

Countywide Parish Engagement Event

Tuesday 30th April 2019



AGENDA



1. Welcome

*Cllr Lesley Wagland, Deputy to the Deputy Leader and Cabinet Member for Infrastructure,
Cllr Kevin Bentley, ECC*

2. Superfast Essex Programme Update

a) BT Fibre Rollout Update

Rowena D’Rosario, Programme Manager, Openreach

b) Gigaclear Fibre Rollout Update

Joe Frost, Business Development Director, Gigaclear

3. Broadband Coverage Outlook

Connie Kerbst, Superfast Essex Senior Programme Manager, ECC

4. Interactive map, Address Checker and Website

Charlotte Deighton, Superfast Essex Communications Officer, ECC

5. Superfast Essex Communications and Engagement

Lucy Dickinson, Superfast Essex Communications Manager, ECC

6. Q&A

Q&A Panel, to be chaired by Cllr Lesley Wagland, ECC

BT Fibre Rollout Update

Rowena D'Rosario

Openreach Programme Manager

Phases 1 & 2 – The Good News Story

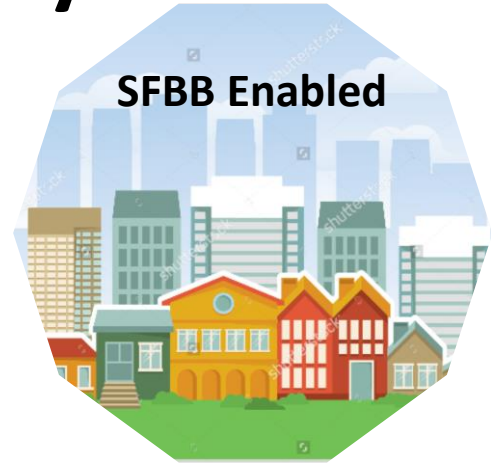
Deployment



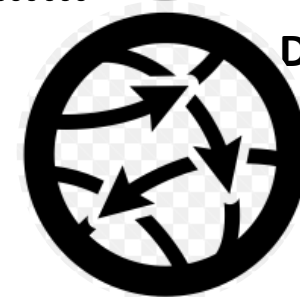
Investment



SFBB Enabled



However.....

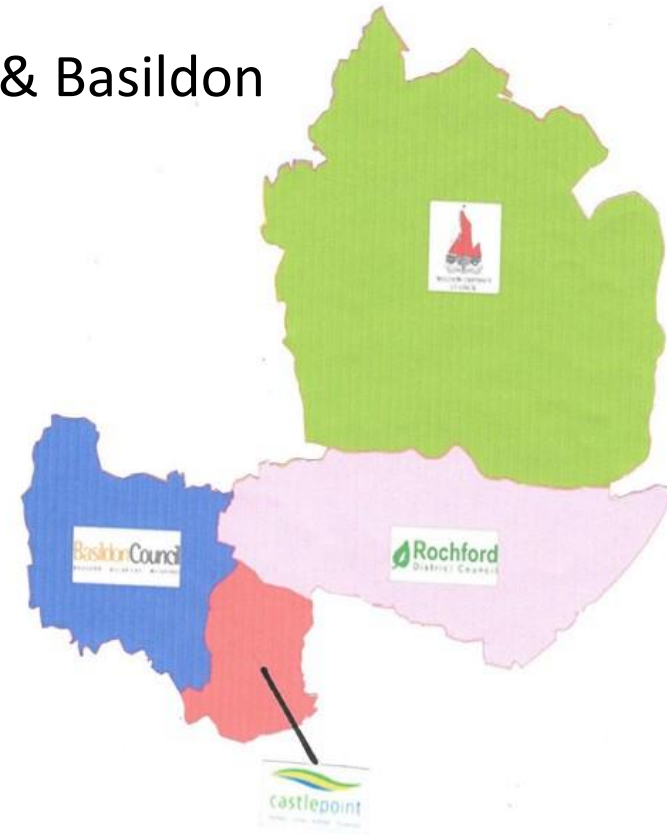
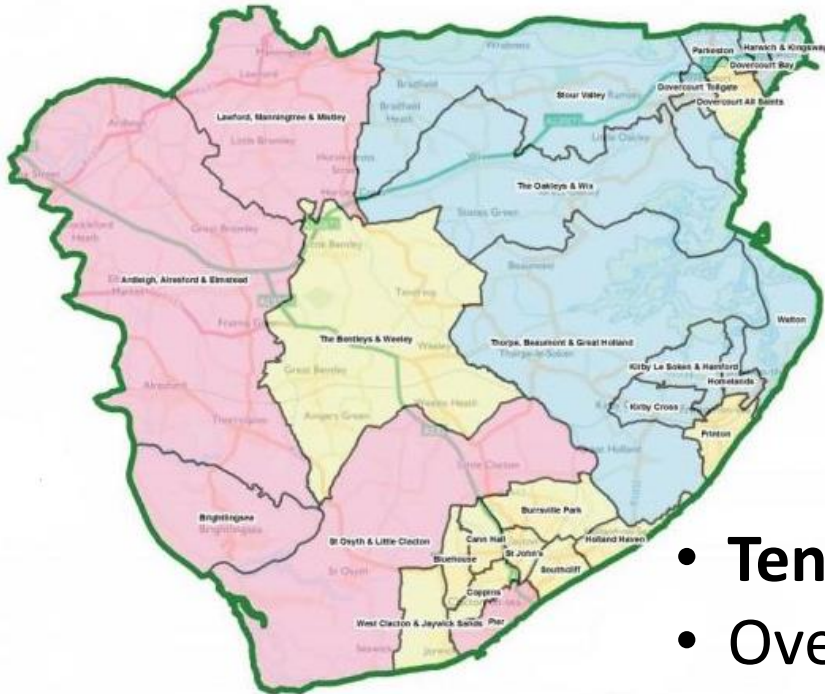


Deployment Complexity

Phase 3 - Completes March 2020



- **South East** – Maldon, Rochford, Castle Point & Basildon
- Nearly 5½k premises >30mbps

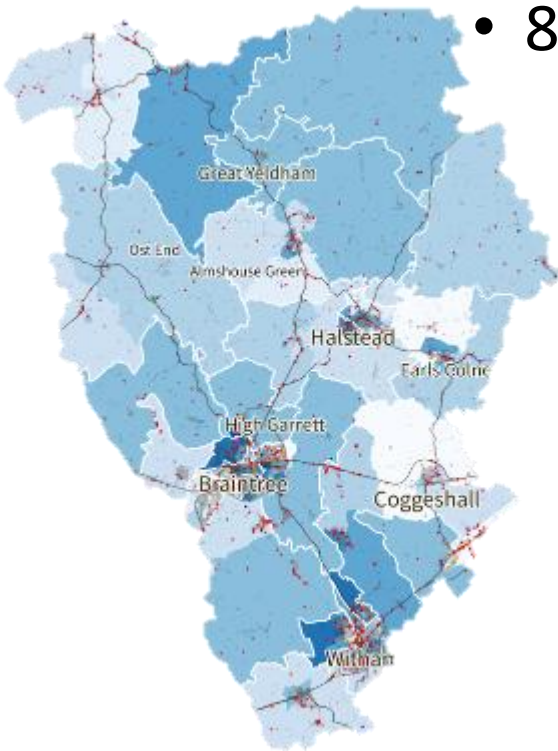


- **Tendring**
- Over 6,700 premises > 30mbps

Phase 4a - Completes September 2020

Basildon

- Nearly 1,600 premises >30mbps
- 80% FTTP



Braintree

- Nearly 1,700 premises > 30mbps
- 85% FTTP

..... Rural, more difficult to reach areas means a more challenging and complex deployment



Community Fibre Partnership (CFP)

- However, while coverage is getting better all the time, there will still be areas not covered by commercial or central government funding
- CFP is a joint funding initiative – Openreach working collaboratively with the community
- > 500 community-funded fibre broadband contracts signed giving tens of thousands more premises access to superfast broadband
- But this process only works where the local community actively engages with us

Community Fibre Partnership Process



- We aim to make the process as simple as possible for the community
- Dedicated national team providing management and support via www.communityfibre.openreach.co.uk
- We've established a crowdfunding partner and are working with a company which specialises in supporting communities to establish legal entities for contracting
- We'll provide a single point of contact for the full journey
- We proactively manage the process

Gigaclear Fibre Rollout Update

Joe Frost
*Gigaclear Business
Development Director*

Gigaclear

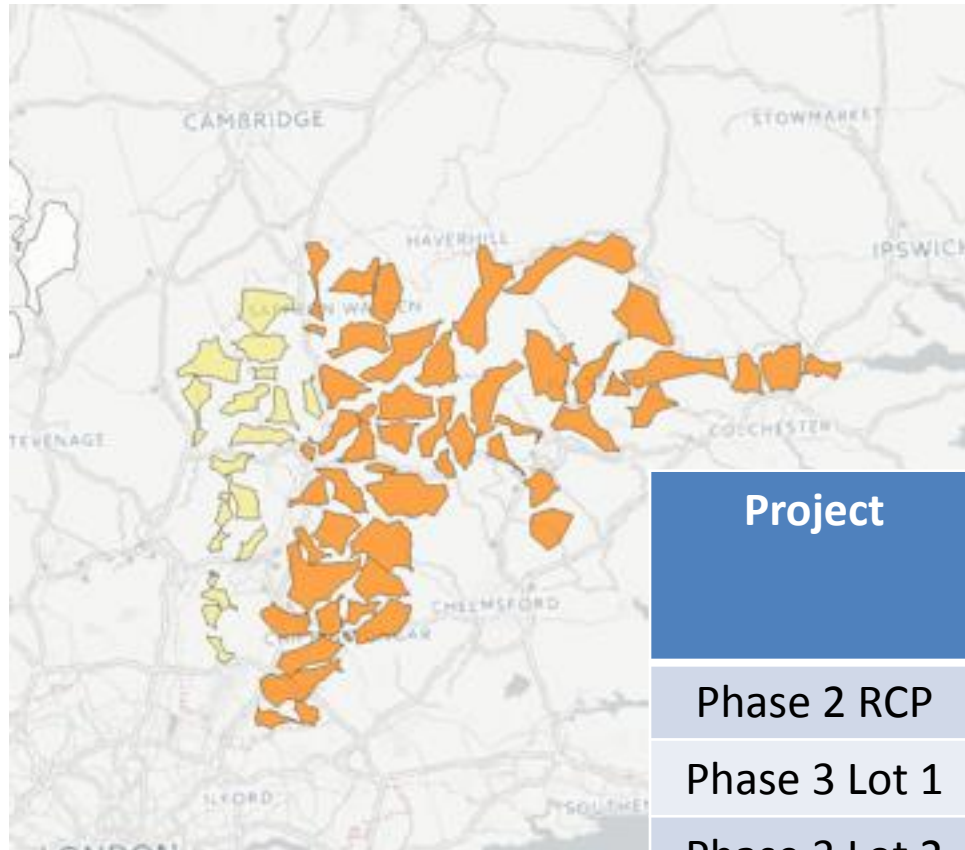
Ultrafast Fibre Broadband

Superfast Essex Countywide Parish Event

April 2019



Recap: Gigaclear Ultrafast FTTP in Essex

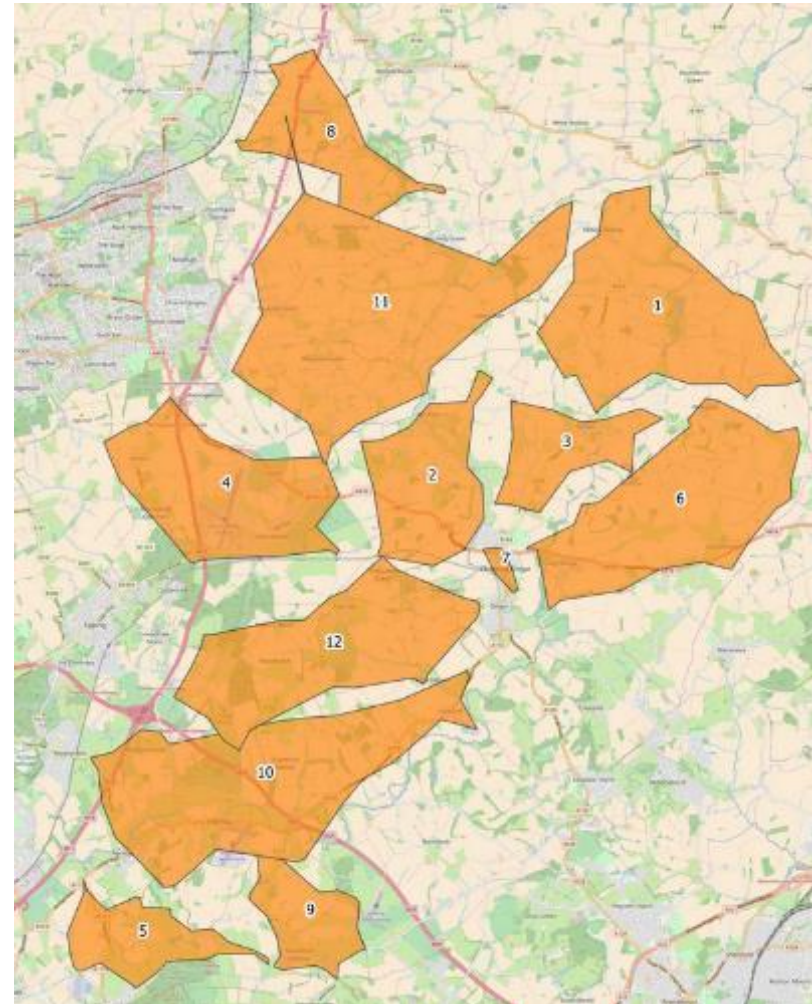


UK's largest rural Fibre-to-the-Premises (FTTP) broadband network with a specific emphasis on delivering ultrafast, gigabit-speed connectivity to rural communities.

Project	Properties	Superfast Essex Investment	Gigaclear Investment
Phase 2 RCP	4,352	£1.056M	£5.85M
Phase 3 Lot 1	9,137	£1.705M	£11.12M
Phase 3 Lot 2	7,571	£0.745M	£10.77M
Phase 4a Lot 1	8,731	£0.821M	£14.8M
Commercial	3,867	-	£4M
Totals	33,658	£4.33M	£46.54M

Rural Challenge Project – Phase 2b LIVE

- 4,352 properties can now order a service in the Epping Forest District – 800 of which are businesses
- Reinstatement Works Complete
- Visit our postcode checker at www.gigaclear.com/superfastessex to see if you're enabled to order a service



Gigaclear Commercial Build

Manuden>Rickling Green>Clavering>Arkesden>Duddenhoe End

- 2,600 Properties
- 6 FTTP Cabinets
- 60% build complete
- Substantial delays to build
- Change in contractor twice
- Delays with wayleaves
- Working through defects
- Working with new contractor to complete the work – target end of 2019



Gigaclear Commercial Build

Upshire>Bumbles Green>Roydon Hamlet>Roydon

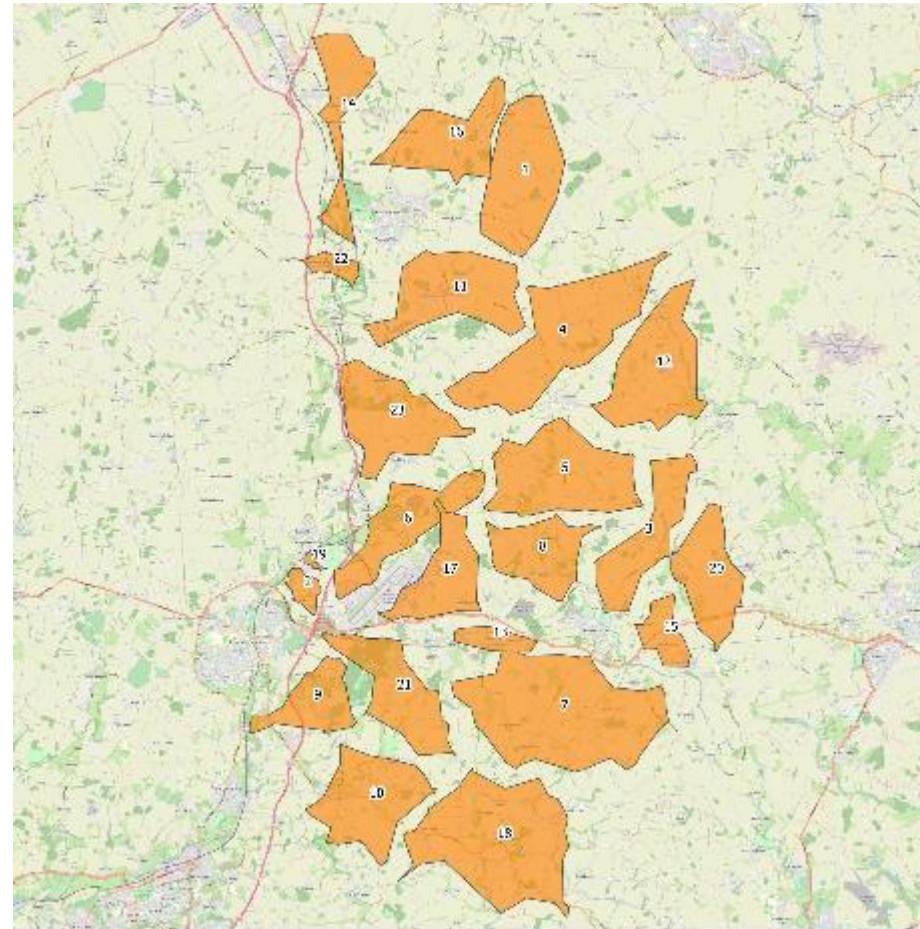
Gigaclear
Ultrafast Fibre Broadband

- 1,700 properties
- 5 FTTP cabinets
- 85% build complete
- Substantial delays to build
- Change in contractor twice
- Delays with wayleaves
- Working with new contractor to complete the work – target end of 2019



Phase 3 Lot 1 - Uttlesford District

- 9,102 properties to be connected
 - 1,400 businesses
 - 4,627 NGA White Premises
 - 350 miles of trench – about the same distance from here to Glasgow
 - 23 FTTP Cabinets
 - Delivery complete estimate end July 2020
-
- Birchanger cabinet live
 - Next cabinets live: Stansted Mountfitchet and Gaunts End



THISWEEK



L-R: Cllr Gagan Mohindra, Liz Southam, from Gigaclear, Superfast Essex mascot, Super Sam, Connie Kerbit, Superfast Essex programme manager and chief operating officer at Gigaclear, Drew Ritchie. PHOTOGRAPHED

Village is first in the fast lane as new ultra broadband is installed

Birchanger is the first Uttlesford village to benefit from a countywide roll-out of ultrafast fibre broadband.

The broadband network operator, Gigaclear, has installed a fibre broadband cabinet in the village, as part of the Superfast Essex broadband programme.

The cabinet is currently providing 212 properties in Birchanger with a connection to a fibre broadband network with far more properties expected to become enabled across Uttlesford in the coming months, as even more cabinets are installed, and network connections built.

The Gigaclear network is capable of delivering download and upload speeds of up to 900Mbps, meaning it would take less than a minute to download a 2.5-hour HD film, faster than boiling a kettle.

Transforming the

KATHERINE HESLOP
katherine.heslop@archant.co.uk

broadband speeds of Birchanger was a significant civil engineering project. Gigaclear contractor Kier worked to dig up 5.3km of carriageway, footway and verge to lay more than 6.5km of fibre.

Gigaclear is working to deliver ultrafast fibre broadband to more than 4,600 properties in Uttlesford, as part of the third phase of its work with Superfast Essex, Essex County Council's broadband improvement programme.

Drew Ritchie, chief operating officer at Gigaclear, said: "This marks the start of a hugely exciting time for residents and businesses who live and work across Uttlesford. We believe passionately in the importance of digital

inclusion for all, no matter how rural their chosen home or business is.

"We hear time and again how an excellent internet connection can really transform lives, be it accessing important social and retail services remotely or simply keeping in touch with family members living far away."

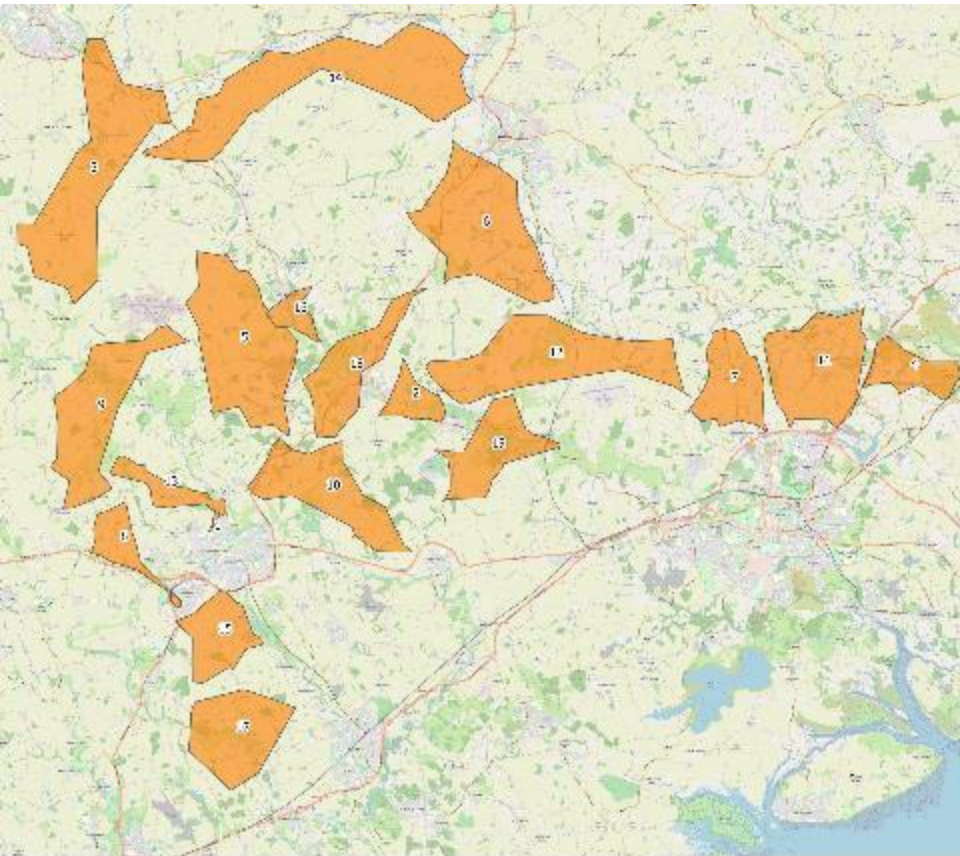
Essex county councillor Gagan Mohindra, cabinet member for economic development, said: "I'm thrilled residents can now buy ultrafast broadband in Birchanger because of Superfast Essex's work with Gigaclear. This is the first of many cabinet areas due to be connected, meaning shortly even more Uttlesford homes and businesses will be able to benefit too."

Residents and businesses interested in receiving Gigaclear's ultrafast broadband service can find out more at www.gigaclear.net/superfastessex.

Gigaclear
Ultrafast Fibre Broadband

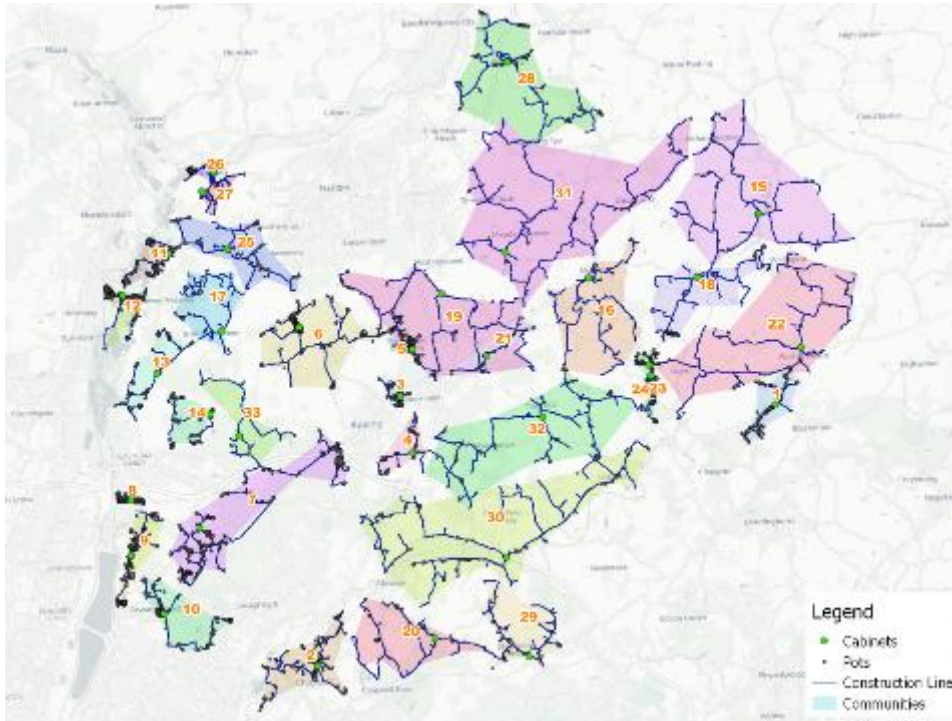
- Birchanger cabinet now live – 212 ultrafast properties enabled with more to be connected on the cabinet at a later date

Phase 3 Lot 2 - Central North (Braintree and Colchester)



- 7,571 properties to be connected
- 1,000 of which are businesses
- 3,796 NGA White Premises
- 320 miles of trench
- 19 FTTP Cabinets
- Delivery complete est. July 2020
- Builds progressing in Cornish Hall End, Great Saling, Ridgewell, Great Notley and Row Green
- Upcoming builds in Panfield and Bocking West

Phase 4a - Epping



- Most properties are adjacent to or extensions of existing Phase 2b build
- 1,716 NGA White Premises
- 108 miles of trench
- 16 FTTP Cabinets
- Delivery complete July 2020

Communication

- **Network Build Care** - Our Network Build Care team are dedicated to responding to community and residential enquiries and issues and can be contacted by phone or email (details on the left and in FAQ booklet)
- **Community Engagement** - Dedicated Community Engagement Managers for all build areas. Liaising with local councils and communities to provide face-to-face contact and to help escalate any concerns.
- **Central Marketing Team** – Ensuring written communications are delivered effectively through letters, the Gigaclear website, social media and by preparing information leaflets and booklets.

Our Network Build Care team are here to help

01865 591137

networkbuildcare@gigaclear.com

Broadband Coverage Outlook

Connie Kerbst
Superfast Essex Senior Programme
Manager

Superfast Delivery Progress



Area	Delivery Completed by Feb 19	Completed and Remaining Planned (Completed SFE delivery shown in pink and as a %)	Expected delivery programme by 2020*
Basildon	3,779	54%	6,977
Braintree	19,344	75%	25,943
Brentwood	7,220	81%	8,921
Castle Point	2,509	71%	3,515
Chelmsford	11,457	78%	14,719
Colchester	13,668	85%	16,013
Epping Forest	7,891	74%	10,701
Harlow	505	100%	505
Maldon	14,156	87%	16,200
Rochford	5,154	69%	7,488
Southend-On-Sea	887	94%	942
Tendring	18,580	73%	25,385
Thurrock	1,247	89%	1,394
Uttlesford	13,472	73%	18,569
Essex	119,869		157,272

- More than three quarters of the planned programme completed.
- One in seven properties in Essex enabled by Superfast Essex so far.

Our remaining challenge



Area	Served Premises*	Served Percentage %	Non-served Premises*
Castle Point	42,965	99.5%	409
Epping Forest	63,170	99.6%	521
Rochford	36,596	98.4%	1,222
Harlow	41,835	98.3%	1,426
Tendring	74,047	98.8%	1,735
Uttlesford	39,533	97.8%	1,787
Maldon	28,379	96.6%	2,004
Brentwood	34,850	97.2%	2,015
Basildon	83,869	98.8%	2,060
Braintree	69,475	98.1%	2,761
Colchester	85,719	98.3%	2,978
Thurrock	68,656	97.7%	3,203
Southend-On-Sea	86,027	97.8%	3,955
Chelmsford	78,149	96.9%	4,931
Essex	833,270	96.4%	31,007

- Phase 4b will add a small number of premises to our plans.
- Some 30,000 – around 3% – will remain without access in 2020.

* New build/regeneration premises are assumed to be covered if within 200m of a nearby premises which either has or is planned to have a superfast service.

- Superfast Essex is promoting Gigabit Broadband Voucher Scheme – residents can benefit also
- DCMS planning 'Outside In Programme' – details expected in summer 2019
- DCMS focus is now shifting towards full-fibre coverage and rural areas
- Superfast Essex is supporting LFFN projects in Essex.



Interactive map, Address checker and Website

Charlotte Deighton
Superfast Essex
Communications Officer

Superfast Essex maps



- **Interactive rollout map** (www.superfastessex.org/maps)
 - Premises level information – presents latest updates on all Superfast Essex plans
 - Provides status updates and links to further information

 - **Zoom-able map for Broadband Champions**
(www.superfastessex.org/broadbandchampions)
 - Similar to main interactive map, but with ability to zoom out and less detail
 - Created in response to request at last Parish Event in September
 - Access from a link on Broadband Champions page
 - Due to amount of data it will take time to load – please be patient!

 - **Address checker** (www.superfastessex.org/addresschecker)
 - Provides the same status information as the interactive map
 - An alternative if having issues with the main interactive map
 - We've removed some of the generic info on the page
- ✓ Same colour categories apply on both maps (blue, green, pink)
- ✓ All three are updated at the same time - at least once a month (usually more frequently)
- ✓ Always use full screen versions – particularly on tablets & mobiles

Zoom-able map

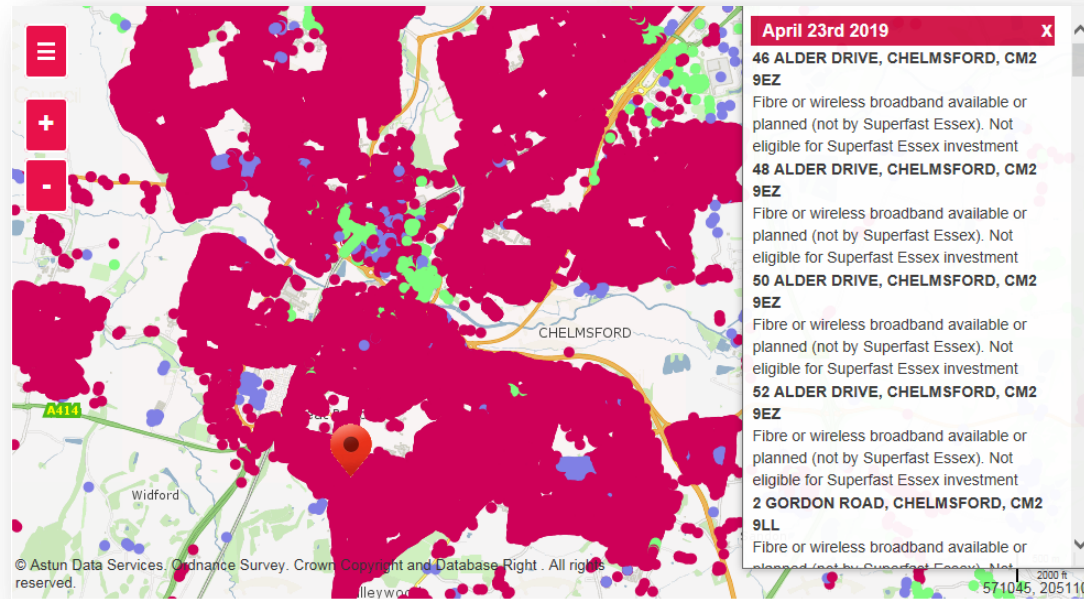


When zoomed out:

- High level view of colour categories
- Will generate multiple statuses when you click

When zoomed in:

- Search postcode and address in usual way for premises-level status
- Status will appear with no links or additional information – use main map for this



This space will be empty

Address Search

CM2 6FD

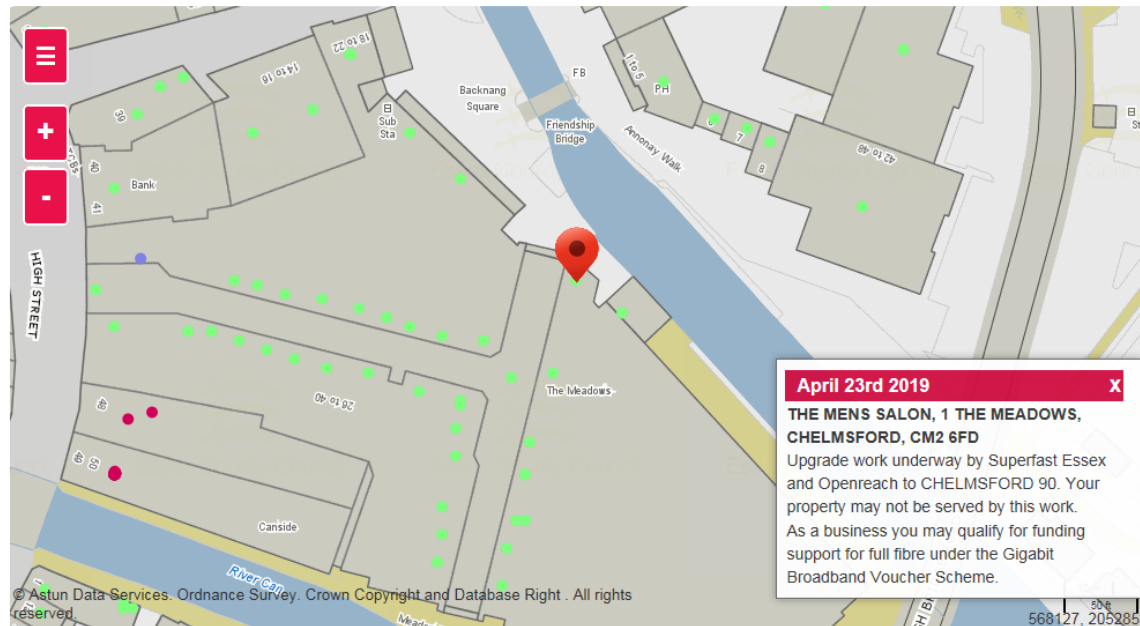
Map Categories

— Superfast Essex Status 1/1 ☒

April 23rd 2019 ☒

- Fibre or wireless broadband available/planned
- Fibre broadband planned by SuperfastEssex
- Not in current plans or fibre or wireless broadband under review

Other Information



➤ Recap of main sources of information

- **Interactive map** (www.superfastessex.org/maps) – for the latest status information
- **What's happening next** (www.superfastessex.org/whathappeningnext) – for updates on Phase 4b and beyond
- **Funding support schemes** (www.superfastessex.org/fundingschemes) – to explore other options if not in plans (Better Broadband Scheme and Gigabit Voucher Scheme)
- **New developments** (www.superfastessex.org/newdevelopments) – for explanations around ineligibility
- **Broadband Champions** (www.superfastessex.org/broadbandchampions) – full list and contact details where we have permission to publish
- **Commercial operators** (www.superfastessex.org/commercialoperators) – for links to the network operators that have told us about existing and planned coverage in the county
- **Providers** (www.superfastessex.org/providers) – for links to the companies you can buy your broadband from

A small, friendly-looking robot with a blue body, white head, and a single antenna. It has its hands on its hips and is looking towards the right.

*Your feedback
is welcome!*

➤ We're making changes

- Re-organising some pages to make it easier to navigate
- Updating/replacing content to make it more relevant
- **Continuing to address mobile responsive issues!**

Superfast Essex Communications and Engagement

Lucy Dickinson
Superfast Essex
Communications Manager

Communications update



➤ Enquiries: www.superfastessex.org/contactus

- All Parish Council and Broadband Champion enquiries are now escalated straight to Superfast Essex

➤ Events: www.superfastessex.org/events

Community:

- Weald Country Show – 5/6th May
- All About Dogs – 26/27th May
- Essex Food and Drink Festival – 13/14th Jul
- Essex Dog Day – 25th Aug
- Essex Country Show – 28/29th Sep

Business:

- Digital Basildon – 15th May
- Spring Networking Business Breakfast – 23rd May
- Rochford Business Breakfast – 12th Jun
- Discovering Business in Essex – 11th Jun
- Check-in @ Stansted – 20th Jun

➤ Promotional campaign (Jan to Mar 2019)

- Adverts on First Essex buses, Heart Essex radio, websites and Facebook to promote the brand and help drive take-up

➤ Community FTTP toolkit

- We're still planning to introduce this to help you to publicise when and where FTTP is available, but we're just addressing some technical hurdles to make it possible!

➤ We're shortlisted for a Connected Britain Superfast Award!

Want to get involved?



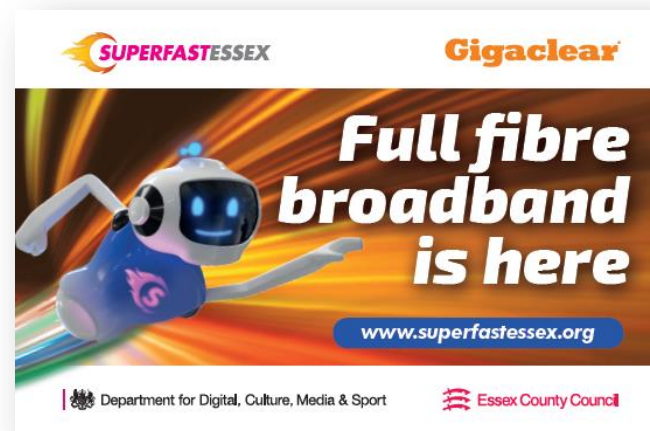
- **Super Sam's Digital Challenge Badge** – your families and friends could take part!
 - Girlguiding Anglia challenge to get young people to encourage older relatives/friends to be more digital and do more online – being extended in region, and approaching Scouts
 - Anglia Rainbows (5-7), Brownies (7-10), Guides (10-14), Senior Section/Rangers (14-26)
- **Digital Boomers:** www.digitalboomers.org.uk
 - Helping older people live more independently with digital
 - Digital Buddies Scheme – volunteers wanted!
 - First living Smart Home live in Dunmow (www.facebook.com/DigitalBoomersEssex)
- **GBVS:** www.superfastessex.org/gigabitvoucher
 - Government grant scheme to encourage full fibre – promoting countywide at events
 - Up to £2,500 available per business, and £500 per resident – can combine vouchers
- **Wi-Fi for community halls** – could you help reduce social isolation, improve wellbeing and help communities better connect with Wi-Fi? www.ealc.gov.uk/community-initiative-fund-
 - Community Wi-Fi Scheme closed in February, grants can still be claimed until Mar 2020
 - EALC now managing Community Initiatives Fund (CIF) – including new 'micro'-grants, up to £500 to be awarded twice a month to innovative projects



How you can help us



- **Support and promote our events** – come and see us and tell others
- **Tell us about any new events/meetings** – we try to get out to as many as possible where the team is available and the audience is appropriate
- **Share updates in your local newsletters** – use our self-service map and other information on our website to draft updates, check with us if you're not sure, we'll be happy to review and sense check!
- **Look out for our new cabinet stickers:**



- **Social media - send us videos and photos/tag us/like and share** – anything digital goes, your local cabinet, a happy connected customer/business, at one of our events, with Super Sam etc
- **Share case studies** – if you or anyone you know has a story to tell please let us know, and help us to share stories when we publish them
- **Website and map feedback** – if something isn't working, or if there's anything else you'd like to see

Thank you for helping to share information in your communities so far – please keep doing so!

Questions and Answers

Questions and answers



Chaired by **Cllr Lesley Wagland**, Deputy Cabinet Member for Infrastructure and Superfast Essex Steering Board Chairman

Panel:

- Connie Kerbst, **Superfast Essex, ECC**
- Ian Frost, **Superfast Essex, ECC**
- Lucy Dickinson, **Superfast Essex, ECC**
- Rowena D’Rosario, **Openreach**
- Tony Smith, **Openreach**
- Alex Baye, **Gigaclear**
- Joe Frost, **Gigaclear**

