

Report of	Meeting	Date
Director of Business, Development and Growth	Overview and Scrutiny Committee	11 October 2018

OVERVIEW AND SCRUTINY TASK GROUP - ROLLOUT OF SUPERFAST BROADBAND – MONITORING OF RECOMENDATIONS

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 report be noted.

Confidential report Please bold as appropriate	Yes	No

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.

PROGRESS IN DELIVERY

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

Task Group Recommendation	Update
For Superfast Lancashire	
1. To have discussions with Virgin about the current issues in Buckshaw, Rivington and White Coppice and encourage them to provide Superfast Broadband.	Update from LCC 18/09/18 Lancashire County Council have met with Virgin and referred to the issues experienced in these areas.
2. To highlight the issues of new estates not having Superfast Broadband from the outset with Broadband Delivery UK (BDUK).	Update from LCC 18/09/18 Lancashire County Council has met with both Openreach and Virgin and raised this issue.
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.	Update from LCC 18/09/18 Lancashire County Council advise that such additional information will be published on the Superfast Lancashire website.
4. To utilise different technologies available to provide Superfast Broadband to white areas (having minimal coverage and open market review failure).	Update from LCC 18/09/18 Lancashire County Council advise that any future procurements will be technology neutral to ensure a wide range of solutions can be taken into account.
For BT	
1.To update the call centre operative information with regard to Superfast Broadband accessibility.	We understand that the two BT recommendations are also within LCC's remit, and updates are awaited.
2.To review structures in areas which flood, to ensure they are located in the best place.	As above
Chorley Council	
1.To consider methods of encouraging new properties to have access to Superfast Broadband from the outset.	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 (eg Strawberry Fields Digital Hub).
2.To liaise with BT about new developments, both residential and commercial.	As above, BT Openreach one of the partner contributors to the Street Works Tool Kit framework.
3.To lobby Broadband Delivery UK (BDUK) to give broadband the same status as utilities	As above
4.To raise awareness with the public and businesses that services would not upgrade automatically, but must be ordered from their provider.	The Council can schedule social media posts advising residents to check with their suppliers if they are on the best deal/speed. With regard to the business community, an item was included in the Council's August 2018 Business E-Bulletin about the national Gigabit Broadband Voucher Scheme which can offer

	£3,000 to small and medium sized enterprises (ie few than 250 employees) to update their business broadband to a fast and reliable connection.
5.To include an action to investigate the provision of town centre WiFi within the new Digital Strategy.	The Council has been working closely with their partner TNP to deliver town centre Wi-Fi, and the first phase is planned for completion by Christmas 2018. Phase one will provide Wi-Fi to the existing Market Walk shopping centre and covered markets via external grade access points. Connection to the Wi-Fi will be free at the point of access and the selected Wi-Fi name (Check Out Chorley) will be made publicly available and visible to everyone within range. In addition to town centre Wi-Fi, the same technology will be used to broadcast corporate and guest Wi-Fi.
6.To work with the Combined Authority through the Digital Lancashire project to implement these recommendations.	Chorley's Chief Executive is the lead on the Digital Combined Authority workstream. This work has been pushed back following the delay in creating the Combined Authority.
7.To support the future projects within the Digital Strategy: <ul style="list-style-type: none"> • Integration of My Account and E Citizen • Continuation of digital skills training to give the right training to the right people in a flexible way • Tablet loan scheme 	<p>A review and refresh of the Council's website is due in the next year, pending implementation of the new ICT infrastructure. This will ensure it is easier to use, more accessible, responsive and secure with an improved user experience and customer journey.</p> <p>Partnerships and provision in place ready to cope with digital requirements of residents, such as the live rollout of Universal Credit in Chorley in July 2018.</p> <p>An additional 8 laptops have been purchased to allow outreach digital skills sessions to take place in venues that do not have ICT equipment. Tablet loan scheme could be looked at in the future but would need risk assessing.</p> <p>LFFN- Local Full Fibre Network</p> <p>Chorley Council are investigating options for funding via the LFFN programme to extend their existing fibre infrastructure. This aims to address some of the areas of poor broadband coverage in Chorley. Consultants have currently been engaged and ICT are working on preparing a submission. Once the plans have been finalised a further update will be provided.</p>
8.Tailor digital skills training to the needs of particular groups.	<p>Four Council owned community centres are now established as digital hubs with full ICT suites.</p> <p>340 learners have attended 23 different courses in 12 different venues in the year since September 2017 – a 46% increase on previous year.</p> <p>Partnerships established with learning providers such as Lancashire Adult Learning, Preston's College, as well as Lancashire Constabulary,</p>

	<p>Google Digital Garage, Jobskilla and Good Things Foundation - which will all help to further develop support across the Borough.</p> <p>An additional 9 access points takes the total number across the Borough up to 26, including the more rural areas of Mawdesley and Charnock Richard.</p>
9.To ask Town/Parish Councils to advertise digital skills training in their newsletters.	<p>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> <p>There is an ongoing campaign to promote the digital hubs with each centre receiving GetOnline branding.</p>
10.To highlight the availability of good digital access within the Economic Development Strategy as a selling point for businesses to locate in Chorley.	<p>This is identified in the current Economic Development Strategy; will be included in the refreshed Economic Development Strategy; and will be integrated into discussions on Central Lancashire Economic Development Strategy.</p>

IMPLICATIONS OF REPORT

6. 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	

RISK

A risk register has been completed	Yes	No
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COMMENTS OF THE STATUTORY FINANCE OFFICER

7. The costs of implementing any 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

8. No Comments

MARK LESTER
DIRECTOR OF BUSINESS DEVELOPMENT AND GROWTH

Background Papers			
Document	Date	File	Place of Inspection
Overview and Scrutiny Task Group - Rollout of	August 2017	Website	https://democracy.chorley.gov.uk/mgIssueHistory

Superfast Broadband			Home.aspx?IId=56390
Overview and Scrutiny Task Group: Superfast Broadband - Response from the Executive Cabinet	November 2017	Website	https://democracy.chorley.gov.uk/mgIssueHistoryHome.aspx?IId=57078
Overview and Scrutiny Task Group: Superfast Broadband - Response from the Executive Cabinet	January 2018	Website	https://democracy.chorley.gov.uk/mgIssueHistoryHome.aspx?IId=57078

Report Author	Ext	Date	Doc ID
Gill Barton	5300	19/9/18	***