

**ECONOMY, TRANSPORT AND ENVIRONMENT SCRUTINY REVIEW OF SUPERFAST BROADBAND IN EAST SUSSEX -
ACTION PLAN**

SCRUTINY RECOMMENDATION		DIRECTOR'S RESPONSE AND ACTION PLAN	TIMESCALE	Update September 2019
R1	<p>Further steps are taken to:</p> <p>a. Communicate when faster speeds are available as the project rollout continues;</p> <p>b. Provide additional advice to residents and businesses about checking speeds, selecting an Internet Service Provider (ISP) and information on other factors that affect broadband speeds; and</p> <p>c. Make it easier for residents and businesses to check for themselves the broadband coverage and the speed they can receive</p>	<p>a. County Councillors, Parish Councillors and Community Leaders will be advised directly when updates are made to the Rollout Table (note: the rollout table details project activity only, not the commercial activity of the private sector)</p> <p>b. An information pack(s) will be produced and made available directly to Members and others, as well as being published online</p> <p>c. As above</p>	<p>a. with immediate effect</p> <p>b. by end June 2017</p> <p>c. as above</p>	<p>a. Rollout table updates (live structures and those confirmed into a deployment plan have been sent direct to County Councillors, and to Parish Councils via The Sussex Association of Local Councils (SALC). These updates have ceased since a "news" section was developed on the website. This will be used to inform of live structure information and other project updates in future.</p> <p>b. Information pack has been produced and distributed to Members. Sections of the pack make up content of the website Members have been offered an electronic copy if this is their preference</p> <p>c. as above.</p>
R2	<p>Details of coverage, including maps, are published at the end of Contract 2 and further information is provided to explain how and why finite funding levels may prevent the project from enabling superfast broadband access for some harder to reach premises</p>	<p>Agreed that this will be provided at contract closure of the second contract (note: this will not include details of commercial coverage by private sector investors such as BT and Virgin Media)</p>	<p>Contract closure (6 months post end of deployment)</p>	<p>This will be provided at contract 2 closure. Final audited data is awaited from the supplier which will need to be assured by BDUK before data can be released. This is expected at the beginning of October</p>

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R3	Information is provided at the earliest opportunity outlining those premises that may not be 'connected' to superfast broadband and that the survey results are made available to communities and smaller suppliers to encourage the development of alternative delivery methods	This will be provided once a third contract is in place. Please note that the contract provides 6 months for the winning bidder to make use of the surveys when complete before they are made available to the wider supplier network	Tbc. Timescales are dependent upon contract award and the completion of surveys	<p>The East Sussex contract is unique in the whole of the UK in that our project requires the supplier to survey all premises in the county as yet unable to access superfast broadband up front instead of quarterly throughout deployment as with Contracts 1 and 2. This means that we will absolutely know which premises will be reached and will be able to identify those that contract 3 will not cover. We will then be in a position to think about options for those not reached.</p> <p>Requiring the supplier to survey premises up front has shown that ESCC was right to insist on including this condition in the contract, given the complexity of reaching the "final few". The supplier has completed surveys and these have gone through a rigorous checking process to ensure that we have been provided with all with all the information we need in order to take final investment decisions. Unfortunately, we have established that the supplier has not provided good enough information to enable us to sign off plans and we've spent time formally seeking clarification</p>

			<p>from them. Openreach has now presented a new deployment plan removing:</p> <ul style="list-style-type: none">• All premises included at contract award that now receive superfast speeds (either already built as part of Contract 2 or data corrections)• Duplicates• Premises where it does not make sense to deliver e.g. water pumping stations <p>They have also submitted proposals for new premises to be included. The new draft deployment plan is now subject to detailed commercial discussions with our supplier and DCMS. Once these are complete we will need to go through a process called a "change request" (CR) before we can release details of the properties to be included in deployment (and therefore by extension not included). CRs are a normal way to deal with changes to the contract in life. Please note that actual surveys will not be released as these are considered to be commercial confidential.</p>
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R4	Once the total cost of providing superfast broadband to the remaining premises is known (or can be estimated), the Broadband Team clarifies how those premises receiving the slowest speeds will be prioritised in the context of the remaining available budget.	Options for the remaining premises will be developed and publicised once detail is known or can be estimated, and when detail is clear about remaining available budget	Tbc. Timescales are dependent upon contract award and the completion of surveys	As per the Director's response
R5	When, and if necessary, a 'community match' type funding programme is established for communities to bid into to pay for community based broadband schemes, in order to provide access for some of the hardest to reach premises not covered by the project, and a 'toolkit' is developed for communities who wish to implement their own broadband schemes	Should Contract 3 not cover all premises, options for the remaining premises will be drawn up. This may include community match. A toolkit to assist any such communities will be developed as part of a "community match" scheme	Tbc. Timescales are dependent upon contract award and the completion of surveys	As per the Director's response

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R6	Councillors, business organisations, and Parish Councils are encouraged to contact the Broadband Team with details of any Business Parks that do not have access to superfast broadband, so they can be included in the project rollout.	The Department welcomes the advice of Councillors, business organisations and Parish Councils as to business parks that do not already have access to superfast broadband. Information will be matched against the team's own research. It would greatly assist the team if information could be provided at postcode level and sent to broadband@eastsussex.gov.uk .	Contact regarding this request will be made with Councillors, Parish Councils and business organisations once the report has been seen by Cabinet and County Council.	A request has been made of Councillors, business organisations (including the Locate East Sussex Inward Investment Service) and Parish Councils. . Only a few responses have been received in response to this request as at September 2019 – all had already been identified by the Project Team.											
R7	Lessons are learnt about the management of expectations when embarking upon complex projects of this nature, and to avoid “hype” at the outset, so that there is a careful distinction between aspirations or vision statements and the actual projected outcomes	Before embarking on the delivery of complex projects of this nature, a communications plan will be developed by the relevant project owner to ensure that messaging around aspirations and expectations is realistic, and consistent, which can be used by all those involved in the promotion of the project.	As appropriate for project concerned	The Broadband Team has revised early messages which did not originate from it and is being clear in its communications with stakeholders (in the main through the revised website). Ongoing communications will be issued working closely with ESCC's communications team. Ongoing											

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<p>R8</p> <p>A phased communication plan is developed to address the expectations of residents and businesses in the County regarding the Broadband Project and recommendations 1, 2 and 3 of the review. The plan should include enhancement of information available, including:</p> <p>a. A revision of the web site design and information so that project rollout information, frequently asked questions, and other project information is provided more clearly on the Go East Sussex, e-Sussex and ESCC web sites;</p> <p>b. An information pack (including information sources to check speeds, ISP service offers and availability etc.) produced to assist ESCC Councillors, Parish Councils and Community Leaders when dealing with broadband issues in their Division or area; and</p> <p>c. A fact sheet created to address misconceptions about the Broadband Project and some of the frequently asked questions</p>	<p>Work on a simple, phased, communication plan is underway.</p> <p>a. Agreed. A review and revision of website information is now underway</p> <p>b. An information pack(s) will be produced and made available directly and online, building on the information already provided on the current website. Please note that information will not cover expected and actual rollout information, including speeds, at sub-County level</p> <p>c. The existing FAQs will be reviewed and updated in a fact sheet format</p>	<p>By end June 2017</p>	<p>a. b. and c.</p> <p>A revised website, Information pack and FAQs have been developed and published. Case studies highlighting the benefits of fibre broadband and the impact of the project on communities are developed on an ongoing basis</p>