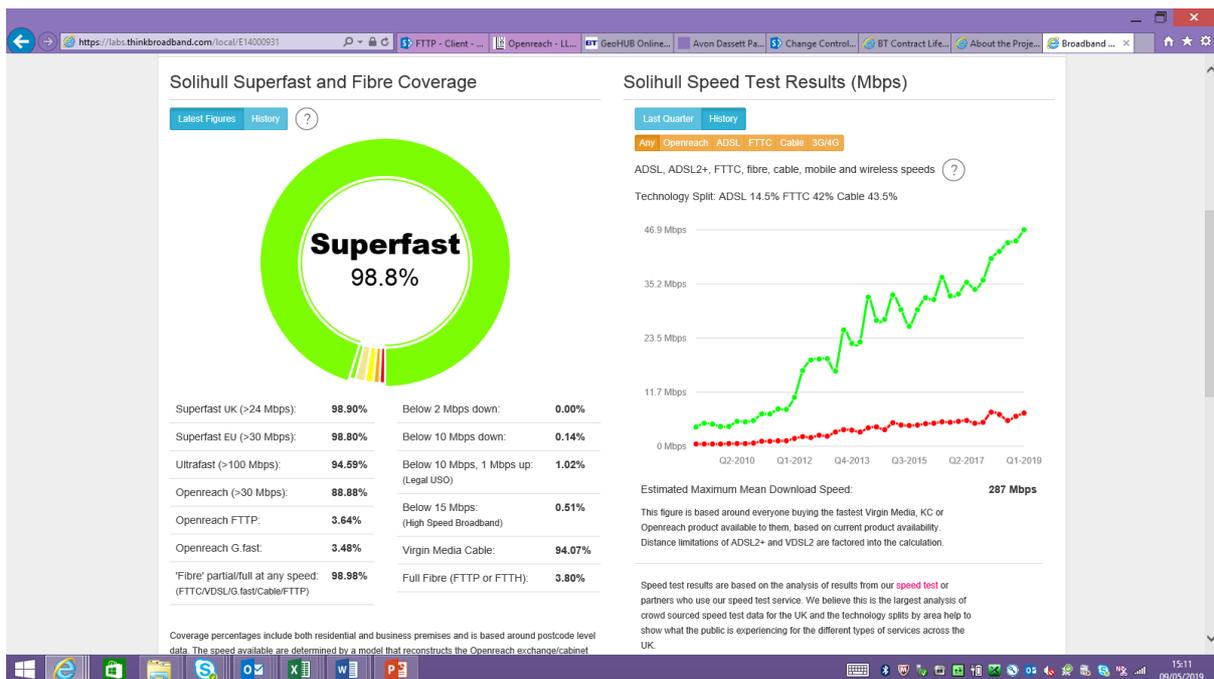
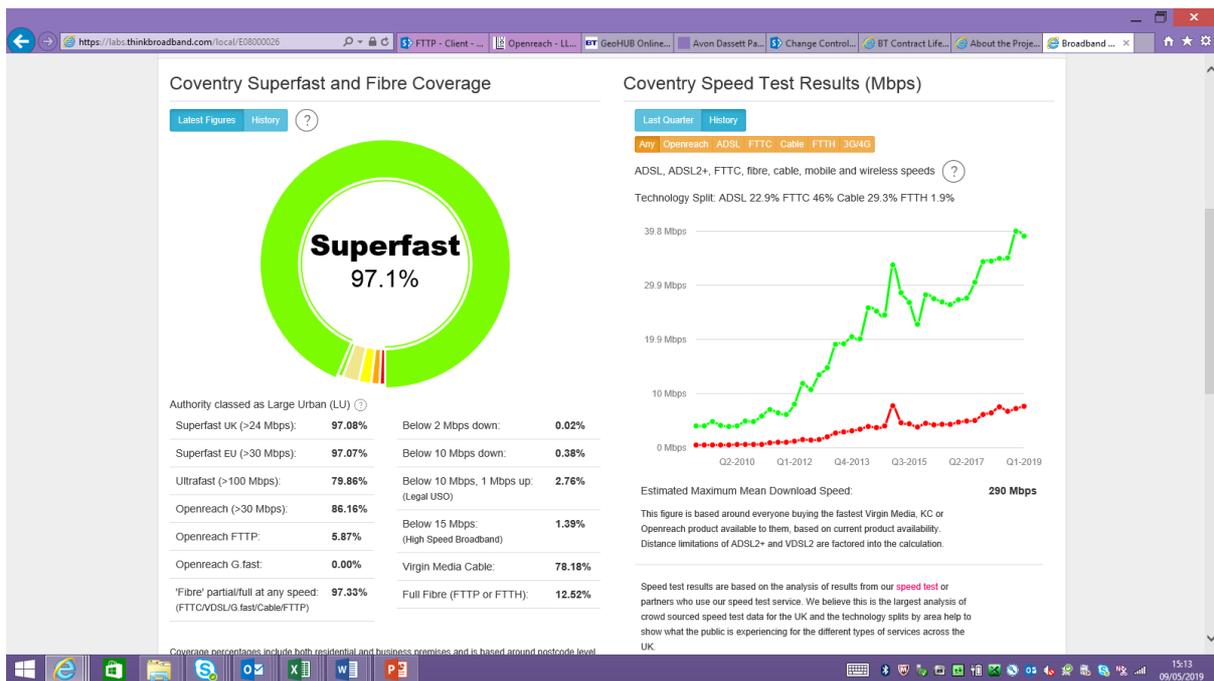


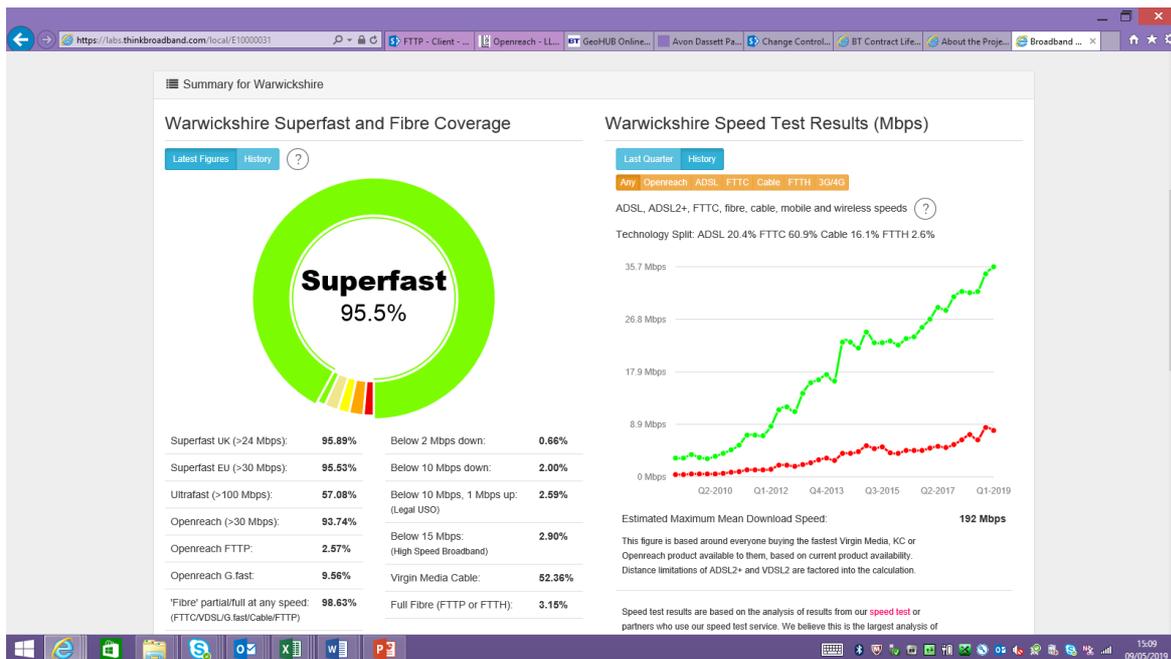
# Avon Dassett Parish Council – CSW Broadband Presentation 13 May 2019.

## Project Management – Procurement

Can you please describe the reporting lines for the CSW project and what performance measures do you use to enable the stakeholders to access the success or otherwise of the project

The CSW Broadband Project's key objective is to bring improved broadband speeds across Coventry, Solihull and Warwickshire. Funded by Central Government, Local Authorities and ERDF (EU) money, the targets are to achieve 98% coverage at superfast speeds (minimum 30Mbps) dependent on funding, by the end of the project in late 2020 and we are making great progress with regard to this. We are ahead of the national coverage figures too.





**Can you confirm that the project uses recognised Project and Programme Management tools to support the team? If not, why not? If so, why have you been unable to communicate the assumptions used in your plans and therefore the reasons for delay and credible re - estimated times to complete?**

Yes it does. The contract also contains CSI (Commercially Sensitive Information) clauses, however in terms of plans and delays we have communicated these on the CSW website. Where there is a delay, the reason for this will be listed on the Rolling 12-Month Plan at <https://www.cswbroadband.org.uk/about-the-project/rolling-12-month-plan/> in the 'Contract 2 – delayed upgrades' section towards the bottom of the page.

A number of the planned cabinet / structure upgrades show that the delay is due to civil engineering work being required. This is often due to blocked or collapsed ducts, which may require road closures, and these can take 3 months to come into effect. BDUK approved all the Superfast contracts on a nil survey basis ie: no physical survey was completed by any supplier prior to their tender responses. It's therefore impossible to gauge what works are necessary in the ground until a cable is ready to be laid/joined etc.

Occasionally, when one problem has been fixed, another may manifest itself further down the line. Although visual surveys are carried out, it is not possible to know what is happening under the ground until the actual work commences.

**Is there any input from councillors / residents in the procurement processes**

Yes, there has been a formal consultation period as part of the procurement process and CSW reports to a project board in relation to the partnership working for further procurements. CSW also has to report to WCC's O&S (Overview & Scrutiny) committee (Indeed any Local Body's O&S) if required.

**What performance measures do you work to achieve for villages like Avon Dassett?**

Performance is measured at a contract level. We are always keen to receive feedback both positive and negative.

**What do you consider to be the major factor that is preventing you delivering to time and budget? Eg lack of funds; lack of skilled resources; unrealistic timescales; political interference/ changing priorities etc?**

To date, the CSW broadband programme over the last 5 years of build activity has enabled superfast fibre broadband for over 68,000 homes and businesses across the CSW region. The majority of these are delivered on time, including the Farnborough 3 build, which serves 68 properties in Avon Dassett. This went live in September 2016.

Additional properties have been or are being upgraded as part of Contract 2 (Church Hill area / Bitham Hall as part of the Farnborough PV32 build) and there is another additional build is planned for Contract 3 (with another 26 due to be upgraded) which is currently in planning stage. Residents can check the status of their property at <https://www.cswbroadband.org.uk/your-area/check-your-property/>

**Are there financial penalties for non-delivery included within the contracts agreed with Openreach and if not why not.**

CSW use a standard framework contract template. Openreach don't get paid until they have delivered the service and have evidenced this.

**How have Openreach been paid for the work that they have done in Avon Dassett (by property, by village, by %complete etc)**

Openreach have been paid for the builds they have completed on the basis it allowed them, with other planned and delivered structures, to achieve a contractual milestone that they were able to evidence.

**What one single additional thing - or few things - do you need to allow you to be able to meet your commitments?**

The CSW Broadband project will bring improved broadband speeds across Coventry, Solihull and Warwickshire. Funded by Central Government, Local Authorities and ERDF (EU) money, the targets are to achieve 98% coverage at superfast speeds (**minimum** 30Mbps) dependent on funding, by the end of the project in late 2020.

We are actively seeking additional funding to take the rollout still further.

## **Avon Dassett Specific**

**Can you please describe the infrastructure that has been delivered in the contracts to date**

The FTTC upgrade to the cabinet known as Farnborough 3 was completed in Sept 2016 and serves 68 properties in Avon Dassett. The Farnborough PV32 FTTP build has been partially completed and the rest of it (Bitham Hall) will be completed in the next couple of weeks.

**For Avon Carrow has consideration been given to connecting these properties to the cabinet in the centre of the village**

Avon Carrow is not fed from a cabinet. The cabinet you refer to (Farnborough 3) is an FTTC build where fibre is laid to the cabinet and then existing copper landlines are used to make the final connection to those properties. However, FTTC technology is not always suitable – for example for properties that are further away from the cabinet. That is why FTTP is also being deployed. The plan therefore is to upgrade the Avon Carrow area via FTTP in Contract 3.

**Is there any scope for extending the fibre cable on Church Hill through the village.**

Existing fibre run and planned fibre already goes through the village to Church Hill (on road to Fenny Compton)

**Do you consider Avon Dassett to be “connected?” (We do not: only 35% of properties are currently connected and the remainder do not have a timetable for connection - two years after the project was due to deliver.)**

Large parts of Avon Dassett are connected. We do not know where you get your figure of 35% from or what this is based on. The FTTC upgrade to the Farnborough 3 cabinet was completed in September 2016 and serves between 60 to 70 properties within the village. This was communicated via email to local champions, parish councillors, district councillors and residents whose details we have on our database and were able to benefit from this upgrade on 28<sup>th</sup> September 2016.

Not all properties were able to benefit from this FTTC upgrade – maybe due to the distance that they were from the cabinet and so further work was planned to upgrade some of these properties via an FTTP build known as Farnborough PV32. This currently serves another 10 properties and will also serve Bitham Hall, which we are told by Openreach will be completed before the end of May 2019.

There are a number of other properties who are due to be upgraded as part of Contract 3 (particularly around Avon Carrow).

So, while Avon Dassett may not be 100% connected, it is certainly more than the 35% that has been stated.

**Please describe any missing pieces of major infrastructure that are stopping your progress in connecting remaining properties in Avon Dassett? What is being done to instal these items?**

Further build is planned in Contract 3 to upgrade the Avon Carrow area. This is currently going through the surveying and planning phase. 26 premises will benefit from this build once it has been completed. See CSW map - <https://www.cswbroadband.org.uk/your-area/check-your-property/>

**How are villages / properties selected for inclusion within the various contracts?**

On a value for money basis – effectively where is the next location we can get the greatest coverage for the lowest public subsidy. When residents take up an improved service as a result of a CSW Broadband Project build, money (known as gainshare or clawback) comes back into the project allowing us to invest in taking the network even further – often into even more rural areas that have so far not been able to benefit from the upgrades.

**What is your plans for connecting the remaining properties and how can we be confident that delivery timescales will be met when history is against you**

We have already covered this in responses to other questions. Openreach intend to upgrade the remaining properties as part of the Contract 3 work that they are building for CSW. We do not have the timetable yet for this specific build as Openreach are focusing on completing Contract 2. Once we have a timetable for the Contract 3 builds, it will be displayed on our website on the 12-month Rolling Plan page.

To date the CSW Broadband Project has enabled over 68000 properties across the region to connect to the fibre network over the last 5 years. That is properties which commercial providers such as Openreach and Virgin to name but two had no commercial plans to upgrade. Without the intervention of the CSW Broadband Project most if not all of these premises would not have broadband today.

It is true to say that we do experience delays to timescales and builds but these are often due to unforeseen circumstances, which only come to light once spades have gone into the ground and which require additional civil engineering works to remedy the situation.

**As a part of the implementation of the upgrade to Bitham Hall we understand that a fibre cable has been installed under Church Hill. Is this the case and why have residents on Church Hill and other properties near where the cable is situated not been notified that they can upgrade their broadband service.**

The residents of all properties in the Church Hill who have benefited from the upgrade to Farnborough PV32 had leaflets sent to them to inform them that they had benefited from the upgrade and given information on how to order the new service. These were sent out on 7<sup>th</sup> February 2019.

On the 15<sup>th</sup> February 2019, we sent copy to Avon Dassett Parish Council to publish on their website, providing information about both the Farnborough 3 and Farnborough PV32 builds, the benefits of having superfast or ultrafast broadband as well as information on how residents could order the improved service.

We wrote to inform these residents directly rather than a more 'blanket' announcement via emails to local champions & councillors due to the fact that some properties due to be served by this upgrade (e.g. Bitham Hall) were still to be connected as extra work was required due to the fact it was a Multiple Dwelling Unit. By only contacting those residents who were able to benefit straight away from February's upgrade, we were able to manage expectations and not inflame this delicate situation any further (i.e. with residents yet to be upgraded).

**Whose responsibility is it to contact residents to advise them of the benefits of superfast broadband and how they can access this facility once it is available.**

Please see answer to the question following on from this. In summary, it is the CSW Broadband Team's responsibility. In the emails that we send out to residents, councillors, parish councillors and local champions, we advise as to the benefits of having superfast broadband and we also provide information on how to order the improved service.

Information is also available on our website with regard to ordering the improved service. We also provided copy to each parish council earlier this year for them to display on their website, which gave details of where the service has already gone live in their parish, the merits of having superfast broadband and how to order the improved service.

**Can you please describe the procedures agreed with Openreach by which residents are advised that the upgrades are available.**

Once we have had notification that the work has been completed, it is the responsibility of the CSW Team to advise residents. This is known as Demand Stim (Demand Stimulation). We have around 11000 contacts on our CRM database. We send out up to four different emails from the database to: 1) Broadband Champions (if there are any) in the area, 2) Parish Councillors, 3) District Councillors 4) Residents whose details we have on our database.

If someone is willing to deliver leaflets in the area (usually a Champion) we will send a list of the property addresses benefiting from the upgrade, leaflets to be delivered to those addresses as well as posters to put up on local noticeboards.

More recently for some smaller FTTP builds, we have tended to bypass this more traditional route and have sent leaflets to affected residents directly through the post. This obviously isn't financially sustainable for larger builds affecting 100s of properties but is the most efficient way of getting the message out with smaller builds of say 25 or less.

We have also provided local parish councils with information to be uploaded on to their website (Avon Dassett was contacted regarding this on 15<sup>th</sup> Feb 2019).

Both of these strategies have proved to be effective with regard to take-up of the improved services in our region, which is why we are one of the leading projects nationally in terms of take-up.

**When might those residents in Avon Dassett reasonably expect to be connected? Most previous plans have failed to deliver; why should we believe you this time?**

As I am sure you are aware, there are 100s of builds going on in any one phase of the project. We can only go on the estimates provided by Openreach as to when they expect to complete a particular build. Expected completion dates are given in good faith but there can be a whole myriad of reasons as to why builds can be delayed – many of which are unforeseen until the work actually starts.

## **General and Future Communications with Avon Dassett**

**How will you report progress - good or bad - to this Council and residents who are affected by your performance?**

Any delays that occur over the 15 month build window are shown on our Rolling 12-month Plan webpage at <https://www.cswbroadband.org.uk/about-the-project/rolling-12-month-plan/>. We do not tend to give updates during the build window (unless of course the build has been completed) as this would take up an inordinate amount of time for one person to deal with – given the number of builds which are simultaneously in progress.

**Are you prepared to return to this Committee (say) one month after your target delivery completion date and explain progress?**

Given that our area covers over 170 parish councils it is not always feasible to attend an individual parish council's meetings on a regular basis. However, we would be more than happy to provide a detailed update to explain progress which can either be read out at parish council meetings or displayed on your parish website (which would obviously be available to all local residents – not all of whom may be able to attend the parish council meeting).