Wiltshire Council
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Further Enquiries to:
Sarah Cosentino – Business Analyst

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Direct Line: 01225 793349

Wiltshire Online Programme – July – September news update

The Wiltshire Online programme has the overall aim of removing the barriers to getting online for the residents of Wiltshire. Cost, skills and infrastructure have been identified as the three biggest barriers and progress is being made to remove all three.

Summary of Progress

- The Great Western Broadband (GWB) has released the names of the second communities to benefit from the project and residents will be able to order improved broadband from summer 2014
- The GWB programme has completed over 30km of test rod and sub duct work. BT, working with Openreach and Highways and Planning teams, have completed 15 surveys for new CAB locations with another 25 in progress
- Superfast Business knowledge hub has been launched and open to all Wiltshire businesses
- A team of volunteers are delivering free basic IT support across over 75% of the county
- Wiltshire Online volunteers delivered ITea and Biscuits to Chippenham residents to support Age UK's national campaign

Public Wi-Fi

All Wiltshire Council libraries, the Wiltshire and Swindon History Centre and the majority of the youth development centres have the Wiltshire Online Wi-Fi service which allows members of the public to connect their own devices to a Wi-Fi network for free. Users register their details and are sent a pass code via text and email to allow access to the network. To keep users safe whilst online the network is filtered and any offensive web pages are blocked giving users confidence to use the internet and stay safe.

Digital Literacy

The project can now boast a team of volunteers (a total of 67) offering computer support in 14 of the 18 community areas. This amounts to just over 75% of the county. Work is continuing to recruit volunteer coordinators in the remaining community areas of Corsham, Amesbury, Tidworth and Pewsey. All volunteers receive comprehensive training and ongoing support from the team.

In total over 250 people have registered for support and this number is set to grow substantially in the next 6 months as recruitment of more volunteers continues.

The week of 16 – 22 September marked Age UK's ITea and Biscuits campaign: a national drive to help support and encourage older people to get online and explore the magic of computers and the world wide web. Wiltshire Online took the opportunity to reach out to the people of Chippenham by teaming up with the area's Rotary Club to offer a morning of free, basic computer support. Digital champion volunteer and Rotarian Diana Wright organised the event, with the support of Wiltshire Online staff and fellow digital champions. The day was a resounding success, with some 11 local people receiving one-to-one support. Our volunteers helped with a wide range of queries, from how to upload digital images and use emails, through to accessing ebay and sending texts on a mobile phone.
Here are some comments from one 71 year old gentleman learner:

It was very much worth coming, although I do use computers in certain areas, mostly related to music, there are various other areas where I am unfamiliar. So I picked up much useful information today and it was great! Thanks so much.

For more information about how you can support the digital literacy project in your area please contact Jenny Wilcockson on 01225 793 349

GWB Broadband rollout

Over the next three years the partnership will ensure that at least 91% of all premises across Wiltshire are able to access superfast broadband (24Mb+) and that all premises in the intervention area are able to access a minimum standard broadband service (2Mb+) by March 2016.

To deliver fibre broadband requires the completion of a number of stages. As with any complex and wide scale infrastructure deployment there are areas which will be delivered earlier than others as the time it takes to work through each stage will vary from street to street, parish to parish. The rollout is due for completion in Spring 2016.

Below is a breakdown of the stages involved

The rollout is being designed to ensure the network provides the greatest possible coverage of superfast broadband with the available funding. We are taking into account many factors, including geography, planning requirements and the location of the existing telecoms infrastructure. These factors will dictate the order of the rollout. This approach will ensure the best value for money, but it does mean that we cannot prioritise specific locations and deviate from how the network will be rolled out across the area, as doing so would result in a time-consuming and costly project, and would ultimately reduce the number of premises we are able to deliver superfast broadband to.

On Monday 23 September it was announced that Kington Langley, Castle Combe, Broad Town, Broad Hinton, Whiteparish and Salisbury will benefit from the investment. Homes and businesses in these locations will be able to order fibre broadband from summer 2014. Coverage is being expanded in Salisbury, most of which already has access to the technology through BT's commercial roll-out.

The six latest locations join Royal Wootton Bassett, Purton, Alderbury and Downton, which were announced in June as the first communities to be included in rollout plans. The partnership aims to make fibre broadband available to more than 10,000 Wiltshire homes and businesses by June 2014.

Residents and businesses are eager to know when they will be able to access superfast broadband and what speeds they will benefit from. The Wiltshire Online team are very keen to work with Area Boards to help disseminate a clear and concise message. At this stage work is still progressing through the planning and surveying stage so only very high level information can be made available. As the surveying stage for each area is completed the result will be a robust action plan. The Wiltshire Online Team is working with the Area Board team to include broadband information in their forward plans to ensure that the Wiltshire Online Team alongside BT can visit each and every Area Board. These visits will be timed to coincide with the rollout.

At all times the Wiltshire Online website will host the most up to date information.

Superfast Broadband Business Support:

Peninsula Enterprise, in partnership with Business West, are offering fully funded support to help ambitious businesses in Wiltshire identify, maximise and profit from the opportunities that superfast broadband and new technologies present. *More than 1,500 eligible businesses in Wiltshire are set to benefit from a £1 million investment from the* European Regional Development Fund (ERDF) and Wiltshire Online to help them exploit new digital technologies enabled by faster broadband.

Support offered, under the banner of Superfast Business, includes access to a team of expert advisers and technology specialists, a programme of events on hot topics offering both inspirational insights and practical solutions and access to an online knowledge hub website. The first event, focusing on tips for winning and keeping customers online, was held in Trowbridge on 12 September and further events are planned throughout September and October. Eligible businesses can then go forward and have access to a Business Advisor who will work with the business to put together a Support Plan to meet identified needs. Referrals will be made to specialist advisors who will provide the support required; businesses will be eligible for up to 12 hours of free one to one assistance. All businesses are able to access the Superfast Business Knowledge hub at http://www.superfastbusiness.co.uk/.

MIP (Mobile Infrastructure Project)

MIP is part of a £150m government project delivered by BDUK (Broadband Delivery UK). This national project will identify current voice signal 'not spots' areas within the UK and Northern Ireland and provide the eligible areas with a minimum of 2G (voice quality only) access by erecting new masts that will be available to all four mobile operators.

Arqiva, BDUKs nominated supplier are completed surveys across the country to identify potential 'not spots', once the surveys are complete Wiltshire Council will be advised.

Wiltshire Council has been asked to support this project, the role will be to work with Arqiva to determine the land ownership of these sites, liaise with our planning department and provide information to support engagement with the local areas.

More information is expected in the Autumn.

Low cost laptops

The low cost laptop project has been deemed a success by both partners and recipients. As part of the pilot phase for this project 30 laptops were provided to both Age UK Salisbury District and Carer Support Wiltshire. All laptops have been successfully issued to eligible individuals. Each recipient has received a laptop, mouse and carry bag as well as support logging on and using their new laptop. The project team has recently sought feedback from both the recipients and our partners Age UK Salisbury District and Carer Support Wiltshire. Feedback has been extremely positive from all parties with one recipient saying 'I love it, love it, love it. I have been able to stay in contact with my relatives in Australia, I enjoy downloading music and it has changed my life. I want to thank Wiltshire Council

and Age UK Salisbury District for enabling me to have this as without it I wouldn't have been able to afford one'

Early indications show that Carer Support Wiltshire would like a further 15 laptops and Age UK Salisbury District already have a waiting list of 25 people. The Wiltshire Online team are now exploring opportunities to source new equipment to build upon the success.

General queries

The Wiltshire Online website (www.wiltshireonline.org) is intended to be the first port of call for any member of the public. We will regularly update the website throughout the course of the programme.

Sarah Cosentino
Business Analyst, Programme Office
Wiltshire Online