to let you know that the option for 11<sup>th</sup> July is no longer available, although I can make 9.30am – 10.30am work if that is at all suitable.

Please let me know as soon as you can.

Kind Regards,

S.40

S.40

Email: S40 [REDACTED]@bt.com

Web: [www.btwholesale.com](http://www.btwholesale.com)

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**From:** S.40 [REDACTED]

**Sent:** 25 June 2018 15:08

**To:** S.40 [REDACTED]@culture.gov.uk>

**Cc:** S.40 [REDACTED]@culture.gov.uk>; S40 [REDACTED]  
[REDACTED]@bt.com>

**Subject:** RE: InLink Meeting between DCMS and BT on 18/06

Hi S.40 [REDACTED]

It was lovely to speak to you this afternoon.

These were the dates I sent previously:

11<sup>th</sup> July 10.00am – 1.00pm (I will now need to offer this time also for another meeting).

12<sup>th</sup> July 10.30am – 11.30am or 4.00pm – 5.00pm

16<sup>th</sup> July 9.30am – 11.00am

Please can you check with your colleagues and revert with the chosen date/time.

Looking forward to hearing from you.

Kind Regards,

S.40 [REDACTED]

S.40 [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Web: [www.btwholesale.com](http://www.btwholesale.com)

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---

**From:** S.40

**Sent:** 19 June 2018 18:06

**To:** S.40 @culture.gov.uk

**Cc:** S.40 @culture.gov.uk>; Huang, CR, Christina, S.40  
@bt.com ; S.40 @bt.com

**Subject:** RE: InLink Meeting between DCMS and BT on 18/06

Hi S.40 ,

Thanks for your email.

Please find below, some options in July:

11<sup>th</sup> July 10.00am – 1.00pm

12<sup>th</sup> July 10.30am – 11.30am or 4.00pm – 5.00pm

16<sup>th</sup> July 9.30am – 11.00am

Please let me know which of these dates are best suited for you.

Look forward to hearing from you.

Kind Regards,

S.40

S.40

Web: [www.btwholesale.com](http://www.btwholesale.com)

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From: S.40 [REDACTED]@culture.gov.uk]  
Sent: 19 June 2018 17:31  
To: S.40 [REDACTED]@bt.com>; Huang,CR,Christina S.40 [REDACTED]  
[REDACTED]@bt.com>  
Cc: S.40 [REDACTED]@culture.gov.uk>  
Subject: Re: InLink Meeting between DCMS and BT on 18/06

Hi S.40 [REDACTED] and S.40 [REDACTED],

I'm awaiting outcome of a meeting that my colleagues will have with MHCLG regarding permitting and notifications -  
- and it would be better to have our meeting after that.

Could we plan something in about two or three weeks -- to be safe?

All best wishes

S.40 [REDACTED]

S.40 [REDACTED]  
[REDACTED]  
Telecoms Directorate  
1st Floor, 100 Parliament Street, London SW1A 2BQ  
benjamin.bilski@culture.gov.uk | 0207 2112 337 | 07702 116902  
@dcms /dcmsgovuk | www.gov.uk/dcms

On 18 June 2018 at 10:18, S.40 [REDACTED]@culture.gov.uk> wrote:

Hi S.40 [REDACTED]

Apologies for the delay. S.40 [REDACTED] who originally organised the meeting, is back from A/L today, and I would suggest that he picks up re-arranging!

Bear with us!

Thanks,

S.40 [REDACTED]

S.40 [REDACTED]  
[REDACTED]  
Fixed Telecoms and Markets Regulation  
1st Floor, 100 Parliament Street, London SW1A 2BQ  
[REDACTED] S [REDACTED]

On 18 June 2018 at 10:16, S.40 wrote:

Hi S.40

I trust you are keeping well.

I have not had a response to my email below. Sadly some of the times offered are no longer available and Christina can now only do 9.30am – 11.30am or 4pm to 5pm (at our London office).

Please can you let me know if the meeting originally scheduled for this afternoon can be rescheduled to either of these times.

Looking forward to hearing from you.

Kind Regards,

S.40

S.40

Web: [www.btwholesale.com](http://www.btwholesale.com)

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**From:** S  
**Sent:** 14 June 2018 16:43  
**To:** S40 @bt.com>; S40 @culture.gov.uk>  
**CC:** S40 @bt.com> S40 @bt.com>; S40 @culture.gov.uk>; S40 @culture.gov.uk>; S40 @bt.com>  
**Subject:** RE: InLink Meeting between DCMS and BT on 18/06

Hi S.40

S.40 could do Wednesday, 20<sup>th</sup> June at the following times:

9am – 11.30am

12pm – 2pm

3pm – 5pm

Please let me know if any of these times would work for you.

Kind Regards,

S.40

---

**From:** S.40  
**Sent:** 13 June 2018 17:41  
**To:** S.40 <@culture.gov.uk>  
**Cc:** S40 <@bt.com>; S40 <@bt.com>;  
S.40 <@culture.gov.uk>; S.40 <@culture.gov.uk>;  
S40 <@bt.com>  
**Subject:** RE: InLink Meeting between DCMS and BT on 18/06

Hi S.40

No worries at all. S.40 (cc'd) will be able to support in finding another suitable time.

Kind regards

S.40

---

**From:** S.40 <@culture.gov.uk>  
**Sent:** 13 June 2018 17:16  
**To:** S40 <@bt.com>  
**Cc:** S40 <@bt.com>; S40 <@bt.com>;  
S.40 <@culture.gov.uk>; S.40 <@culture.gov.uk>  
**Subject:** InLink Meeting between DCMS and BT on 18/06

Hi S.40

I hope this finds you well.

My colleague S.40 has arrange a meeting with S.40 and S.40 of BT through S.40 (apologies - I don't have her surname), on Monday from 3:00-4:00pm. Unfortunately due to a combination of internal restructuring and ongoing work with the Future Telecoms Infrastructure Review, we have to reschedule this slot. Please accept my apologies.

Sorry if you are not the organise on BT's side for this! We will be in touch to suggest alternative dates.



Thank you,

S.40

S.40  
Fixed Telecoms and Markets Regulation  
1st Floor, [100 Parliament Street, London SW1A 2BQ](#)  
S



Department for  
Digital, Culture,  
Media & Sport

S.40

## MC2019-06755 - Planning Permission around InLink Units.

1 message

S.40 @culture.gov.uk>  
To: S.40 @communities.gsi.gov.uk  
Cc: S.40 @culture.gov.uk>

28 August 2019 at 13:49

Dear S.40

I understand from my colleague in the admin team that MHCLG has rejected the attached case on transfer (our ref: MC2019-06755).

The Home Office rejected the case on transfer because the matter of excessive noise and anti-social behaviour has already been addressed by the MP, as they have reported it to the relevant authorities

I resent the correspondence back to our policy team, but they have told me that the MP is enquiring about the local authorities powers to reject applications for upgrades, and whether the government is aware of these types of concerns around InLink Units.

I have been advised that MHCLG is currently running a consultation around planning permissions that is relevant to this case, so I would be very grateful if you could double check whether your policy team were correct to reject the case?

Kind regards

S.40

--



Department for  
Digital, Culture,  
Media & Sport

S.40

Ministerial Support Team

4th Floor, 100 Parliament Street, London SW1A 2BQ.

S.40

@dcms /dcmsgovuk | www.gov.uk/dcms



MC2019-06755.pdf  
299K



Department for  
Digital, Culture,  
Media & Sport

S.40

## Re: Case MC2019/06755 - contribution required, due: 22nd August

1 message

S.40 @culture.gov.uk> 19 August 2019 at 15:49  
To: S.40 @culture.gov.uk>  
Cc: S.40 @culture.gov.uk>, S.40 @culture.gov.uk>, S.40 @culture.gov.uk>  
@culture.gov.uk>

I'll take this one.

S.40  
Digital Infrastructure Directorate  
1st Floor, [100 Parliament Street, London SW1A 2BQ](#)

On Mon, 19 Aug 2019 at 15:44, S.40 @culture.gov.uk> wrote:

S.40

Do either of you have capacity to deal with this.

It should be a simple - The DCMS takes no part in the deployment of InLink boxes.

S.40

S.40  
Digital Infrastructure Directorate  
1st Floor, [100 Parliament Street, London SW1A 2BQ](#)  
S.40

[@dcms](#) /dcmsgovuk | [www.gov.uk/dcms](#)

On Mon, 19 Aug 2019 at 15:19, S.40 @culture.gov.uk> wrote:

Afternoon S.40

S.40 on leave so I copying this email to S.40 and S.40 so that they can advice us



Department for  
Digital, Culture,  
Media & Sport

S.40  
Team Strategy and Projects Team  
Digital Infrastructure Directorate  
1st Floor, 100 Parliament Street, London SW1A 2BQ  
S.40  
[@dcms](#) /dcmsgovuk | [www.gov.uk/dcms](#)

On Thu, 15 Aug 2019 at 10:29, [no-reply@dcms.ecase.co.uk](mailto:no-reply@dcms.ecase.co.uk) on behalf of S.40

wrote:

Hi S.40 and S.40,

This case has returned to us, neither MHCLG nor HO would accept it's transfer.

MHCLG said: "The correspondence concerns the anti-social behaviour arising from the unit so I would have thought that the police or local authority need to address this, although I note that the LA have already been contacted. As the policy for telecommunications and broadband is the remit of DCMS, I think it needs to be returned to them."

HO said: "Policy colleagues here are rejecting this on the basis that DCMS is likely to be the department best placed to respond due to their 'digital' remit. In the absence of a department willing to take the correspondence, responsibility rests with the receiving department."

Is there anything at all that we can say about this?

Regards

S.40

-----  
Please note: if you intend to submit a submission regarding or including this correspondence, please let me know within 2 working days advising which minister the submission will be going to and an estimated timescale on when the submission will be submitted.

-----  
You have been asked to contribute to the response for case MC2019/06755 by S.40

A response from you is requested by: **22nd August**

[Respond to this contribution request](#)

Clicking on the link above will take you to the contribution request so that you can quickly respond to S.40

Please click the following link to view the case: [MC2019/06755](#).

----- Forwarded message -----

From: Enquiries Mailbox <[enquiries@culture.gov.uk](mailto:enquiries@culture.gov.uk)>

To: [new.case@dcms.ecase.co.uk](mailto:new.case@dcms.ecase.co.uk)

Cc: S.40 <[S.40@culture.gov.uk](mailto:S.40@culture.gov.uk)>

Bcc:

Date: Tue, 2 Jul 2019 15:21:50 +0100

Subject: Penny Mordaunt MP, BT works complaint



**PENNY MORDAUNT MP**  
**MEMBER OF PARLIAMENT FOR PORTSMOUTH NORTH**  
Ground Floor, 1000 Lakeside  
North Harbour  
Portsmouth  
Hampshire PO6 3EN

The Rt. Hon Jeremy Wright QC MP  
Secretary of State for Digital, Culture, Media and Sport  
Department for Digital, Culture, Media and Sport  
100 Parliament Street  
Westminster  
London  
SW1A 2BQ

27<sup>th</sup> June 2019

*Dear Jeremy*

S.40

I write on behalf of the above constituent following contact with my office last year in respect of a BT InLink Unit which is sited outside S40 property as part of an upgrade process.

The constituent was experiencing excessive noise and anti-social behaviour as a consequence and I raised the matter with both BT and the Local Authority. I understand that the Local Authority have responsibility for the planning applications submitted to make these upgrades.

BT have offered to reduce the volume of the unit between the hours of 7pm and 7am; however, S40 is continuing to experience anti-social behaviour outside S40 property as the InLink acts as a focal point for such nuisance.

BT indicated that S40 could report S40 concerns to the Police; however, having written to the Local Authority it is evident that this is not the only InLink unit which is a cause for concern. The Local Authority are advising that they do not have powers to reject applications for upgrades, and I wanted to enquire whether the Government is aware of these types of concerns associated with InLink Units, and if so what can be done to address concerns of residents such as S40

S.40

Penny Mordaunt MP

Enc.

Tel: 02392 375 377  
Facebook: PennyMordauntMP

Email: penny.mordaunt.mp@parliament.uk  
Twitter: @pennymordaunt

RECEIVED

21 FEB



Portsmouth  
CITY COUNCIL

Penny Mordaunt MP  
Member of Parliament for Portsmouth North  
Ground Floor, 1000 Lakeside  
North Harour  
Portsmouth  
Hants.  
PO6 3EN

S.40

Date: 21<sup>st</sup> February, 2019

Dear Penny Mordaunt MP

S.40

My sincere apologies for taking so long to respond to your letter originally addressed to S.40 dated 7<sup>th</sup> December.

Our antisocial behaviour and community wardens are supporting S.40 and have provided advice. They have also identified some of the rough sleepers in that area and offered them support.

Unfortunately this is not the only BT InLink unit within our city that is attracting antisocial and criminal behaviour.

BT are simply replacing their existing public telephone kiosks with updated public InLink units which include the ability to charge a mobile phone free of charge and access the internet. As part of the planning application a site notice was displayed at this area on the 6<sup>th</sup> July 2018 and no objections were received. Having reviewed the application in detail the Local Planning Authority concluded that there were insufficient grounds to refuse the application on the basis the InLink unit replaced an existing telephone kiosk at the site.

We would offer our support to you with your appeal to British Telecom to take responsibility or remove this unit and others that are causing residents stress and disturbance from the antisocial behaviour some of these units have attracted.

Local Authorities would be grateful to be given additional powers to be able to turn down these planning applications as the need for payphones has significantly

reduced however, companies in effect are using these applications to be able to obtain additional advertising sites on main roads and in shopping areas. We would be grateful for your help in Government to change the law to give Councils power to turn down these planning applications.

I look forward to your action on this issue.

Yours sincerely

S.40



**Reply to S.40 Letter**

1 message

S.40 @culture.gov.uk> 9 February 2018 at 12:07  
To: S.40 @culture.gov.uk>, S.40 @culture.gov.uk>, Secretary of State's Office  
S.40 @culture.gov.uk>, Private Office Support Mailbox S.40 @culture.gov.uk>  
Cc: S.40 @culture.gov.uk>, S.40 @culture.gov.uk>, S.40 @culture.gov.uk>, S.40 @culture.gov.uk>  
S.40 @culture.gov.uk>, S.40 @culture.gov.uk>

Hi S.40 and S.40

I enclose the reply to S.40 letter, signed off by Robert Burles, our acting DD.

All best wishes

S.40

Department for  
Digital, Culture  
Media & Sport

S.40

Fixed Telecoms and Markets Regulation

1st Floor, 100 Parliament Street, London SW1A 2BQ

S.40 @culture.gov.uk | S.40

[@dcms](#) /[dcmsgovuk](#) | [www.gov.uk/dcms](#)**2 attachments****InLink (1).pdf**  
67K**20180209 Draft SofS Response to S.40 - InLink UK.docx**  
7K



Dear Mr S.40,

Thank you for your letter of 15 January and for your congratulations.  
~~With Matt Hancock's elevation to Secretary of State, I have taken over the Digital portfolio and I~~ am replying as Minister for Digital and the Creative Industries. I am committed to ~~ensuring all the UK consumers has receive~~ world-class digital ~~coverage and connectivity infrastructure~~ and I am delighted to read about the work InLink UK are doing to support this.

Since ~~my predecessor~~ met with Dan Doctoroff, DCMS has set up a Barrier Busting Task Force, whose specific objective is to work with industry to understand issues slowing down or preventing the deployment of new infrastructure, and ways in which we may be able to assist. Officials have already had a series of conversations with representatives from the BT InLink team, and are continuing to work with them, to understand the particular challenges facing BT's InLink programme.

The Barrier Busting Task Force Force will be happy to discuss your work programme and any difficulties you may be experiencing.

S.40 is Senior Policy Advisor working on this. He can be reached at S.40 [@culture.gov.uk](mailto:S.40@culture.gov.uk) and S.40.

~~Kind regards,~~ Yours etc



Department for  
Digital, Culture,  
Media & Sport

**Margot James MP**  
Minister for Digital and the Creative  
Industries  
4th Floor  
100 Parliament Street  
London SW1A 2BQ

[www.gov.uk/dcms](http://www.gov.uk/dcms)  
[enquiries@culture.gov.uk](mailto:enquiries@culture.gov.uk)

S.40

TO2018/03366/DC  
6/15 February 2018

S.40

Dear

Thank you for your letter of 15 January and for your congratulations. I am replying as Minister for Digital and the Creative Industries. I am committed to the UK has world-class digital infrastructure and I am delighted to read about the work InLink UK are doing to support this.

Since my predecessor met with Dan Doctoroff, DCMS has set up a Barrier Busting Task Force, whose specific objective is to work with industry to understand issues slowing down or preventing the deployment of new infrastructure, and ways in which we may be able to assist. Officials have already had a series of conversations with representatives from the BT InLink team, and are continuing to work with them, to understand the particular challenges facing BT's InLink programme.

The Barrier Busting Task Force will be happy to discuss your work programme and any difficulties you may be experiencing.

S.40 working on this. He can be reached at  
S.40

Yours ever

Best wishes  
Margot

**MARGOT JAMES MP**  
Minister for Digital and the Creative Industries





## Fwd: Maximus "telephone kiosks"

2 messages

Out of Scope

----- Forwarded message -----

From: S40 @culture.gov.uk>  
Date: Fri, 14 Sep 2018 at 13:09  
Subject: Re: Maximus "telephone kiosks"  
To: S40 @wearealden.com>  
Cc: S40 @culture.gov.uk>

Thanks S40. I think the best course of action is for us to take up with colleagues in MHCLG. I saw other concerns raised in relation to BT's InLink boxes in the press earlier this week too. Along with concerns over advertising and street clutter, these are all issues that MHCLG and local authorities will be mulling over.

What would be helpful is if you or Maximus have any (quantitative) evidence of the positive impact of such kiosks - we understand and fully agree with the rationale in terms of improved connectivity - but the more evidence we can take to MHCLG, the better chance we have of convincing them of the merits. We know the Permitted Development team well and are also happy to facilitate a meeting if you think that would be helpful.

Thanks

S.40

S.40  
Fixed Telecoms and Markets Regulation  
4th Floor, 100 Parliament Street, London SW1A 2BQ  
S.40  
@dcms /dcmsgovuk | www.gov.uk/dcms

On Fri, 14 Sep 2018 at 10:38, S40 @wearealden.com> wrote:

Dear S.40 and S.40

Further to our meeting back on 7<sup>th</sup> August, we are picking up in the press quite a lot of concern coming from local authorities on the proliferation of 'street clutter' and in particular telephone kiosks which they see as simply a cover for

advertisers. It seems there are quite a number of companies out there all trying to place their kiosks in the street, using PD rights to avoid the reasons that planning approval can be denied (in theory!).

The local authorities obviously have legitimate concerns, but on the other hand as new technologies come along and the way that consumers communicate has changed radically, we must not let out dated views of phone kiosks stop the introduction of new technologies. As you have seen from the brochure I pinged you, the 'apps' that can be run on these new technology 'kiosks' and the free calls and free wifi could revolutionise the way that telephone kiosks (streets-side hubs) are used and viewed.

Please can we have a call or meeting again to talk through the options. S.40

Thanks and best wishes,

S.40



S40

25 Southampton Buildings, London WC2A 1AL, UK.

S40

@wearealden.com  
wearealden.com

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#### 4 attachments



ALDEN image001.jpg  
4K

Over and Above image002.jpg  
3K

Over and Above image002.jpg  
3K

image001.jpg  
4K



## Fwd: Maximus "telephone kisks"

Out of Scope

----- Forwarded message -----

From: S40 [REDACTED] <[REDACTED]@wearealden.com>  
Date: Mon, 22 Oct 2018 at 10:39  
Subject: RE: Maximus "telephone kisks"  
To: S40 [REDACTED] <[REDACTED]@culture.gov.uk>, S40 [REDACTED] <[REDACTED]@culture.gov.uk>

Hello S.40 and S.40

I am just following up again. Is it convenient to meet either tomorrow afternoon or Wednesday morning please to discuss the below? Since my last communication, I have spoken with the Future Cities Catapult and they are progressing with the Stakeholder Workshop which now is likely to take place in November. They have got agreement from both BT InLink and Wildstone Pulse Hub to participate, along with Southwalk and Newcastle councils.

I look forward to hearing from you. Best wishes,

S.40

S.40,

Further to my last mail, as mentioned we had a workshop with Maximus and their other team members to understand their proposed way ahead. Maximus is now resubmitting their planning rejections to the Planning Inspectorate (following a High Court judgement that appears to have been a draw) and are making several hundred further applications across the country. Newcastle and Birmingham have accepted the planning applications without the need to appeal. For now these applications are for the early model, the Max 1, as this meets the current requirements of the PD rights and is essentially just a phone kiosk replacement (but with free calls) with added free wifi (and potential to add cellular base

stations). They have also started to submit some applications for Max 2 in London, which will have the much more modern/elegant look and also a smaller footprint, that may be more appealing to local authorities.

The ultimate goal is to get the Max 3 deployed and this is really the one that should produce the most consumer benefits as it is effectively a giant smart phone with as many Apps on it as people find useful. It is this version where we are working with the Future Cities and Digital Catapults. But the Max 3 would not fall under the GPDO / PD rights as it would have a digital screen.

In conclusion, I think it would be helpful if you would open a dialogue with the MHCLG PD team to gauge their views and to see if they are being lobbied to curb PD rights. I think potentially we could find a common position with local authorities that indeed PD rights need to change, but rather than to restrict them, to modernise them and make them appropriate both to new technologies but also to changing consumer habits and needs – i.e. people do not need old fashioned phone boxes as much as they used to, but they would like to do video calling or use free wifi hot spots (without the need to log in and give your personal details) to make Skype type calls from their own mobile devices.

Thanks for your thoughts. Best wishes,

S.40



Over and Above

S40

25 Southampton Buildings, London WC2A 1AL, UK.

S40

wearealden.com

wearealden.com

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