

Vallis, Charlie

From: Alan Osborne <Alan.Osborne@mitie.com>
Sent: 14 November 2025 00:12
To: Vallis, Charlie
Subject: Proposed BT Street Hub ref F/25/100259 & A/25/100354 - Pavement o/s 43 Leigh Road, Eastleigh

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Dear Charlie,

Regarding the above applications, I note from the Council Portal that Hampshire County Council (HCC) Highways have objected to the proposal and I would like to address the points in response.

The HCC comments that *'Both national and local policy in the form of the Eastleigh Borough Council LCWIP and HCC Local Transport Plan 4 (LTP4) seek to prioritise pedestrian and cycle movements and provide a transport system which puts people first.'* It is the applicant's view that the proposal is to replace the existing kiosk, which occupies a larger amount of pavement space and therefore the conditions for pedestrian and cycle movements at best improve or would be considered to be neutral. It should also be noted that the features of the Street Hub provide a tangible benefit for pedestrians and cyclists with the free Wi-Fi and wayfinding services.

In addition, the Street Hub kiosk supports the reduction in the use of private car and increase the use of public transport, cycling and walking through its touch screen wayfinding services that are supported by Government advice. Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure states in Chapter 12 as follows;

'Digitally provided information and communications technology (ICT) is increasingly enhancing the accessibility of public transport infrastructure and the pedestrian environment. This section focuses on ICT commonly used in public transport: touchscreens, contactless ticketing, real-time information and wayfinding technologies. ICT has the potential to greatly improve and enhance the journey experience for public transport users. This includes supporting wayfinding, supporting intra-station navigation, and providing passengers with accessibility data about stations and stops so they can make informed travel choices regarding accessibility of services.'

HCC continue, *'The Highway Authority believe that these hubs are primarily an advertising board, with the purpose of generating revenue for the operator/owner and are therefore not within the spirit of the New Roads and Streetworks Act.'*

It should be highlighted that the existing kiosk supports an advertisement feature, albeit a non-digital version and the use of digital screens for advertising on street furniture is becoming common place, with examples such as bus shelters that are present elsewhere in the town.

It is also important to emphasise that BT has an Electronic Communications Code license and Universal Service Obligation (USO) governed by Ofcom to provide and maintain publicly accessible call boxes on the street. In order to meet this requirement, it is obvious that new telephone kiosks are untenable, in the same way that KX100 units, for example, replaced red telephone boxes and as such, the Street Hub is the design is an upgraded version that allows BT to provide its service in an era of advanced communications.

The HCC consultation also notes that *'The Highway Authority therefore advise the applicant that they would require a suitable license or highways agreement for installation and agreement on how these would be maintained, or that the applicant provide further information should they disagree with this.'* I would wish to respond by advising that

all statutory requirements will be met, if the applications are approved and I would refer you to the Product Statement which outlines how the proposed Street Hub would be maintained. In summary;

'The Street Hubs are visited every two weeks for cleaning, by hand and with pressure washers. The materials used make this process easy with defined materials and processes. Whilst cleaners are on site, they check for damage and ensure the tablets and screens are working. In addition, our in-field quality inspection teams visit at least every two weeks on an alternative schedule to our cleaning team.' With regard to Monitoring and repair management, the Product Statement outlines that *'Street Hubs are monitored remotely 24/7, our primary mechanism to spot faults with the above local inspections ensuring the effectiveness of this monitoring. Once identified, we have processes to resolve issues within agreed service levels. Most will be resolved within three working days, with safety and power issues having a more rapid resolution target than cosmetic issues like graffiti.'*

I would therefore be grateful if this further detail could be accepted for your consideration of the proposal and I would be happy to give you a call to discuss if that would be beneficial.

Kind regards
Alan

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