

Report of	Meeting	Date
Director of Business, Development and Growth	Overview and Scrutiny Committee	26 September 2019

## OVERVIEW AND SCRUTINY TASK GROUP - ROLL OUT OF SUPERFAST BROADBAND - MONITORING OF RECOMMENDATIONS

### PURPOSE OF REPORT

- To update Overview and Scrutiny Committee on the implementation of the recommendations made by the inquiry which reported to Executive Cabinet in August 2017.

### RECOMMENDATION(S)

- That the updates of this report be noted.

### EXECUTIVE SUMMARY OF REPORT

- This report seeks to provide an update to the Overview and Scrutiny Committee on the implementation of the recommendations made by the inquiry which reported to Executive Cabinet in August 2017

<b>Confidential report</b> Please bold as appropriate	Yes	No
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### CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all	✓	A strong local economy	✓
Clean, safe and healthy homes and communities		An ambitious council that does more to meet the needs of residents and the local area	✓

### BACKGROUND

- During 2017, a task group of Overview and Scrutiny undertook a review of the roll out of Superfast Broadband. In August 2017, the Executive Cabinet accepted the recommendations in the final report of the task group. This report provides an update on progress in delivering against the recommendations.

### UPDATE OF PROGRESS IN DELIVERY

- The following information sets out the original recommendations from the Task Group, and an update on the progress in delivery.

7. Lancashire County Council

7.1. Superfast Lancashire

Updates below provided by Gemma Johnson, Superfast Lancashire Project Manager at Lancashire County Council.

Task Group Recommendation	Update
To have discussions with Virgin about the current issues in Buckshaw, Rivington and White Coppice and encourage them to provide Superfast Broadband.	Update requested August 2019. No updates received by report deadline.  <b>Update provided September 2018:</b> Lancashire County Council have met with Virgin and referred to the issues experienced in these areas.
To highlight the issues of new estates not having Superfast Broadband from the outset with Broadband Delivery UK (BDUK).	Update requested August 2019. No updates received by report deadline.  <b>Update provided September 2018:</b> Lancashire County Council has met with both Openreach and Virgin and raised this issue.
To provide hints and tips on resolving broadband issues, including residents speaking to their own provider first before speaking to other providers and not placing electrical devices next to the router etc for distribution to Councillors and Town/Parish Councils.	Update requested August 2019. No updates received by report deadline.  <b>Update provided September 2018:</b> Lancashire County Council advise that such additional information will be published on the Superfast Lancashire website.
To utilise different technologies available to provide Superfast Broadband to white areas (having minimal coverage and open market review failure).	Update requested August 2019. No updates received by report deadline.  <b>Update provided September 2018:</b> Lancashire County Council advise that any future procurements will be technology neutral to ensure a wide range of solutions can be taken into account.

7.2. BT

Updates below provided by Gemma Johnson, Superfast Lancashire Project Manager at Lancashire County Council.

Task Group Recommendation	Update
To update the call centre operative information with regard to Superfast Broadband accessibility.	Update requested August 2019. No updates received by report deadline.  <b>Update provided September 2018:</b> We understand that the two BT recommendations are also within LCC's remit, and updates are awaited.

To review structures in areas which flood, to ensure they are located in the best place.	Update requested August 2019. No updates received by report deadline.  <b>Update provided September 2018:</b> As above.
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8. Chorley Council

8.1. Updates below provided by Alison Martland, Principal Planning Officer.

Task Group Recommendation	Update
To consider methods of encouraging new properties to have access to Superfast Broadband from the outset	<b>Update provided August 2019:</b> Planning and ICT officers attended a meeting outlining The Street Works Tool Kit which is a framework for UK Fibre Broadband Delivery. The Central Lancashire Local Plan Review is to incorporate an appropriate policy about providing fibre broadband and allowing connection to the doorstep for all developments (end 2020 plus to move through the process to adoption). In the shorter term a practice note for developers to be prepared and/or planning conditions instigated (e.g. Strawberry Fields Digital Hub).
To liaise with BT about new developments, both residential and commercial.	<b>Update provided August 2019:</b> As above, BT Openreach one of the contributors to the Street Works Tool Kit framework.
To lobby Broadband Delivery UK (BDUK) to give broadband the same status as utilities	<b>Update provided August 2019:</b> As above.

8.2. Updates below provided by Simon Charnock – Digital Transformation Officer.

Task Group Recommendation	Update
To raise awareness with the public and businesses that services would not upgrade automatically but must be ordered from their provider.	<b>Update provided August 2019:</b> The Council will schedule social media posts advising residents to check with their suppliers if they are on the best deal/speed.  The Council will engage with businesses regarding the Gigabit Broadband Voucher Scheme. The scheme allows SME's to apply for up to £2,500 of funding and rural SME's up to £3,500 for support with fibre broadband installation. Initially concentrating on rural areas, work has started to engage with businesses to promote the scheme.  The Council will support business that wish to apply to improve connectivity in the rural areas. Residents are also able to apply for up to £1,500 of funding as part of a group project should an SME in their local area apply for funding.

<p>To support the future projects within the Digital Strategy:</p> <ul style="list-style-type: none"> <li>• Integration of My Account and E Citizen</li> <li>• Continuation of digital skills training to give the right training to the right people in a flexible way</li> <li>• Tablet loan scheme</li> </ul>	<p><b>Update provided August 2019:</b> A project is underway to review and refresh the Council's website. Part of this project includes investigation of the options available for integration between MyAccount and E-Citizen which will be looked at by the ICT team.</p> <p>Partnerships with Lancashire Adult Learning and Citizen Advise continue to provide free digital skills training to local residents tailored to their needs. Sessions are tailored based on to the needs of the local area working with parish councils and local venues and community groups</p>
<p>Tailor digital skills training to the needs of particular groups.</p>	<p><b>Update provided August 2019:</b> Digital Skills training continues working with learning providers, digital champions and local community groups and venues. Sessions are tailored to specific needs; for example, a group at Brothers of Charity with learning disabilities have attended training to learn about staying safe online. Courses have also taken place specifically for the unemployed, elderly and those residents on Universal Credit due to the system no being online only. Sessions have also taken place with SME's in the borough to allow them to learn about the advantages of businesses being active online.</p> <p>1041 learners have attended digital skills training in 2018/2019</p>
<p>To ask Town/Parish Councils to advertise digital skills training in their newsletters</p>	<p><b>Update provided August 2019:</b> Parish Councils receive digital copies of promotional material and this will continue. Social media channels increasingly used to promote availability of digital skills training.</p>

8.3. Updates below provided by Chad Gray, Senior Technical Engineer.

Task Group Recommendation	Update
<p>To include an action to investigate the provision of town centre Wi-Fi within the new Digital Strategy</p>	<p><b>Update provided September 2019:</b> The Council has been working closely with their partner TNP to deliver town centre Wi-Fi, and the first phase was planned for completion by Christmas 2018 which occurred as planned. This provides Wi-Fi to the existing Market Walk shopping centre and covered markets via external grade access points. Connection to the Wi-Fi is free at the point of access and the selected Wi-Fi name (Check Out Chorley) is publicly available and visible to everyone within range. In addition to town centre Wi-Fi, the same technology has been used to broadcast corporate and guest Wi-Fi. We plan to extend the range going forward as works take place to extend our fibre network (e.g. towards Primrose Gardens).</p>

8.4. Updates below provided by Mark Lester, Director of Business, Development & Growth.

Task Group Recommendation	Update
To highlight the availability of good digital access within the Economic Development Strategy as a selling point for businesses to locate in Chorley.	<b>Update provided August 2019:</b> An officer meeting is scheduled for 13 September 2019 with South Ribble Borough Council and Preston City Council to discuss a Central Lancashire Economic Strategy.

8.5. Update below provided by Phil Owen, Senior Business Engagement Officer (Digital), Development & Growth.

Task Group Recommendation	Update
To work with the Combined Authority through the Digital Lancashire project to implement these recommendations.	<b>Update provided September 2019:</b> Chorley Council are engaging with Digital Lancashire and have had several meetings with Board members including the Chair and the recently appointed Managing Director, Duncan Sandford. Digital Lancashire are seeking to take space and operate from Strawberry Fields Digital Hub following a successful meeting with Phil Owen, Senior Business Engagement Officer (Digital).  A collaborative approach has been established which will include referrals to and from Digital Lancashire from Chorley Council's Business Engagement team, particularly in relation to Digital Creative and Strawberry Fields Digital Hub. A number of referrals have already occurred.

## IMPLICATIONS OF REPORT

9. This report has implications in the following areas and the relevant Directors' comments are included:

Finance	✓	Customer Services	
Human Resources		Equality and Diversity	
Legal	✓	Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	

10. No risk has been identified.

## COMMENTS OF THE STATUTORY FINANCE OFFICER

11. Any support from the council will be managed within existing resources.

## COMMENTS OF THE MONITORING OFFICER

12. No comments.

MARK LESTER

DIRECTOR OF BUSINESS, DEVELOPMENT AND GROWTH

<b>Background Papers</b>		
<b>Overview and Scrutiny Task Group - Rollout of Superfast Broadband</b>	<b>August 2017</b>	<a href="https://democracy.chorley.gov.uk/mglIssueHistoryHome.aspx?Ild=56390">https://democracy.chorley.gov.uk/mglIssueHistoryHome.aspx?Ild=56390</a>
<b>Overview and Scrutiny Task Group: Superfast Broadband - Response from the Executive Cabinet</b>	<b>November 2017</b>	<a href="https://democracy.chorley.gov.uk/mglIssueHistoryHome.aspx?Ild=57078">https://democracy.chorley.gov.uk/mglIssueHistoryHome.aspx?Ild=57078</a>
<b>Overview and Scrutiny Task Group: Superfast Broadband - Response from the Executive Cabinet</b>	<b>January 2018</b>	<a href="https://democracy.chorley.gov.uk/mglIssueHistoryHome.aspx?Ild=57078">https://democracy.chorley.gov.uk/mglIssueHistoryHome.aspx?Ild=57078</a>
<b>Overview and Scrutiny Task Group: Rollout of Superfast Broadband – Monitoring of Recommendations</b>	<b>October 2018</b>	<a href="https://democracy.chorley.gov.uk/documents/s90830/Monitoring%20report%20for%20Broadband%20inquiry.pdf">https://democracy.chorley.gov.uk/documents/s90830/Monitoring%20report%20for%20Broadband%20inquiry.pdf</a>

<b>Report Author</b>	<b>Ext</b>	<b>Date</b>
Portia Taylor-Black	5300	22/08/2019

Task Group - Rollout of August 2017 Website <https://democracy.chorley.gov.uk/mglIssueHistoryHome.aspx?Ild=56390>