



**South  
Derbyshire**  
District Council

Overview and Scrutiny

# REVIEW OF BROADBAND IN SOUTH DERBYSHIRE



## **South Derbyshire District Council**

### **1.0 Recommendations**

- 1.1 That the Committee notes the ongoing work carried out in trying to improve the broadband infrastructure across South Derbyshire.
- 1.2 That the Council continues to raise the profile of South Derbyshire, within BT / Openreach and other relevant organisations, in relation to the poor broadband service that is available in many parts of the District.
- 1.3 That the Council writes to the relevant Government Ministers informing them that the poor broadband service available in many parts of the District is holding back many businesses and individuals. This will include participating in the Department for Business Innovation and Skills broadband consultation on proposals for a Next Generation fund.
- 1.4 That the Council investigates other methods of external funding for broadband infrastructure improvements. This would include working with other Councils across Derbyshire and the East Midlands to endeavour to improve the broadband infrastructure in the area.
- 1.5 That the Council puts together a fact-sheet to assist people in trying to improve their broadband speeds.

### **2.0 Purpose of Report**

- 2.1 To advise Members of the ongoing work carried out on the review of broadband in South Derbyshire.
- 2.2 The report summarises the discussions and subsequent conclusions following the presentation given by BT / Openreach on the 9<sup>th</sup> December 2009.

### **3.0 Detail**

#### **Background**

- 3.1 In 2008 the Overview and Scrutiny Committee carried out a review in relation to the broadband infrastructure in South Derbyshire.
- 3.2 The reports to the Overview and Scrutiny Committee on the 7<sup>th</sup> May 2008, 25<sup>th</sup> June 2008, 17<sup>th</sup> September 2008 detail the findings and outcomes of the 2008 review.
- 3.3 Tom Hamilton the BT Regional Sales Manager for the East Midlands gave a presentation in May 2008 defining BT's future plans for the broadband infrastructure across South Derbyshire.



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- 3.4 In summary the review of broadband in 2008 in South Derbyshire achieved the following:
- Raised the profile of South Derbyshire within BT relating to the Customers view that the broadband service in the area is poor.
  - The number of case studies/comments clearly demonstrated to BT that a problem exists in South Derbyshire. The number was sufficient to get BT to review the exchanges and line plant in our area, although no issues were found.
  - Potentially moved the exchanges serving South Derbyshire higher up the priority list for upgrade to fibre.
  - Enabled South Derbyshire residents, who raised case studies/comments, to discuss their individual problems, with Tom Hamilton the Regional Sales Manager for the East Midlands.
- 3.5 Paul Bimson from BT (the Regional Partnership Director for the East Midlands) and Carl Gange (from Openreach) gave a presentation, on the 9<sup>th</sup> December 2009, on the current situation and the future plans for broadband in South Derbyshire.
- 3.6 The report to the Overview and Scrutiny Committee on the 9<sup>th</sup> December 2009 sets out the questions that BT and Openreach were requested to answer in their presentation.
- 3.7 A copy of the presentation from the 9<sup>th</sup> December 2009 is at Appendix A.

### **Conclusions from the presentation/discussions**

- 3.8 That minimal progress has been made by BT/Openreach in improving the broadband infrastructure in South Derbyshire, since the previous presentation from Tom Hamilton in May 2008.
- 3.9 BT/Openreach don't see a high demand for improved broadband service in certain areas of South Derbyshire. This is contrary to the views of Members and the public in these areas. It appears to be a "Chicken and egg situation", in that as the broadband service is poor people do not take it up and the only way to improve take up is by improving the broadband service. However to improve the broadband infrastructure is expensive and as such BT/Openreach do not appear to want to make this investment.
- 3.10 The poor broadband speeds available are impacting many businesses and individuals in parts of South Derbyshire. Specifically in areas such as Hilton and Etwell.
- 3.11 The future for improving the broadband infrastructure in parts of South Derbyshire through BT/Openreach is limited and will not happen before 2012. BT/Openreach appear to be putting their efforts into other parts of the Country that are seeing a greater demand.
- 3.12 BT/Openreach are businesses and subsequently they have to make a profit. Because of this their priorities are currently in other areas. This appears to have led to short-termism and a reluctance to invest in the infrastructure necessary to provide the best



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service for all customers.

- 3.13 That the Council should continue to raise the profile of South Derbyshire, within BT/Openreach and other relevant organisations, in relation to the poor broadband service that is available in many parts of the District.
- 3.14 That the Council investigates other methods of external funding for broadband infrastructure improvements. This would include working with other Councils across Derbyshire and the East Midlands to endeavour to improve the broadband infrastructure in the area.
- 3.15 Such initiatives have taken place in other areas such as:  
Cornwall see <http://www.epractice.eu/en/cases/actnowcornwall>  
Yorkshire see <http://www.digitalregion.co.uk/>
- 3.16 That the Council writes to the relevant Government Minister's informing them that the poor broadband service available in many parts of the District is holding back businesses and individuals.
- 3.17 This will include participating in the Department for Business Innovation and Skills consultation on proposals for a Next Generation fund. See <http://www.bis.gov.uk/next-generation-fund> for further information.
- 3.18 The overall conclusion of the presentation and discussions was that BT / Openreach and Members have a wide difference of opinion and expectations of the broadband infrastructure in certain areas of the District.

### **4.0 Financial Implications**

- 4.1 None arising directly from this report.

### **5.0 Background Papers**

- 5.1 The reports to the Overview and Scrutiny Committee on the 7<sup>th</sup> May 2008, 25<sup>th</sup> June 2008, 17<sup>th</sup> September 2008 and the 10<sup>th</sup> December 2009 detail the findings and outcomes of the 2008 review.
- 5.2 The reports to the Overview and Scrutiny Committee on the 9<sup>th</sup> December 2009 details the ongoing work carried out in 2009.

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Jeśli chcieliby Państwo otrzymać ten dokument w innym języku lub potrzebują Państwo usług tłumacza, prosimy o kontakt. Informacje te są również dostępne na życzenie w wydaniu dużym drukiem, w alfabecie brajla lub w wersji audio.

如果你需要这份文件的中文翻译，或者需要传译员的帮助，请联系我们。这些数据也备有大字体印本、盲人点字和录音带，欢迎索取。

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ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾ ਕਰੋ ਜੀ ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕਰਨ ਤੇ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡਿਓ ਦੇ ਰੂਪ ਵਿਚ ਵੀ ਉਪਲੱਬਧ ਕਰਵਾਈ ਜਾ ਸਕਦੀ ਹੈ।

اگر آپ یہ ڈاکیومنٹ کسی اور زبان میں چاہتے ہیں، یا اگر آپ کو کسی ترجمان کی خدمات درکار ہوں، تو براہ کرم ہم سے رابطہ کریں۔ درخواست کرنے پر یہ معلومات بڑے پرنٹ، بریل یا آڈیو فارمیٹ میں بھی دستیاب ہیں۔

