

Report of	Meeting	Date
Director (Business, Development and Growth) introduced by the Executive Leader, Executive Member for Economic Development and Public Services Reform	Executive Cabinet	16 November 2017

## **EXECUTIVE CABINET RESPONSE TO THE OVERVIEW AND SCRUTINY TASK GROUP REPORT ON THE ROLLOUT OF SUPERFAST BROADBAND**

### **PURPOSE OF REPORT**

- To provide the Executive Cabinet's response to the O&S Task Group on the Rollout of Superfast Broadband as reported to Executive Cabinet 03/08/2017

### **RECOMMENDATION(S)**

- It is recommended that Members accept the recommendations made by the O&S Task Group Review of the Rollout of Superfast Broadband as outlined in the table contained in the main body of the report.

### **EXECUTIVE SUMMARY OF REPORT**

- The Council's Overview and Scrutiny Committee established a task group in March 2017 to review the rollout and current provision of Superfast Broadband  
The task group reported its findings and recommendations to the Council's Executive Cabinet in August 2017 and this report provides the Executive response to those recommendations.  
All recommendations are accepted and this report outlines the actions which will be taken to address each of the recommendations and also any progress already made to date.

<b>Confidential report</b> Please bold as appropriate	Yes	<b>No</b>
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<b>Key Decision?</b> Please bold as appropriate	Yes	<b>No</b>
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<b>Reason</b> Please bold as appropriate	1, a change in service provision that impacts upon the service revenue budget by £100,000 or more	2, a contract worth £100,000 or more
	3, a new or unprogrammed capital scheme of £100,000 or more	4, Significant impact in environmental, social or physical terms in two or more wards

## REASONS FOR RECOMMENDATION(S)

### (If the recommendations are accepted)

4. To provide a response to the recommendations made by the O&S task group review of the current rollout and provision of Superfast Broadband

## ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

5. None

## CORPORATE PRIORITIES

6. 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 communities		An ambitious council that does more to meet the needs of residents and the local area	✓

## BACKGROUND

7. The Rollout of Superfast Broadband review was approved by the Executive in August 2017. The project aim was to understand the issues and concerns surrounding the rollout of Superfast Broadband, in particular:
  1. How areas to receive Superfast Broadband are to be prioritised
  2. To understand broadband speed consistency and averages across the Borough
  3. To understand the publicity campaign encouraging access to the new service
  4. To understand any possible budgetary implications due to LCC financial constraints

## RESPONSE TO RECOMMENDATIONS

8. The table details the Executive Cabinet response to each of the recommendations made by the task group and the actions taken and planned.

O & S Task Group Recommendation	Executive Cabinet Response	
	Actions completed	Actions planned
<b>Superfast Lancashire</b>		
1. To have discussions with Virgin about the current issues in Buckshaw, Rivington and White Coppice and encourage them to provide Superfast Broadband	Meeting Arranged	
2. To highlight the issues of new estates not having Superfast Broadband from the outset with Broadband Delivery UK (BDUK)	Meeting Arranged	
3. 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	Meeting Arranged	
4. To utilise different technologies available to provide Superfast Broadband to areas showing as having minimal coverage and open market review failure.	Meeting Arranged	

<b>BT</b>		
1.To update the call centre operative information in regard to Superfast Broadband accessibility, particularly around Wheelton, to avoid continuing distress to residents who enquire going forward	Meeting Arranged	
2. To review structures in areas which flood, to ensure they are located in the best place.	Meeting Arranged	
<b>Chorley Council</b>		
1.To consider methods of encouraging new properties to have access to Superfast Broadband from the outset.		Interventions to be incorporated into the review of the local plan
2.To liaise with BT about new developments, both residential and commercial.		Interventions to be incorporated into the review of the local plan
3.To lobby Broadband Delivery UK (BDUK) to give broadband the same status as utilities.		Letter to be prepared and matter to be raised with the M.P.
4.To raise awareness with the public and businesses that the service would not upgrade automatically – there is a need to order Superfast Broadband from their provider if they wish to receive the service.	Investigatory discussions with Communications team	
5.To include an action to investigate the provision of town centre WiFi within the new Digital Strategy.	Procurement process in place	
6. To work with the Combined Authority through the Digital Lancashire project to implement these recommendations.	Chief Executive lead on the Digital Combined Authority workstream	
7. To support the future projects within the Digital Strategy, <ul style="list-style-type: none"> <li>• integration of My Account and eCitizen,</li> <li>• the continuation of digital skills training to give the right training to the right people in a flexible way,</li> <li>• a tablet loan scheme,</li> </ul>	Digital Hubs have been set up in 4 community venues and relevant partnerships have been developed	Investigate what the options are for integrating website log in processes. This piece of work is due to be completed by the 31st March 2018. Depending on the findings of the investigation a further project will need to be established to implement the recommended option, assuming a cost effective solution is achievable. The Tablet Loan Scheme is not due to start until April 2018 although Chorley Council does have laptops and tablets that can be loaned to organisations for training sessions.
8. To tailor digital skills training to the needs of particular groups	Training is targeted according to the needs or interest of particular groups.  For example,  <ul style="list-style-type: none"> <li>• For some job seekers who felt very worried about using the internet, quiet informal groups were needed so they could be given the help necessary to gain confidence to find jobs online.</li> </ul>	

	<ul style="list-style-type: none"> <li>For Whittle Art Group doing more online meant sharing images and creative ideas with each other using tablets or ipads, and of course discovering inspiration and ideas on Pinterest.</li> </ul>	
9. To ask Town / Parish Councils to advertise digital skills training in their newsletters,	All parish Councils have received digital copies of our current promotion material and will receive copies of any future material and have been asked to publicise our offer via their social media channels, website and newsletters.	
10. To highlight the availability of good digital access within the Economic Development Strategy as a selling point for businesses to re/locate to Chorley.	This forms part of the Inward Investment brochure and is supported by the development of the new Strawberry Fields Digital Hub	
11. To create a role within the Members' Allowances Scheme for Member responsible for Customer and Digital Services.	Done	

## IMPLICATIONS OF REPORT

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

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

## COMMENTS OF THE STATUTORY FINANCE OFFICER

10. The costs of implementing the proposed actions will be met from existing revenue and capital budgets. Further actions that may require additional resources will require further approval.

## COMMENTS OF THE MONITORING OFFICER

11. No comments

MARK LESTER  
DIRECTOR (BUSINESS, DEVELOPMENT AND GROWTH)

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
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