REPORT TO:	**OVERVIEW AND SCRUTINY COMMITTEE**	**AGENDA ITEM: 6**
DATE OF MEETING:	**13TH FEBRUARY 2008**	**CATEGORY: DELEGATED**
REPORT FROM:	**DIRECTOR OF CORPORATE SERVICES**	**OPEN PARAGRAPH NO: N/A**
MEMBERS' CONTACT POINT:	**NIGEL GLOSSOP (EXT. 5703)**	**DOC:**
SUBJECT:	**BROADBAND**	**REF:**
WARD(S) AFFECTED:	**ALL**	**TERMS OF REFERENCE: N/A**

1.0 Recommendations

1.1 That the Committee receives the presentation, submits questions and agrees the way forward on its review of Broadband Services in South Derbyshire.

2.0 Purpose of Report

2.1 To advise Members of the prepared questions for the discussion with Tom Hamilton of British Telecom.

3.0 Detail

3.1 Tom Hamilton of British Telecom has been invited to attend this Meeting, to respond to Members' questions about broadband services in South Derbyshire. A series of discussion topics and questions were sent to Tom Hamilton and these are shown at Annexe 'A'. All Members of the Council have been invited to attend this Meeting, to participate in the discussion.

4.0 Financial Implications

4.1 None arising directly from this report.

5.0 Background Papers

5.1 Previous Committee discussions.

Proposed Discussion Topics and Questions

1. It would be worth briefly explaining how BT operates (separate companies / responsibilities / their infrastructure / delivery of service / how your competitors fit into this)

2. Although broadband is advertised and can be purchased at a variety of speeds the reality is that the actual speed achieved is much less than what is advertised / promised. We understand that this is because of a variety of reasons (distance from the exchange, contention ratio, time of day being used, quality of modem and cables, capacity of website looking at, etc) but it may be useful to the less informed members of the committee if you could spell these out for them. What is being done by BT To improve the actual speed delivered? Especially for an expanding rural population such as ours.

3. One example - a Councillor recently had broadband installed for council business use, this appears to operate at a much higher speed than the Councillors own private broadband, the only difference is the supplier is different and the line (BT and eclipse (unfortunately BT is the slower one)).

4. What is/has BT done to improve the broadband capability in South Derbyshire? How do you ensure that South Derbyshire is kept up to date?

5. What plans are in place to further improve the broadband capability in South Derbyshire? Both urban and rural areas.

6. How can South Derbyshire District Council help to improve the broadband service availability to residents (both home and business users) of South Derbyshire?

7. South Derbyshire is one of the fastest growing regions in the Country - how can this be used to ensure effective broadband is available?

8. Can South Derbyshire be moved up the pecking order in the provision of broadband services?

9. Do you have any facts/figures on broadband use in South Derbyshire (and in comparison to other areas in Derbyshire)?

10. What improvements are planned for Exchanges in our area of responsibility?

11. Does BT get involved in the infrastructure set up for new housing developments - to ensure that the most effective possible broadband service will be available?

12. The broadband service to Hilton is extremely poor. The village is served by the Etwall exchange (approx 3 miles away) and residents, on average, a broadband speed of 0.2-0.5 MB. Some homes cannot support broadband at all, as the signal is too weak. Often, the service is so slow that it hinders communication, and sometimes we have no service at all. Many people work from home in Hilton (which helps reduce the number of car movements in and out of the village) but more will be put off doing this due to the service BT provides. This second-class provision also means that residents are unable to benefit from the faster and faster speeds BT advertise in our bills each month. Would BT please look to remedy this as a matter of urgency, as our village will soon reach the 3,000 household mark?