

Economic Development and Cultural Services Overview & Scrutiny Panel

Date: **Wednesday 19 May 2010**

Time: **10.00am**

Venue: **Edwards Room, County Hall, Norwich**

Persons attending the meeting are requested to turn off mobile phones.

Membership

Richard Rockliffe (Chairman)
Michael Langwade (Vice Chairman)
Michael Carttiss
Stuart Clancy
John Dobson
Phillip Duigan
Stuart Dunn
Ron Hanton
Marcus Hemsley

Graham Jones
Janet Murphy
George Nobbs
Graham Plant
Marie Strong
Hilary Thompson
Tony Tomkinson
Fiona Williamson

Non-Voting Cabinet Member

Derrick Murphy
Ann Steward

Cultural Services
Economic Development

Non-Voting Deputy Cabinet Member

Bertie Collins

Economic Development

**For further details and general enquiries about this Agenda
please contact the Committee Officer:
Catherine Wilkinson on 01603 223230
or catherine.wilkinson@norfolk.gov.uk**

A g e n d a

1 To receive apologies and details of any substitute members attending.

2 Election of Chairman

3 Election of Vice Chairman

4 Minutes

To confirm the minutes of the meeting held 10 March 2010.

(Page **1**)

5 Members to Declare any Interests

Please indicate whether the interest is a personal one only or one which is prejudicial. A declaration of a personal interest should indicate the nature of the interest and the agenda item to which it relates. In the case of a personal interest, the member may speak and vote on the matter. Please note that if you are exempt from declaring a personal interest because it arises solely from your position on a body to which you were nominated by the County Council or a body exercising functions of a public nature (e.g. another local authority), you need only declare your interest if and when you intend to speak on a matter.

If a prejudicial interest is declared, the member should withdraw from the room whilst the matter is discussed unless members of the public are allowed to make representations, give evidence or answer questions about the matter, in which case you may attend the meeting for that purpose. You must immediately leave the room when you have finished or the meeting decides you have finished, if earlier.

These declarations apply to all those members present, whether the member is part of the meeting, attending to speak as a local member on an item or simply observing the meeting from the public seating area.

6 To receive any items of business which the Chairman decides should be considered as a matter of urgency

7 Public Question Time

15 minutes for questions from members of the public of which due notice has been given.

Please note that all questions must be received by the Committee Officer by 5.00pm on **Friday 14 May**. Please submit your questions(s) to the person names on the front of this agenda. For guidance on submitting public questions, please view the Council Constitution, Appendix 10, Council Procedure Rules at www.norfolk.gov.uk/reviewpanelquestions.

8 Local Member Issues/Member Questions

15 minutes for local members to raise issues of concern of which due notice has been given. Please note that all questions must be received by the Committee Officer by 5.00pm **Friday 14 May**. Please submit your question(s) to the person named on the front of this agenda.

9 Cabinet Member Feedback on Previous Overview and Scrutiny Panel

Comments

Items for Overview

- 10 Economic Development Integrated Performance and Finance Monitoring Report** (Page **9**)
A report by the Director of Environment, Transport and Development
- 11 Cultural Services Department Integrated Performance and Finance Monitoring Report** (Page **19**)
A report by the Director of Community Services

Items for Scrutiny

- 12 Broadband and Mobile Phone Coverage in Norfolk: Progress Report by the Chairman of the Scrutiny Working Group** (Page **32**)
A report by the Director of Community Services
- 13 Forward Work Programme: Scrutiny** (Page **55**)
A report by the Director of Community Services
- 14 To consider any items of business which the Chairman decides should be considered as a matter of urgency**

Group Meetings (note change of time)

Conservative	9am	Colman Room
Liberal Democrats	9am	Room 504

Chris Walton - Head of Democratic Services

County Hall
Martineau Lane
Norwich
NR1 2DH

Date Agenda Published: 11 May 2010



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Economic Development and Cultural Services Overview and Scrutiny Panel

Minutes of the Meeting held on Wednesday 10 March 2010 at EPIC, Norwich

Present:

Mr R Rockcliffe (Chairman)	Mr J Mooney
Mr M C Langwade (Vice Chairman)	Mr G Nobbs
Mr J Dobson	Mr G Plant
Mr P Duigan	Dr M Strong
Mr S Dunn	Ms H Thompson
Mr T Garrod	Mr T Tomkinson
Mr P Hardy	Dr F Williamson
Mr G Jones	

Cabinet Members Present:

Mrs A Steward Economic Development

Deputy Cabinet Member Present:

Mr B Collins Economic Development

1 Apologies and Substitutions

1.1 Apologies were received from Mr M Carttiss (Mr T Garrod substituting), Mr S Clancy, Mr M Hemsley (Mr P Hardy substituting), Mr D Murphy and Mrs J Murphy (Mr J Mooney substituting).

2 Minutes

2.1 The minutes of the meeting held on 13 January 2010 were agreed as a correct record and signed by the Chairman.

3 Declarations of Interest

3.1 Mr Rockcliffe declared a personal interest as a member of the Nar Ouse Steering Group.

4 Matters of Urgent Business

4.1 There were no matters of urgent business.

5 Public Question Time

5.1 There were no public questions.

6 Local Member Issues/Member Questions

6.1 There were no local member issues.

7 Cabinet Member Feedback

7.1 The Cabinet Member for Economic Development reported that a successful farming conference had been held at the John Innes Centre the previous week. The Prime Minister The Right Hon. Gordon Brown MP had recently visited the Alchemy Centre in Great Yarmouth. Phase two of the development of the Hethel Engineering Centre was being progressed. Norfolk County Council had been the top performing authority in the region for the Future Jobs Fund. The Broadband Conference had successfully brought together relevant agencies to discuss broadband provision across Norfolk, and it was noted that the www.broadbandnorfolk.com website had been established. Members were encouraged to go onto the website and follow the link to the regional website: (Eastern Region and Broadband Uplift Scheme – EREBUS – www.erebusonline.org.uk) and register their demand for faster broadband. Members were also encouraged to sign up for the Norwich in 90 campaign, lobbying for service improvements and a reduction of the rail journey time between Norwich and London to 90 minutes: www.gopetition.com/petitions/norwich-in-ninety.html.

Items for Scrutiny

8 Presentation of the East of England Production and Innovation Centre (EPIC) Future Plans

8.1 The Chairman of the EPIC Strategic Board gave a presentation (annex 8) demonstrating the future plans for the facility.

9 East of England Production and Innovation Centre (EPIC) Business Plan 2010-13

9.1 The annexed report (9) was presented by the Business Development Manager.

9.2 The following comments were made in response to questions from the Panel:

- It was noted that the Advisory Board constantly monitored how the facilities were performing and whether they should be redesigned for a different use. An example of this was the main studio. The aim was to make EPIC self sustaining.
- The long term financial overview contained future projects that were near certainties in relation to discussions taking place with future users of the facility.
- The unique selling point of EPIC was the educational facilities, the high specification technology and the creative businesses working in the space. The business plan demonstrated a diverse range of projects because the Board was open to all suggestions for use of the space and closely monitored the success of the use of the facilities.
- It was confirmed that the Board was satisfied with the expertise in place to take the facility forward, but that the facility must not work in isolation. Hethel Engineering Centre was given as a good example of partnership working.

- Marketing of EPIC and Norfolk as a creative area was discussed, and it was noted that it was cheaper and logistically easier to use EPIC than London facilities. Perceptions needed to be altered and the profile of EPIC as a facility to make game / talk shows needed to be promoted. It was acknowledged that the Advisory Board needed to be dynamic in its approach.
- The Advisory Board met monthly to monitor the progress of the facility, and the Cabinet Member for Economic Development was a member of the Board. Future opportunities were discussed and any concerns flagged up. The Board was very well supported by the Economic Development team at Norfolk County Council.
- It was clarified that the financial position was based on actual activity taking place and took into account ongoing contracts. Unconfirmed projects were not included.
- It was noted that the costs to Norfolk County Council to date had been presented at past Panel meetings and details were available in those reports. It was confirmed that the Panel would review future financial input from the Council.
- Mr Dobson proposed and Dr Strong seconded a motion that officers were asked to bring to each meeting a report on the financial progress of EPIC. The motion was duly agreed with all in favour.

9.3 The Panel **noted** the contents of the report.

10 Effective Broadband and Mobile Phone Coverage in Norfolk

10.1 The annexed report (10) was presented by the Chairman of the Broadband and Mobile Phone Coverage Working Group.

10.2 The following comments were made in response to questions from the Panel:

- A suggestion was made that an appraisal of work being carried out across the county and region in relation to broadband and mobile provision was conducted to ensure no duplication took place. It was important that all suppliers and key stakeholders were engaged in this process.
- A suggestion was made that the Eastern Daily Press could be approached to support a campaign to improve the communications network in Norfolk.
- It was noted that many organisations, including the Council, wished to encourage home working, however this was not possible because the broadband speed was too slow.
- It was acknowledged that Shaping Norfolk's Future held some information about broadband speeds and that this would contribute to the Working Groups discussions and evidence.
- The installation of the ducting for broadband improvements when developing an area or roadway was discussed and disappointment was expressed that broadband pipework had not been laid as part of the Nar Ouse Regeneration Area work.
- Mr Dobson proposed and Mr Mooney seconded the motion that an addition to the terms

of reference was included under 'Issues and questions to be addressed' to say 'To avoid duplication the working party will establish what work has been carried out or is planned by the local authorities and partners regionally and inter-regionally.' The motion was duly agreed with all in favour.

10.3 The Panel **noted** the contents of the report and agreed the terms of reference with the addition stated above.

11 Forward Work Programme: Scrutiny

11.1 The annexed report (11) was presented by the Policy Officer.

- It was clarified that the outcome of previous scrutiny reports become part of 'business as usual' and that they were only monitored if a specific request was made for an update at the meeting where the scrutiny was signed off.

11.2 The Panel **noted** the contents of the report.

Items for Overview

12. Cultural Services Department Integrated Performance and Finance Monitoring Report

12.1 The annexed report (12) was presented by the Finance and Business Support Manager.

- The e-book initiative would shortly be gathering feedback from users on what they would like this service to offer. The service was due to begin in May. It was anticipated that as more library authorities begin to deliver e books there will be more opportunity to work together on contracts and guidelines for lending.
- A question was asked regarding the take up of NEET (Not in Education, Employment or Training) and whether the numbers were being swelled by those in a gap year – it was agreed that the Head of Adult Education would give a full written answer.
- It was confirmed that the reserves would be reduced by £1million as part of a planned approach. Further detail could be given on request.

12.2 The Panel **noted** the contents of the report.

13. Cultural Services Service Plans and Priorities 2010-11

13.1 The annexed report (13) was presented by the Director of Corporate Affairs and Cultural Services.

13.2 The following comments were made in response to questions from the Panel:

- The library service was congratulated one being on of the best in the country.
- Closer working relationships with organisations such as care homes was raised, and it was noted that Cultural Services engaged with all departments across the local authorities in Norfolk.

13.3 The Panel **noted** the contents of the report.

14. Economic Development Integrated Performance and Finance Monitoring Report

14.1 The annexed report (14) was presented by the Economic Policy and Performance Manager.

14.2 The following comments were made in response to questions from the Panel:

- Concern was expressed regarding the loss of the county wide business start up scheme, which took place four years ago when it became a regional function. It was noted that the Economic Development team and local partners were examining gaps in the current business start up support provision, with a view to filling them.
- It was reported that the overall costs for the Thetford Enterprise Hub had risen, but there was no cost to Norfolk County Council over and above the previously agreed £50k capital grant, which will be spent by the year end.
- It was confirmed that the money allocated for the site in Great Yarmouth was for the railway sidings at Vauxhall, and that completion of the purchase was expected by the end of March 2010.
- The enterprise fund was intended to be made available to lend out to businesses who were starting up, however the legal implications and practicalities were being explored so this project was not yet running.

14.3 The Panel **noted** the contents of the report.

15. Cultural Services Service Plans and Priorities 2010-11

15.1 The annexed report (15) was presented by the Economic Policy and Performance Manager.

15.2 The following comments were made in response to questions from the Panel:

- It was confirmed that staffing implications from the organisational review were being monitored and that staff were being kept fully briefed.

15.3 The Panel **noted** the contents of the report.

The meeting closed at 12.05pm

CHAIRMAN



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An EPIC Future

Preparing to change

Preparing for change

“Never re-enforce a weak position”-Clauswitz

Preparing for change

- “The losers launched websites. The winners launched vibrant communities. The losers built walled gardens. The winners built public squares. The losers inverted internally. The winners innovated with their users”-Tapscott and Williams, “Mass Communication.”

Where EPIC's at

- Lack of profile
- Operating in a hugely changed and challenging commercial environment
- Slow to react to shifts in the creative economy
- Not working to best advantage with partners

Where EPIC is also at

- Reputation for professional broadcast quality
- Unrivalled infrastructure for technology innovation
- A building which, successfully, links education and business
- Home to a creative community
- Home to a collection of desirable assets

Our key challenges

- Using EPIC's strengths to re-align ourselves in the commercial marketplace
- Re-positioning EPIC with emerging technologies and strategies
- To say “yes” until we have to say “no” –but then be ready to say “no.”
- Be prepared to slaughter the sacred cows

Getting real

- There are no quick fixes-and no magic bullet
- New business plan needs to show significant shifts in thinking
- New directions needed in
 - commercial activity
 - educational, social and creative engagement
 - strategic approaches to technology

Commercial directions

- Use the down-turn and lack of budgets to create comprehensive alternative to London
 - advertising production and post-production*
- Seize seismic shifts in technical and political approaches to broadcasting
 - BBC relationship to the regions; ITV withdrawal from regional commitments*

Social, Cultural and educational

- Work with partners in a more constructive way
- Promote and expect to benefit from synergies
 - e.g. The Norfolk and Norwich Festival; The Writers' Centre Norwich; the Arts Council*
- Help shape the debate
 - e.g. the proposed new Creative Economy Hub*

Social, cultural and educational

- Widen educational and training engagement
 - eg UEA; City College; ARU ; National Skills Academy as well as NUCA*
- Make sure it sticks –make the offer more compelling; more engaging; more relevant to changes in HE/FE direction and funding
- Understand and help deliver their changing agendas
- Never forget all-party commitments to diversity and increased opportunity

Strategic direction

- Lead, not follow
- Shift the focus of EPIC
- No longer “just” a production/innovation centre
- We become a national centre of excellence and innovation in ITC for media content
- We become the prime regional engagement with the digital economy
- We specialise and become a national centre for low-carbon production techniques
- PETS WIN PRIZES!

Practical routes to achievement

- Become the regional KTN in ITC in creative content and the creative industries
 - work now with EEDA to achieve this*
- Work with EEDA/Hethel to prepare pitch to the Technology Transfer Board
 - pitch for funding for low carbon production technology development*
- Pitch to become a test bed for the development of the digital economy.
 - "Real members of the public and businesses will try out new services and new equipment; new ways to run businesses and new businesses in the internet" (Digital Economy Bill.)*

Practical routes to achievement

- Be the regional route for the delivery of the Digital Britain vision
- "All participants in Digital Britain should benefit from the creation, distribution and consumption of digital content" (Digital Economy Bill)*
- Create joint proposition to house a regional alternative to the ITV regional news
- encouraging initial meeting with leading regional news chain*
- Work with ITV locally and nationally to provide a cost-effective alternative to Anglia facilities in Norwich
- initial discussions already underway*
- Develop a proposition for increased out-of-London production for the BBC
- ensure competent delivery of sports show; deeper engagement with BBC in the region*

Practical routes to achievement

- Advertising production
- an alternative to off-shoring, re-versioning of international material*
- leading to competitive low-budget production of original content*
- The Entertainment Master Class
- Developing a partnership and monetising the marketing engagement/*
- Deeper partnership working--key tenancy leading to joint developments
- ongoing discussions with leading regional agency*
- Cluster maps
- we don't have one for the regional CIs. Show EPIC as the centre of our particular universe*
- Promotion and publicity
- a story a month; updates to EEDA; engagement in the national debate on the future of broadcasting etc.*
- Engagement, engagement, engagement!

Re-structure for the future

- New management model
- Align EPIC and Hethel
- Create innovation arc for Norfolk
- Leadership of EPIC focussed on marketing and development
- Staff emphasis on service delivery
- Strategic funding initiatives with key partner(s)

An EPIC future

- There are no certainties – but the game is worth the candle
- Growth and new jobs will be in the knowledge economy
- Norfolk has a lead, but others will try to eat our lunch
- EPIC, Hethel, NRP etc show we are serious players
- We need to be courageous about where we can go – and brutal about the things that stop us getting there

Report to Economic Development and Cultural Services Overview & Scrutiny Panel
19 May 2010
Item no 10

Economic Development Integrated Performance and Finance Monitoring Report

Report by Director of Environment, Transport and Development

Summary

This report provides performance and finance monitoring information, as at the **end of March 2010**. Although Economic Development (ED) joined with Environment, Transport and Development's (ETD's) strategic planning functions on 1 April 2010 to become Economic Development and Strategy (EDS), for the purposes of this report, we will only look at the close down of 2009/10 ED projects and funding. The report monitors progress against the Corporate Objectives set out in the County Council Plan that are covered by this Panel. The first section covers activity performance, the second financial performance.

- **County Council Plan and service plan actions.** ED has had a good year:

We successfully bid for more Future Jobs Fund money, which brings the value of the programme to over £8m and the number of jobs to be created in Norfolk to 1300. The year end target of 356 jobs has almost been achieved and ours is by far the best performing FJF programme in the region.

We also achieved our projected spend of £3.68m for the Investing in Communities programme, which targets skills and participation in the workplace in Norfolk's worst performing areas.

We launched a campaign under the 'World Class Norfolk' banner to improve perceptions of the county, which was shortlisted for a national marketing award and contributed to increases in jobs and inward investment enquiries.

Finally, we hosted six well received conventions outlining opportunities in Norfolk's key sectors to over 2000 students. More successes can be found in the Member Briefing.

- **Risks.** The key risk has been EPIC's achievement of its business plan. As reported to the last Panel, this risk has been mitigated and the actual out turn is as reported in March.
- **Revenue Budget.** The year end position for ED is as reported to the last Panel – an overspend of £0.137m (due to some of EPIC's business prospects not coming to fruition in 2009/10), with £0.100m accommodated within ED's budget and the remainder within ETD as a whole.
- **Capital Budget.** NORA and Thetford Enterprise Park funds are now spent and the transaction completed on the railway sidings at Great Yarmouth. Due to EEDA bringing forward their spend, our £1m for the Genome Analysis Centre will now all be spent in 10/11.

Recommendation:

Members are asked to note delivery against ED's service plan actions and budgets and to consider whether any aspects should be identified for further scrutiny.

1. Performance against objectives

1.1 Corporate Objectives

Economic Development takes a lead role for the County Council on the corporate objective **CO1 Lead a strategic approach to the development of the Norfolk economy**. The following paragraphs summarise progress to date on our 2009/10 County Council Plan (CCP) actions and key targeted investment, which underpin this objective:

1.1.1 Action: Target external funding to address the economic needs of Norfolk

Future Jobs Fund (FJF). Our objective during the year 09/10 was to create 356 jobs by 31 March 2010. By this date we had succeeded in filling 350 jobs – a 98% success rate. We have received a month long extension on those six positions from DWP, for which interviews are already scheduled. NCC has been the leading delivery partner in the East of England by a significant margin, with more jobs created in Norfolk than any other county in the region. Our close working relationship with JobCentre and Connexions has contributed to our success.

Of the funding received for these jobs currently £1,250,693 has been spent. This includes some work on the development of the Norfolk Work and Skills Plan. As FJF does not run parallel to the end of the financial year the objective is to spend the funding in line with job starts and not by 31 March 2010.

Due in large part to the success of the FJF bid and progress to date, the Economic Development team was awarded two County Council Outstanding Achievement Awards – one in the ‘Ambitious’ category and the Chief Executive’s own award.

Investing in Communities. liC achieved full revenue spend from the EEDA allocated budget (£1,063,736), which brought the programme’s total spend for 2009/10 to £3,679,588 (as for FJF, the County Council secures and administers this funding, but does not make any financial contribution itself).

liC has exceeded nearly all its output targets for the year, and is currently awaiting output information for a further six projects – which should exceed the remaining targets for businesses created and adults gaining basic skills or Level 2 qualifications. Outputs achieved during 2009/10 (at present) are as follows:

Output	Target	Actual
Jobs created	30	61
Businesses created	117	90
Businesses assisted	232	193
People assisted to get a job	1311	1,479
People assisted in skills development	1,954	2,041
Adults gaining basic skills as part of skills for life	165	137
People gaining first full Level 2 qualification	65	55
Public funds levered (not NCC)	£2,326,121	£3,187,211
Private funds levered	£586,322	£427,552

Projects that achieved exceptionally well during 2009/10 were: OPEN Youth Venue (creating 39 Jobs and leveraging £1,297,142 public funding), Supporting

Enterprise in North Norfolk (37 businesses created and demonstrating growth), Kickstart (assisted 666 people to get a job), Learning & Skills Information Advice and Guidance (assisted 537 people in skills development), and STEPs (35 people gaining Level 2 qualifications). More detail on these can be found in the member briefing that accompanies this Panel report.

1.1.2 Action: Work with Shaping Norfolk’s Future and other local partners to launch a local and national marketing campaign to promote Norfolk as a location to work and do business.

Our aim was to effect a real change in perceptions about Norfolk as a good place to do business, to live and a great place to invest in. We also aimed to make more Norfolk people advocates for the county, by making them more aware of areas where the county aimed to be world class and giving them opportunities to get involved.

In doing this, we chose to focus on five main areas of Norfolk where the county could truly claim to be world class – engineering, energy, food and life sciences, financial services and creative industries, but also to highlight the cultural life of the county. A further objective was to support the delivery of 5000 ‘knowledge-based’ jobs by 2021. The campaign was targeted at business people and opinion formers in the eastern region and London.

Results and evaluation

- TV ad seen by 2,400,000 adults in the Anglia TV region and 1,400,000 in ITV London
- Financial Times online ads targeted 5000 CEOs and Finance Directors in London and Cambridge
- Posters seen by 12 million at Norwich Airport, Liverpool St, Westminster Tube, King’s Cross and Stratford stations
- 14,510 unique website visitors since campaign launch
- 500 followers on Twitter – re-tweeting to 50,000 followers

We have also begun to change the way people talk about Norfolk. In August 2009, our top recorded online words associated with the county included:

- ‘family’, ‘house’, ‘cottages’, ‘wonderful’, ‘beautiful’ and ‘holidays’

In February 2010 they were:

- ‘energy’, ‘engineering’, ‘technology’, ‘work’, ‘great’, ‘change’ and ‘culture’

and, although we can’t directly attribute these outputs to the campaign, we achieved an increase in inward investment enquiries and jobs created over the same period last year:

	Sep 2008 – Feb 2009	Sep 2009 – Feb 2010
Inward Investment Enquiries	62	108
Total Jobs created	379	566
Knowledge based jobs created	161	262

These are interim results and final campaign activity will be reported on after the Tour of Britain cycle race in September, which includes a section in Norfolk.

1.1.3 **Action: build on the current successful programme of student conventions to link up more schools with industry experts in key sectors**

All six student conventions scheduled for this financial year - Engineering, Energy, Creative Industries, ICT (Information and Communications Technology) and Health and Life Sciences - have now been held, over 2000 students attending and excellent feedback from students and teachers.

1.1.4 **Key Targeted Investment: Investment of £0.5m capital funding into developing the Genome Analysis Centre (as well as a further £0.5m in 2010/11)**

The **Genome Analysis Centre** (TGAC) is supported by investment from the County Council and is expected to deliver 60-75 high value jobs initially and a further 500 jobs over the next five years.

Due to the bringing forward of EEDA's spend on the project, at their request, no County Council funds have yet been spent and the full £1m will be spent in 10/11 and managed as part of that year's capital programme.

Nevertheless, TGAC has been building its staffing base of higher value jobs and developing revenue-generating projects, as reported to previous panels. Sixteen projects have now been initiated and eight completed.

1.2 **National Indicators**

As the economic indicators are closely interlinked, an integrated action plan for all economic NIs has been produced. The plan was to include setting targets for those CCP indicators not in the LAA. However, in some cases partners have not been able to commit to setting targets because of the current economic circumstances – JobcentrePlus for example, on levels of unemployment. Instead, the forthcoming refresh of the LAA in 2010/11 will cover revised indicators and associated targets.

A number of NIs have reported since last quarter. '**Skills gaps reported by employers**', has been measured every two years, but was removed from the NI set in April 2010. The 2009 result of 17% means that more employers are experiencing gaps than in 2007 (15.10%) but other areas of the country have fared worse and Norfolk is now the fifth best performing county in the country for this indicator.

In terms of **overall employment among working age people**, Norfolk has improved steadily since Q4 2008, up from 73.5% to 78% in Q3 09 – 10th best in the county. However, where **working age people on out of work benefits** are concerned, we remain in the bottom quartile, with the rate rising from 10.7% in Q4 08 to 11.8% in Q3 09. While these two results may seem contradictory, it perhaps represents a reduction of the number of people who previously fell into neither category – neither working, nor on benefits and could reflect redundancy payments coming to an end. It should be noted that Norfolk has almost twice as many claimants on Incapacity Benefit (6.6% of total claimants) as on Job Seekers' Allowance (3.4%), but that our IB and JSA levels are below the national averages, which are 7.1% and 4.0% respectively.

2. Financial Performance

2.1 Revenue budget

Economic Development's revenue position is shown overleaf in Table 1.

The risk surrounding the delivery of the EPIC Business Plan has been carefully managed by the EPIC Board throughout the year. As previously reported, certain assumptions concerning income have not materialised, resulting in an overspend against the Business Plan of £0.137m, of which £0.100m has been contained within the Economic Development and Strategy Revenue Budget.

The remaining £0.037m overspend has been accommodated within Environment, Transport and Development's budget as a whole.

Table 1: Economic Development Revenue Budget

Division of service	Approved budget £m	Forecast Outturn £m	Forecast +Over/- Underspend £m	Forecast +Over/Underspend as % of budget	Variance in forecast since last report £m
Staff, Supplies & Services	0.695	0.695	0.000	0.00%	0.000
Economic Development Projects Fund	0.584	0.621	+0.037	+6.34%	0.000
Estimated Capital charges	0.161	0.161	0.000	0.00%	0.000
Total	1.440	1.477	+0.037	+2.57%	0.000

2.2 EPIC and HEC

Scheme or programme of work	Approved 2009-10 revenue budget £m	Forecast 2009-10 revenue outturn £m	Actual year end outturn	Comments
a. HEC	0.000	-0.005	-0.005	HEC will return a small operational surplus
b. EPIC	0.000	+0.137	+0.137	EPIC will return an Operational deficit of £137k, due to shortfalls in predicted Income. The full details are contained in 2.1 above.

a. Hethel Engineering Centre (HEC)

HEC have been extremely successful in improving the operating position in order to return a small surplus. Work is well underway with the HEC Phase II extension, and the creation of the Direct Digital Manufacturing Centre. The 2010 / 11 position forecasts a break even position with reduced external funding.

b. East of England Production Centre (EPIC)

The EPIC deficit has arisen from shortfalls in educational sector income and new grant funding. However, EPIC has been successful in containing costs throughout the year. The Centre was successful in securing work to record a new sports programme (the BBC's Late Kick Off), which will underpin predicted studio revenues in 2010 / 11, and in renewing the relationship with NUCA for a further year. It also recently hosted a Frank Skinner Show and a BBC East election programme. The 2010 / 11 position forecasts a break even position with reduced County Council funding.

2.3 Capital budget

There have been no variations to the programme during the year, except to reserve the remainder of the small 'strategic sites – unallocated' fund for the purchase of the railway sidings at Great Yarmouth.

Scheme or programme of work	Approved 2009-10 capital budget £m	Forecast 2009-10 capital outturn £m	Actual year end outturn	Comments
a. Nar Ouse Regeneration Scheme, Kings Lynn	0.200	0.200	0.200	The works directly funded with this grant are scheduled for completion early in 2010/11.
b. Thetford Enterprise Park	0.050	0.050	0.050	Funds towards the construction of a roundabout to facilitate the site's development, opening up access to 70,000m ² of new commercial floor space
c. Great Yarmouth railway sidings	0.057	0.057	0.000	Sale currently being completed, so funds will fully be spent early in 2010/11
d. Genome Analysis Centre	1.125	0.250	0.000	Re-profiled, due to EEDA wanting to pay more money in 09/10. All of NCC's contribution will be paid in 2010/11.

e. HEC Phase II	1.200	1.098	1.098	EEDA funds to help create 11 new incubator units. Balance to be carried forward and matched in 10/11 by £1.075m of Cabinet-approved County Council funds.
f. HEC Direct Digital Manufacturing Centre	0.244	0.244	0.248	EEDA funds. The purpose of the centre is to enable prototyping. It will be operational by October 2010.
Total	2.876	1.899	1.596	

2.4 Additional and external funds managed

Economic Development manages a range of funding from corporate and external sources on behalf of the authority. The table below gives an overview of spend as at the end of March 2010. Detailed commentary on the spend for each project or programme can be found in Appendix A.

2.4.1 Partnership Revenue Funds

Title/description	NCC Funding £m	Partner Funding £m	Total Funding £m	Projected outturn £m	Actual spend to date £m
a. Future Jobs Fund Programme	0.000	2.314	2.314	2.314	1.132
b. Land Skills East Programme	0.000	0.400	0.400	0.400	0.275
c. Investing in Communities Programme	0.000	1.064	1.064	1.064	1.063
d. Strategic Ambitions Projects	0.645	0.000	0.645	0.645	0.645
e. LEADER Programme	0.000	0.334	0.334	0.334	0.330
f. Shaping Norfolk's Future Partnership	0.205	0.409	0.614	0.678	0.633
g. Vital Rural Areas Project	0.000	0.018	0.018	0.018	0.015
h. Village Hall Grants & RCC	0.152	0.000	0.152	0.152	0.152
Revenue Total	1.002	4.139	5.541	5.605	4.245

2.4.2 Partnership Capital Funds

Title/description	NCC Funding £m	Partner Funding £m	Total Funding £m	Projected outturn £m	Actual spend to date £m
a. Investing in Communities Partnership (IiC)	0	2.616	2.616	2.616	2.616
b. HEART – The Halls	0	0.100	0.100	0.100	0.100
c. Institute of Food Research	0	1.000	1.000	1.000	1.000
Capital Total	0	3.716	3.716	3.716	3.716
Partnership Revenue & Capital Total	1.002	7.855	9.257	9.321	7.961

3. Other performance information

None.

4. Resource implications

These are covered elsewhere in the report.

5. Equality Impact Assessment (EqIA)

This report is not making any recommendations that impact on equality. However, all projects grant-funded by Economic Development and Strategy have to complete an EqIA assessment as part of their application for funding and tackling economic inequalities is central to the objectives of both IIC and FJF.

6. Section 17 – Crime and Disorder Act

No implications.

7. Risk implications / assessment

8. Conclusion

This has been a successful year for Economic Development, with the value of external funds managed increasing and a high profile, well received, marketing campaign changing perceptions of Norfolk as a business location.

Recommendation or Action Required

Members are asked to note year end delivery against ED's actions and budget and to consider whether any aspects should be identified for further scrutiny.



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APPENDIX A: Commentary on capital spend and partnership revenue and capital balances

A1: Partnership Revenue Projects / Programmes – commentary on spend

- a. **Future Jobs Fund Programme.** Of the funding received for these jobs currently £1,250,693 has been spent. This includes some work on the development of the Norfolk Work and Skills Plan. As FJF does not run parallel to the end of the financial year the objective is to spend the funding in line with job starts and not by 31 March 2010.

The funding available to delivery partners under FJF is split into two streams.

1. There are funds available for start up costs, which are distributed in two payments. The first payment for salaries is made on the day an employee begins their new position, with the second payment following three months later. The first instalment of start up costs has been paid for all 350 jobs, with the second instalment due for payment up to June 2010. The second payment will only be made if the employee remains in the position. To date 35 employees have left their positions. This means that the delivery partner will not receive the second instalment of start up costs. Any unspent money from this funding will be returned to DWP.
 2. The second stream of funding pays the salaries for all young people under the scheme. This amount changes monthly depending on the number of employees. As the jobs under this stream of funding were created up until 31 March 2010 the salaries for these positions will continue to be paid out monthly until September 2010 when the final starter completes the full six month placement.
- b. **Land Skills East Programme.** Partners have worked hard to accelerate delivery in the final quarter, bringing the total number of courses approved to more than 760. This equates to over 7500 training days and over 4000 training places being made available in the land based sector across the East of England. Promotional materials have been widely distributed and attendance at key agricultural events is planned for the coming year.
- c. **Investing in Communities Programme (liC).** liC achieved full revenue spend from the EEDA allocated budget (£1,063,736), which brought liC's total spend for 2009/10 to £3,679,588.
- d. **Strategic Ambitions Projects.** Funds committed, as planned.
- e. **LEADER Programme.** To date seven projects have secured grants from the programme, with a combined grant value of over £277k. A number of business cases are actively being developed which, if approved, will commit a further £1.6m of grant funding under the programme. The Waveney Valley Local Area Group has developed a grant scheme specifically aimed at benefiting Market Towns in the area, for which £40k has been ring fenced for each town.
- f. **Shaping Norfolk's Future (SNF) Partnership.** SNF will carry forward a small surplus to 2010/11 and is on target with the outcomes required by EEDA in the areas of business intelligence, lobbying and sector support.

- g. **Vital Rural Areas Project (VRA).** To date, two claims have been put forward to the Interreg 4b programme. European partners are still in the process of signing the final partner agreement so no claim funding has yet been released. This is expected in May/June 2010. The main activity claimed for has been SNF's regional branding activity. This includes contributing to the cost of the www.investinnorfolk.com relaunch which has made the website more user friendly and relevant to inward investment enquirers. Transnational links have also been established, for example a Professor from Wirtschaftakademie, Germany is hoping to contribute to the UEA's Dragon's Den project. More details to follow during 2010/11.
- h. **Village Hall Grants & Rural Community Council (RCC) core funding.** All £90k of the village hall grants programme, administered by the RCC, has been spent.

A2: Partnership Capital Projects / Programmes – commentary on spend

- a. **liC.** During quarter 4, liC managed to re-allocate the predicted project underspend for two large capital projects, by funding Children's Services' contribution towards the Wayland Skills Centre in 2009/10, and having Children's Services match fund the two capital projects in 2010/11. This enabled liC to spend all EEDA allocated capital funds (£2,615,852) in 2009/10, whilst ensuring that the capital projects that underspent in 2009/10, did not lose any of their allocated capital budgets.
- b. **HEART – The Halls.** This is assigned funding from the GNDP Growth Point capital allocation. The funds are included here as NCC is the banker and 'accountable body' for the partnership and ETD Finance carries out this function on behalf of the authority.

The £0.100m is allocated to HEART – Norwich's Heritage Economic And Regeneration Trust – as part of a package of investments from a range of agencies to renovate, improve and regenerate the 'Norwich Halls' (St Andrew's and Blackfriars' Halls) as a significant cultural, tourism and leisure asset for the city centre. The GNDP has provided funding for the South Bank Halls project Phase 1, which will allow for detailed design and investigation works to be undertaken that will support Phase 2 building works. Specifically, the GNDP's £0.100m is for detailed masterplanning and acoustic and architectural design, supporting the Halls as a concert / conference venue. The full amount was spent by the end of 2009/10.

- c. **Institute of Food Research.** As above, these are GNDP funds, which ETD manages on behalf of the partnership. The GNDP is contributing £1m towards a £5.4m project to bring a redundant building sited at Norwich Research Park (NRP) back into use. This will provide combined laboratory and office space for 30 units. The project will deliver a combination of additional incubation space, follow-on space for the already full NRP bio-incubator and space for an anchor tenant (Norfolk & Norwich University Hospital). This will further contribute to the critical mass at NRP and improve the regional 'pull' of the site in attracting companies to take up residence at NRP and create around 400 new jobs by 2026.

**Cultural Services Integrated Performance and
Finance Monitoring report**

Report by Director of Community Services

Executive Summary

This report provides performance against service plans and finance monitoring information for the 4th quarter to 31 March 2010. Section 1 covers service performance information, and Section 2 financial performance. This is not an out-turn report for 2009/10 as there is more information to come in; the out-turn report will be presented in July.

The main issues for consideration by this Panel are:

- As at the end of March 2010, the forecast revenue out-turn for the Cultural Services Department is for a balanced budget.
- Capital programmes are mostly on target but there are some underspends to report where there have been delayed starts to programmes, mostly with minor works.
- Library and Museum visitors have increased over last year's figures and we report the successful performance of the Norfolk and Norwich Millennium Library. Performance indicators for the Norfolk Record Office indicate that the Archive Centre has significantly increased audience participation compared with last year.
- Performance against 2009/10 service plans is on target

Recommendation

Members are asked to consider and comment on:

- Progress with performance and 2009/10 service plans
- Progress with the revenue budget, the capital programme and reserves and provisions monitoring positions for 2009/10.
- Whether any aspects should be identified for further scrutiny.

1. Performance against Service Plans

1.1 Performance Summary

- 1.1.1 During 2008/09, the most recent year for national data, 1,519,524 people visited the Norfolk and Norwich Millennium Library and borrowed 1,124,233 items including books, DVDs and software games. This places the Millennium Library as the highest performing central library in the UK for the last three years.
- 1.1.2 For 2009/10, total library visits are 1.5% up on last year from 5,348,024 to 5,426,831 and total book issues up from 6,329,637 to 6,344,638.
- 1.1.3 Museum visitors increased by 10,807 in 2009/10 up to 359,064 compared to 348,257 in the previous year. Visits in organised school groups raised to 41,255 a small increase over last year with 87.1% of schools in Norfolk engaging with the service.
- 1.1.4 Visits to the Record Office, to NRO events elsewhere and to exhibitions and events which included NRO items reached a record high in 2009-10, involving 54,413 people, compared with 29,254 in 2008-9. They included 15,000 visitors to the *People and Parliament: Connecting with Communities* exhibition at Westminster Hall in the summer of 2009 and to Great Yarmouth Maritime Festival in September 2009.

1.2 Adult Education Service

- 1.2.1 In November 2009 Adult Education Service secured £0.080m of European Social Fund (ESF) Train to Gain funding. The funding will be used to support the County Council's Skills Pledge work through delivering Skills for Life and NVQ 2 programmes to NCC staff. For 2010, it is planned that 96 Skills Pledge learners will complete Train to Gain NVQ 2 or Skills for Life programmes.
- 1.2.2 The Service has also been awarded £0.255m of ESF funding and £0.026m of Learning and Skills Council (LSC) funding to enable it to deliver and support apprenticeship training and qualifications in Norfolk. The focus of this training will be on public service employers and employees and will include Business Administration, Children's Care, Learning & Development, Customer Services, Environmental Management, Health and Social Care, Information & Communication Technology and School Support Staff Apprenticeship Frameworks. For 2010, it is planned that 85 public sector workers from NCC and the NHS will complete level 2 apprenticeship frameworks in: Health and Social Care; Business and Administration; ITQ.

1.3 Arts Service

- 1.3.1 The BBC Concert Orchestra returned to Norfolk in March 2010 to perform four *MusicMix* concerts at the King's Lynn Corn Exchange and Great Yarmouth Hippodrome for more than 2,500 students from schools across the county. The County Council and the seven district councils worked in partnership with the organisers Orchestras Live, which is the national development agency for professional orchestral work, to promote the concerts to schools across Norfolk.

- 1.3.2 The Arts Service administers the County Council Arts Project Funds and in 2009/10 made a total of 64 awards. Recipients included Cromer and Sheringham Amateur Operatic and Dramatic Society for their production of *Animal Farm*, the 2010 King's Lynn Fiction Festival, Wymondham Arts Forum for their programme of exhibitions and events at the Wymondham Arts Centre, and the Norfolk Coalition of Disabled People for arts and sporting events as part of the Disability Pride Festival taking place in Norwich this July.
- 1.3.3 City College Norwich and ProjectFirst will be delivering 50 places in the autumn term in 2010 if successful with their funding bid. With funding and in-kind support, the project will total approximately £0.085m. The Investing in Communities (IIC) approved the initial project proposal, which is now being developed into a full business case for the IIC Board and the Norfolk County Strategic Partnership (NCSP); the outcome is expected in early June.
- 1.3.4 Active Norfolk has been successful in an application to Sport England for £0.578m for the Norfolk Rural Games programme. The project will involve thousands of villagers across the county playing more sport, culminating in a county wide competition in 2012. The project has also been awarded the London 2012 Inspire Mark.
- 1.3.5 The East Norfolk Playing for Success Centre is the first centre in Norfolk to be a part of the Get Set Network – recognising exceptional schools and centres who have engaged with the London 2012 Get Set programme.

1.4 Library and information Service (NLIS)

- 1.4.1 In quarter 4, NLIS took delivery of 3 new mobile libraries and 4 new delivery vehicles, all replacements of existing vehicles which had reached the end of their useful 'lives'. The new vehicles conform to the latest emission standards.
- 1.4.2 By the end of March 2010, the Library RFID (Radio Frequency Identification) project was nearing completion with 40 libraries having RFID self-service equipment installed. For the 37 libraries with two or more self-service machines, a target of 90% for use of self-service was set. These libraries achieved an average of 93.37% in March 2010, with Poringland library achieving 100% self-service. Staff in the 3 libraries having only one kiosk are also trying very hard to encourage customers to use self-service. While they had no target for take-up, they achieved an average of 72.7% use of self-service during March.

1.5 Museums and Archaeology Service (NMAAS)

- 1.5.1 The central tree trunk of the Holme Timber Circle known as Seahenge has been conserved by the Mary Rose Trust at Portsmouth and has been installed at the Lynn Museum for display. This will complete the conservation, interpretation and display of the internationally significant monument.
- 1.5.2 February half term was the busiest on record at Norwich Castle, and the whole month saw 19,178 visits to the Castle, 3,000 up on last year and on a par with the figures for the summer holiday months. There was an excellent offer for families throughout half term and the widely promoted 'Family Fun' weekends in February and March once again proved a hit with visitors.

- 1.5.3 Between Monday 15 March and Friday 26 March Norwich Castle also had over 2,300 pre-booked visitors visit the Castle – 2,000 of which were school children. Over the course of 10 days we welcomed a range of people, from under 5's to 'A' level students to UEA groups and saw them participate in all different kinds of workshops, tours and activities.
- 1.5.4 Two beautiful early Saxon decorative objects have recently been acquired by Lynn Museum. Both items were found by metal 'detectorists' near King's Lynn and Hunstanton in 2009 and had been declared Treasure under the Treasure Act 1996. They both date from the 6th to 7th centuries AD.
- 1.5.5 NMAS has developed additional support for looked after over 800 children and their foster families. NMAS provides free entry to all NMAS museums together with a range of family activities, summer schools and training for foster parents. The young people are consulted about what provision they would like.
- 1.5.6 NMAS has created six new posts for apprenticeships and trainees who are struggling to enter the jobs market and have been unemployed for between 39 and 50 weeks. These are based at Gressenhall, Time & Tide, King's Lynn and Norwich castle. The apprenticeships are being delivered in partnership with Easton College and City College. Funding is being provided through the government Future Jobs Fund and Renaissance in the Regions.

1.6 Norfolk Guidance Service (NGS)

- 1.6.1 The Let's Work programme, which is funded through the Local Authority Business Growth Incentive, has already assisted over 100 individuals. The Norfolk Guidance Service (NGS) is now working in partnership with Driver Transport Training (DTT) where NGS work with individuals on employability and soft skills while DTT provides forklift truck training. As a result the individuals leave with the skills and confidence to apply for work as well as having a forklift licence. It is also able to take provision to the unemployed where there is currently little available ensuring that Norfolk residents can access help wherever they live.
- 1.6.2 NGS is working in partnership with Supporting People / Space East on TRANSFORM, a Department of Business Innovation and Skills (BIS) funded project. TRANSFORM is providing tailored support for people living in or accessing supported housing services across the county. It will do this through a series of action learning events across the county.
- 1.6.3 NGS has been working closely with the Suffolk & Cambridgeshire CC Guidance Services'. This work has led to the sharing of best practice, the pooling of information resources and sharing methods which can increase revenue and reduce costs.
- 1.6.4 NGS has increased delivery of the Migrant Workers Qualification conversion course and is now providing this service in West and South Norfolk. This will enable the service to assist 115 migrant workers in 2010.

1.7 Norfolk Record Office (NRO)

- 1.7.1 On 15 January, the Lord Speaker and the Chairman of the County Council officially opened the *Norfolk, People and Parliament* exhibition at The Archive Centre. The exhibition is part of the NRO's joint project, 'People and Parliament: Connecting with Communities', currently being undertaken in partnership with the Parliamentary Archives and Parliamentary Outreach. In connexion with the exhibition, a series of Parliament-related lunchtime talks began in January and continued into March.
- 1.7.2 As part of a continuing partnership arrangement with The National Archives, in collaboration with UK-based family history website *findmypast.com*, a second phase of free public access to the 1911 census for NRO visitors began in late March. The Norfolk Record Office is the only archive in the East of England to have this facility, which has proved very popular. Access is *via* two computers in the NRO's searchroom and copies of census images can be printed at our usual charges.
- 1.7.3 The NRO has been running 'Opening the Door to the Past', a project on refugees, for children at risk of offending. Four children spent six weeks learning about the history of refugees in Norfolk, before working with a local artist to produce a story, imagining what their experiences might be if they became refugees, based on the information they had discovered from these workshops. Each child recorded and edited a podcast. A celebration took place in February, at which the children were given a CD of their podcast, along with a medal and certificate for completing the project. During the celebration, their families and friends were given the opportunity to hear for themselves the products of the children's work. For this project the Norfolk Record Office was awarded the Inspire mark, by London 2012 and the International Olympic Committee. The mark, for projects using funding set aside for the Cultural Olympiad, recognizes the most accessible, participative, inspiring and stimulating projects.

1.8 Norfolk Celebrating Talent

- 1.8.1 A project proposal was put forward to the IIC Partnership Board on 25th March to fund a pilot of the Personal Best programme in Norfolk. Personal Best is a national programme that uses the prospect of becoming a London 2012 Volunteer to attract workless and socially excluded people to undertake a Level 1 qualification focused around skills and volunteering. Successful completion of the Programme and a successful application will guarantee a Personal Best graduate a London 2012 Volunteer interview.

1.9 Tour of Britain

- 1.9.1 The Norfolk leg of the Tour of Britain will take place on Thursday 16 September. Starting in the Tuesday Market Place in Kings Lynn and ending on the South Beach Parade in Great Yarmouth, the race will cover 117 miles of Norfolk's roads through North Norfolk, Broadland and Norwich.
- 1.9.2 The Tour of Britain is the UK's biggest professional bicycle race with live television coverage in the UK, live Internet coverage, and further broadcasts in more than 100 countries. As well as the economic benefits the race will bring to

Norfolk through increased tourism and business revenues, the Tour will also boost local interest in cycling and sport, particularly among children and young people, adding to the work that the County Council is already doing as part of the approach to the London Olympics in 2012. It is anticipated that the event will draw 70,000 visitors to Norfolk providing an estimated £1.5m benefit to the county.

1.10 Conclusion

1.10.1 As previously reported to Overview and Scrutiny Panel, Service Plans are on target for completion of activities that had been planned for the 2009/2010 service year.

2. Budget Monitoring 2009/10

2.1 Revenue Budget

2.1.1 Based on the position at the end of March 2010, the latest projections for the 2009/10 budget continue to indicate a break-even position for the Cultural Services Department. The projection for each service is summarized in the table below. Expenditure to date is in line with the profile of expected spending.

2.1.2 This is not the year-end report as final transactions will be processed during April and the final out-turn will be reported in July 2010.

2.1.2 The Cultural Services budget has increased by £3.736m since the last report to this Panel for the following reasons:

- A further £0.017m has been allocated towards the Tour of Britain funded from the Leader's Strategic Ambitions Fund.
- £3.719m of budget has been allocated across services for capital depreciation and debt management charges. This has a neutral effect on the Cultural Services budget.

2.1.3 There are no new pressures to report since the last report to this Panel.

2.1.4 The table below sets out service budgets and forecast of out-turns for the Cultural Services Department.

Service	Approved budget £m	Forecast Outturn £m	Forecast +Over/ Underspend £m	Forecast +Over/Underspend as % of budget	Variance in forecast since last report £m
Library and Information Service	14.787	14.787	0	0%	0
Museums and Archaeology Service	5.594	5.594	0	0%	0
Record Office	1.631	1.631	0	0%	0
Arts Service	1.482	1.482	0	0%	0
Adult Education Service	0.282	0.282	0	0%	0
Norfolk Guidance Service	0	0	0	0%	0
Total	23.776	23.776	0	0%	0

2.2 Capital programme

2.2.1 The capital programme is monitored over the life of the scheme rather than a single year. This reflects the life of the projects and the associated funding.

2.2.2 The Cultural Services 2009/10 capital programme is shown in the Appendices A1, A2, A3 and A4 including any programme revisions.

2.2.3 The Acle Library capital budget has been re-profiled to allow for the start during 2010 with completion in 2011.

2.2.4 As we approach year-end there are a number of changes to forecast spending to report. The reasons for these are notated on the appendices at the end of this report.

2.3 Reserves and Provisions

2.3.1 There have been some changes to reserves and provisions to report this time. The table summarising current forecasts appears below.

- The Museums Service Income reserve has been restored to former levels (previously £0.027m) funded by an over achievement of income compared to budget. The reserve forecast of £0.125m includes provision of £0.030m for development of the Modes database in 2010/11; the database records all of the items in the museum collections. This reserve is maintained to enable the service to

effectively manage resources during periods of unfavourable weather conditions that can impact on visitor numbers.

- The Record Office reserves and provisions have been increased to £0.375m and this includes sums set aside for the purchase of collections as reported previously to this Panel.
- The Norfolk Guidance Service income reserve includes £0.138m ring-fenced for the Let's Work project which will be spent in full in 2010/11. This reserve is otherwise maintained to enable continuity of funding, for example when there are gaps between contracts ceasing and new contracts commencing.

Reserves and Provisions 2009/10	Balances at 01Apr09	Forecast at 31Mar10	Change
	£M	£M	£M
Norfolk Library and Information Service			
Libraries Renewals and Replacement Reserve	0.032	0.000	-0.032
ICT Reserve	0.813	0.608	-0.205
School Library Service Replacements and Renewals	0.029	0.025	-0.004
Service Total	0.874	0.633	-0.241
Norfolk Museums and Archaeology Service			
Museums Income Reserve	0.104	0.125	0.021
ICT Reserve	0.027	0.007	-0.020
Museums Repairs and Renewals Reserve	0.040	0.015	-0.025
Service Total	0.171	0.147	-0.024
Norfolk Record Office			
Residual Insurance and Lottery Bids	0.308	0.375	0.067
Manuscript Reserve	0.038	0.000	-0.038
ICT Reserve	0.034	0.000	-0.034
Service Total	0.380	0.375	-0.005

Continued overleaf:

Reserves and Provisions 2009/10	Balances at 01Apr09	Forecast at 31Mar10	Change
	£M	£M	£M
Adult Education Service			
ICT Reserve	0.029	0.009	-0.020
Redundancy Reserve	0.090	0.000	-0.090
Income Reserve	0.300	0.155	-0.145
Service Total	0.419	0.164	-0.255
Norfolk Guidance Service			
Income Reserve	0.279	0.206	-0.073
Repairs and Replacements Reserve	0.037	0.037	0
Service Total	0.316	0.243	-0.073
Cultural Services Totals	2.160	1.562	-0.598

3. Resource implications

- 3.1 The implications for resources including, financial, staff, property and IT, where relevant, are set out in Section 2 of this report.

4. Other Implications

- 4.1 Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account

5. Equality Impact Assessment (EqIA)

- 5.1 The Cultural Services Service Plan together with individual service plans, places diversity, equality and community cohesion at the heart of service development and service delivery. It aims to ensure that activities included in the Service plan are accessible to diverse groups in Norfolk and that all policies, practices and procedures undergo equality impact assessment. These assessments help the service focus on meeting the needs of customers in relation to age, disability, gender, race, religion and belief and sexual orientation.

6. Section 17 – Crime and Disorder Act

- 6.1 Cultural Services is working hard to help address the issues of social exclusion, one of the key triggers for crime and disorder. The Cultural Services Department provides services that are accessible to local people, encourage participation in cultural activities by people who are at risk of offending, engage offenders through a range of cultural projects, assist schools in improving pupil attainment and deliver opportunities to increase the number of people who are in education,

employment or training. Through these and many other projects Cultural Services is using its resources to contribute towards reducing crime and disorder in Norfolk.

7. Conclusion

7.1 The Cultural Services Department continues to forecast a break-even budget position for each of its services. Progress with service performance indicators points to continuing improvement.

8. Recommendation or Action Required

8.1 The Economic Development and Cultural Services Overview and Scrutiny Panel is asked to consider and comment on:

- The Cultural Services Department progress with performance and the revenue budget, capital programme and reserves and provisions monitoring positions for 2009/10.

Officer Contact

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Capital Programme 2009/10 - Library and Information Service

Scheme or programme of work	Approved 2009-10 capital budget £m	Forecast 2009-10 capital outturn £m	Change since the previous report)	Reasons
Schemes in Progress				
Dereham Library	0.005	0.005	0	
Wymondham Library	0.067	0.025	-0.042	£21k pending final lease agreement with the remainder an under spend
Poringland New Library	0.004	0.004	0	
Library Improvements prior years	0.035	0.035	0	
Library Improvements 09/10	0.252	0.270	0.018	£18k increase revenue funded
Self Service Equipment	0.197	0.201	0.004	£4k increase funded from revenue project
Great Yarmouth Community Library	0.865	0.826	-0.039	Art to be completed in 10/11
Great Yarmouth Refurbishment	0.094	0.084	-0.010	Relates to window improvements
Acle Library	0.000	0.000	0	
Radio Frequency Identification (RFID)	0.250	0.266	0.016	£16k increase funded from revenue project
Mile Cross UK Online	0.005	0.005	0	
Remote Electricity Monitors	0.007	0.005	-0.002	Final acquisitions to be made in 10/11
Transit Van	0.022	0.022	0	
Total Schemes in Progress	1.803	1.748	-0.055	
Corporate Minor Works Schemes				
Prior Years	0	0	0	
Corporate Minor Works 2009/10	0.017	0.014	0.004	Expected under spend
Section106 Schemes ¹	0.062	0.035	-0.027	Spending over several years
Total Capital Schemes	1.882	1.797	-0.085	

Capital Programme 2009/10 – Museums and Archaeology Service

Scheme or programme of work	Approved 2009-10 capital budget £m	Forecast 2009-10 capital outturn £m	Change since the previous report	Reasons
Schemes in Progress				
Arts of Living' Gallery	0.002	0.002	0	
Bridewell Museum Development	0.147	0.102	-0.045	Tendering delays
Castle/Gressenhall/Time & Tide catering	0.018	0.014	-0.004	Works at the Castle
Castle Fire and Security Improvements	0.013	0.013	0	
Gressenhall CERF *	0.038	0.014	-0.024	Delayed start
Seahenge	0.059	0.002	-0.057	Delayed start
Prior Years Corporate Minor Works	0.190	0.085	-0.105	Delayed start Carrow Kitchen and Gressenhall Car park
Schemes in Progress - Total	0.467	0.232	-0.235	
2009/10 New Starts				
Corporate Minor Works 2009/10	0.017	0.016	-0.001	Final Works
Gressenhall Eco-Buildings	0.031	0.000	-0.031	Delayed start
Gressenhall Chapel	0.014	0.013	-0.001	Final works
New Starts - Total	0.062	0.029	-0.033	
Total Capital Programme	0.529	0.261	-0.268	

* CERF is the Carbon Energy Reduction Fund

Capital Programme 2009/10 - Adult Education Service

Scheme or programme of work	Approved 2009-10 capital budget £m	Forecast 2009-10 capital outturn £m	Change since the previous report	Reasons
2009/10 New Starts				
Corporate Minor Works 2009/10	0.003	0.003	0	
Total Capital Programme	0.003	0.003	0	

Funding of the Adult Education Capital Programme

- Corporate Minor Works relate to health and safety and DDA essential works that are funded from the NCC capital programme and approved by submission to the Corporate Capital and Asset Management Group.

Capital Programme 2009/10– Arts Service

Scheme or programme of work	Approved 2009-10 capital budget £m	Forecast 2009-10 capital outturn £m	Change since the previous report	Reasons
2009/10 New Starts				
St George's Arts Centre *	0.500	0.500	0	
Total Capital Programme	0.500	0.500	0	

Funding of the Arts Service Capital Programme

- St George's Arts Centre is funded by the NCC over 3 years. It is planned that payments will be £0.500m for 2009/10, £0.100m for 2010/11 and £0.150m for 2011/12.

Broadband & Mobile Phone Coverage in Norfolk

Progress Report by the Chairman of the Scrutiny Working Group

Summary

This report is to inform the Economic Development & Cultural Services Overview & Scrutiny Panel of the main areas of work undertaken so far, together with some emerging findings, and those planned for future meetings of the working group.

The working group was established to look at the current provision of Broadband and Mobile Phone coverage in Norfolk and explore methods of improving and increasing its provision.

The initial proposals for consideration by the working group are in line with the issues and questions addressed in the Terms of Reference, namely:

- The working party will establish what work has been carried out, or is planned by the local authorities and partners regionally and inter-regionally, to avoid duplication.
- What is the current provision of Broadband coverage in Norfolk?
- What are the negative impacts on the social, economic and cultural aspects of Norfolk?
- What is currently being done to address the issue?
- Can a clearer picture be sought on who is providing broadband?
- How does Norfolk compare with other counties in its current provision of Broadband and Mobile Phone coverage?

Other issues highlighted in the Terms of Reference, including mobile phone coverage and funding opportunities, will be explored as the scrutiny proceeds.

Recommendation

Members are asked to consider and comment on progress with the Broadband and Mobile Phone Coverage scrutiny.

1. Introduction

- 1.1 The issues of Broadband and Mobile Phone coverage in Norfolk are becoming increasingly important. The Working Group will endeavour to look at the current provision of Broadband and Mobile Phone coverage in Norfolk and explore methods of improving and increasing its provision. This report is an interim feedback to Members on the early findings of the working group and some initial proposals to move forward and start to make a difference.

2. Background

2.1 At its meeting on 12 November 2009 the Economic Development and Cultural Services Overview and Scrutiny Panel set up a working group to review the coverage of Broadband and Mobile Phone usage in Norfolk.

2.2 This scrutiny arose through discussions by members who agreed that there is a lack of effective Broadband and Mobile Phone coverage in Norfolk. Councillors were being lobbied by their residents to improve the situation. This scrutiny will provide the opportunity for a group of Members to look at this issue in some depth, and report back to the Overview and Scrutiny Panel.

2.3 The membership of the working group is:

Phillip Duigan (Chair)	-	Conservative
Marie Strong	-	Liberal Democrat
Richard Rockliffe	-	Conservative
Janet Murphy	-	Conservative
Stuart Clancy	-	Conservative

2.4 The working group has so far met three times and evidence and input has been obtained from:

- David Dukes, Economic Development Manager
- Tim Anderson, NCC E-Services Manager
- Karen O’Kane, Head of ICT
- Chris Starkie, Chief Executive Shaping Norfolk’s Future
- Frances Piggott, Project Officer, Shaping Norfolk’s Future
- David Cullen, Chief Executive, NYnet
- Richard Thurston – independent researcher
- All Members (through email)
- Rural Community Council
- Norfolk Association of Local Councils

3 What is Broadband?

3.1 Broadband is a high speed telecommunications service that is always available. Typically it is used to access the internet but it has many other uses. Without broadband, many computer programmes or applications over the Internet would not function. They need the enhanced access speeds provided by broadband technology in order to work.

3.2 In line with this scrutiny, the Working Group has taken up the challenge outlined in the Government’s publication ‘Digital Britain’ which highlighted the challenge to reduce digital exclusion through ‘The best use of digital technology, either directly or indirectly to improve the lives and life chances of all citizens, particularly the most disadvantaged,

and the places in which they live'. The focus was specifically on:

- Highlighting existing and emerging inequalities, particularly in the light of the rapidly changing nature of digital technologies;
- Challenging the public sector, the private sector and industry, and the third sector to work together to help disadvantaged people benefit from new technologies of every type;
- Making digital inclusion an issue that is clearly recognised by the public as being (for example) as essential to tackle as good public health; and
- Ensuring that government reaches out to individuals who are currently unaware of the opportunities available to help them enhance their lives and improve their life chances through technology, and where the greatest benefit can be delivered.

4. Why is Broadband Important?

Quoting from the draft 'Broadband for Norfolk' strategy, Broadband is a key to both economic competitiveness and raising skill levels because:

4.1 Business reasons

- 4.1.1 The majority of businesses now rely on the internet to communicate with their customers, or to use for research in their work. According to research by 2012, £1 in every £5 of all new commerce in this country will be online.
- 4.1.2 Access to broadband is needed for many businesses to get onto supplier lists with larger businesses. It is becoming one of the standard minimum requirements.
- 4.1.3 Small/medium enterprises (SME's) using broadband are shown to be more competitive than those who don't.
- 4.1.4 Marketing online opens new global markets, even to Norfolk based SME businesses.
- 4.1.5 Broadband improves marketing with use of rich media, particularly important for tourism which operates in a highly competitive environment.
- 4.1.6 Broadband connections at home can finally enable homeworking, reducing journeys to work which promotes sustainability, to become a realistic option for many people. Bad weather in the form of snow and ice disrupts working, snow in late 2009/early 2010 saw an estimated 6.4m workers stay home costing the economy £1.2bn a day (Federation of Small Businesses). In turn it would change methods of working with employees judged by outputs rather than by time spent in the office.
- 4.1.7 Broadband can enable/encourage more people to consider starting up in business using their home as a base.
- 4.1.8 Increasingly key decision makers (and other professionals) are looking to change the work/life balance and broadband does enable them to achieve that.
- 4.1.9 Broadband enables multi site businesses to operate as a single entity, using a single common data source as well as video interfaces.
- 4.1.10 Broadband cuts costs of travel through online meetings and helps counter the perceived isolation of Norfolk based service businesses.

- 4.1.11 Broadband enabled CCTV improves security, particularly important with isolated rural businesses.
- 4.2 **Norfolk's economic reasons**
 - 4.2.1 Availability of broadband is a key factor in attracting and retaining investment in an area.
 - 4.2.2 Digital content is one of the key drivers of growing areas of the economy including digital and creative industries, and these depend increasingly on fast broadband availability which can carry multimedia and allow applications to function.
- 4.3 **Public Service Reasons**
 - 4.3.1 To enable all public sector buildings, both main and satellite, to be connected and able to use the most up to date online services and facilities.
 - 4.3.2 Public sector uses in medicine and e-government etc. are a growing market for broadband which can stimulate private sector investment – telemedicine (remote consultancy) and telecare (remote monitoring).
 - 4.3.3 Officers who work out in the community would be able to access reports/information without needing to return to the office.
- 4.4 **Learning and skills reasons**
 - 4.4.1 ICT skills are seen as key to employability, and broadband enables (especially) IT training to be undertaken online. This can take place both in the workplace and in the home.
 - 4.4.2 Online training, over broadband, cuts training costs – and costs of implementing legislation e.g. health & safety
 - 4.4.3 Distance learning – via virtual college and virtual schools
 - 4.4.4 ICT access in schools can also support other learning in ways that make it both more attractive and effective
- 4.5 **Consumer/community reasons**
 - 4.5.1 As consumers embrace broadband technology, they will increasingly demand better product/service information and the ability to deal directly on-line.
 - 4.5.2 Broadband helps empower the disabled and disadvantaged as it can provide an always on, easy to use access point of contact to multiple agencies e.g. through a single point of public service contact (possibly through surgeries or parish halls).
- 4.6 **Evidence from research**
 - 4.6.1 According to the 'Champion for Digital Inclusion: the economic case for digital inclusion' document produced by Pricewaterhouse Coopers in October 2009, the total potential economic benefit from getting everyone in the UK online is in excess of £22 billion

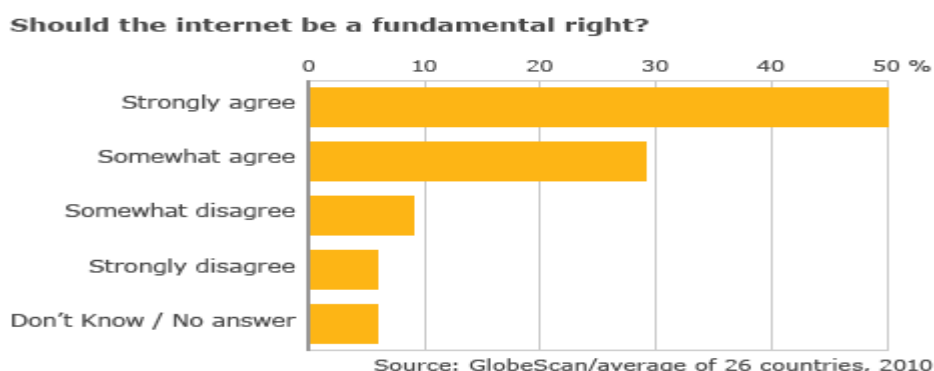
through consumer benefits, education benefits, employment benefits and improved government efficiency

	Annual benefits (£billion)	Lifetime benefits (£billion)
Home access for children		10.8
Improved ICT skills for the employed		0.56
Improved access to employment for the unemployed		0.56
Government efficiencies	0.9	1.77
Online shopping	4.5	8.85
		22.54

4.6.2 According to the Not Online, Not Included report: research from the Communications Consumer Panel (CCP) in June 2009:

- 73 percent of those with broadband consider it as important as electricity or water.
- “the tipping point will be when broadband does not just provide an advantage to people who have it, but disadvantages people who do not”

4.6.3 According to a BBC World Service survey of more than 27,000 adults across 26 countries, almost four in five people around the world believe that access to the internet is a fundamental right.



4.6.4 Social and Cultural reasons for Broadband

Digital Equipment Corporation CEO Ken Olsen famously commented in 1977 that, “No one will ever want a computer in their home”. He could not have been further from the truth.

The Internet has enabled entirely new forms of social interaction, activities, and organising, thanks to its basic features such as widespread usability and access.

Social Networking, by far the most popular and fastest growing communication method made possible by broadband Internet service, started out as a way for people to find old friends, stay in touch with current ones, and meet new ones. It has now grown into a prolific communication tool for both personal and business use. Facebook, Twitter, and MySpace are currently the most popular social networking sites, and have attracted billions of users.

Other benefits include:

- Makes home-working more attractive and feasible
- Easier and more reliable e-commerce and online banking
- Easier and richer (e.g. photos, videos) updates to personal/community websites
- Much improved video streaming quality
- More reliable audio streaming quality
- Person-to-person video conferencing
- Prospect of reduced phone bills (eg through Skype)

5. Initial Actions

- 5.1 The Working Group first met in February to decide the wording for the Terms of Reference, which were subsequently agreed at Overview & Scrutiny Panel on 10th March 2010 subject to an addition.

Discussions and actions worked up included:

- Inviting the Head of ICT and the Economic Development Manager to attend the next meeting to give a steer to the group and outline what was already happening with regard to Broadband and mobile phone coverage
- Inviting a member of EEDA to discuss funding opportunities and regional initiatives
- Inviting members of the public to give their experiences around the County – this to include businesses and young people
- A member of the Working Group would attend the Broadband for Norfolk Workshop on the 26th February

- 5.2 A second meeting took place in March where Cllr Ann Steward gave an overview of the 'Broadband for Norfolk ' conference and encouraged the working group to respond to the draft strategy. The Economic Development Manager also attended and gave the group an overview of the recent East of England Next Generation Broadband Summit at Newmarket Racecourse.

Actions proposed at this meeting included:

- Inviting David Cullen of NYnet to discuss the successful North Yorkshire project and how Norfolk could use this as a model. The NYNet project will be explained later in the report
- Inviting Chris Starkie and Frances Piggott of Shaping Norfolk's Future to the next meeting to create a joined up approach
- Inviting Tim Anderson, the E-Services Manager at NCC to the next meeting to input to the process
- Drawing up a Mission Statement which could be sent to businesses and organisations in Norfolk which includes a request for them to register their interest in better Broadband by logging onto the EREBUS website

- 5.3 At the third meeting in April, Mr. David Cullen from NYnet attended and gave a

presentation on a venture set up by North Yorkshire County Council (NYCC) in partnership with the “Yorkshire Forward” Regional Development Agency and the Government Office Yorkshire and Humber. It was set up in November 2007 and became fully operational during 2008.

- 5.4 NYnet is a Limited Company wholly owned by NYCC. Its inception was jointly funded by NYCC, Yorkshire Forward and a grant from the European Regional Development Fund. Their remit is to:
- Through joint procurement, provide shared network services to the public sector to achieve cost savings
 - This enables them to act as a telecoms company, with rights over the telecoms infrastructure that enables them to stimulate the provision of advanced ‘next generation’ services to the private sector – initially clusters of businesses on estates but also rural communities
- 5.5 As a result of the presentation the Head of ICT will be pulling together a report for the working group to show comparisons between Norfolk and the North Yorkshire model and outline possible options to take this further. (This report is now available on request)
- 5.6 All Members have been e-mailed to ask what their experiences are and those of their residents with regard to Broadband and Mobile Phone coverage in their particular areas (See Appendix A – amalgamated comments).
- 5.7 The Rural Community Council has communicated the same message to all of their members (See Appendix A – amalgamated comments).
- 5.9 The Norfolk Association of Local councils have communicated the same message to all of their members (see Appendix A – amalgamated comments).
- 5.10 Karen O’Kane, Head of ICT, has been interviewed about taking the project forward.
- 5.11 Ann Steward, Cabinet Member for Sustainable Development, has been interviewed to give advice about the possible way ahead to successfully take the project forward.
- 5.12 Trading Standards have provided a list which highlights resident complaints about poor Broadband in their areas.

6 Exploring current initiatives

- 6.1 The Working Group carried out a scoping exercise to find out what was already happening in the County with regard to Broadband and Mobile Phone coverage. The following local initiatives are currently being undertaken:

6.2 Norfolk County Strategic Partnership & Shaping Norfolk’s Future

Shaping Norfolk’s Future - one of the key theme partnerships under the Norfolk County Strategic Partnership - is developing a strategy, ‘Broadband for Norfolk’. As SNF is a business facing organisation, the primary focus is on business usage. However, there is clearly a strong overlap with residential usage. The strategy highlights the need for a strategy by stating:

“Enhancements and improvements to broadband are occurring at a rapid pace along with the applications that use it. It is important to ensure that Norfolk does not miss out on the deployment of next generation broadband in order to remain a good location to live and do business.

We need to have a clear idea of what the county has at present to determine the gaps and the most appropriate solutions as it is unlikely to be ‘a one solution fits all’ approach.

We need to ensure the business community are utilising their current internet provision to help them succeed in a competitive market and that residents are utilising the internet in order to make the most of savings and services online, and therefore recognise the potential if they had access to broadband.

To ensure that Norfolk’s economy has the most suitable broadband infrastructure to meet our objectives we need to ensure that there is appropriate recognition of the:

- Fundamental importance to the overall economy of the county of fast and reliable broadband
- Importance for communication within a rural county of receiving a fast and reliable broadband service
- Importance of connecting up areas and initiatives
- Importance of learning best practice
- Importance of recognising different needs
- The potential business benefits

Lord Carter’s Digital Britain report, released in June 2009, set a target of ensuring every household have access to broadband of 2Mbps by 2012. We believe 2Mbps is too low a target, as Ofcom recently revealed the average broadband speed across the UK is 3.6Mbps and the majority of business and home users currently require more for present applications. Applications include downloading music and videos, watching i-player, online gaming, video conferencing, video surveillance and VoIP (voice over internet protocol) telephone use.

We believe this strategy should support 2Mbps for rural areas which currently receive no or little broadband, but should set a 10Mbps minimum target for the urban areas to ensure Norfolk has the adequate infrastructure for future applications to remain competitive in the worldwide market.”

Various actions are set out in the draft strategy and the Scrutiny Working Group will shortly be meeting to look at the document in more detail and assist Shaping Norfolk’s Future in taking it forward. Some of the draft actions contained in the strategy include:

- Set up a dedicated website to coordinate and collate broadband initiatives/actions
- Raising awareness of broadband and its uses
- Media campaign/ conference/ workshops
- Taking part in the EREBUS scheme
- Broadband group/ambassadors
- Creating a Broadband team to help ensure actions are carried out
- Creating an ICT group to help with actions – assess their needs and requirements
- Lobbying communication providers that there are significant numbers of customers who would benefit from an improved service
- Ensuring that fibre or ducts are built in from day one and sell the benefits of broadband to those moving in
- Lobbying operators to bid for the 50p levy fund set up to cover the final third – to

- cover the remaining areas of Norfolk.
- Rackheath Ecotown – promote as a good place to pilot NGA broadband
- Research
- Mapping current broadband provision
- Look at successful broadband projects in the rest of the UK that could be adapted for Norfolk
- Map current and proposed business, housing and regeneration areas.
- Ensure customers are getting the most from their current broadband
- Promoting i-plates
- Ensure high take up from residents and businesses in the Wymondham Bets project and any other initiatives
- Holding workshops for local businesses to understand their needs
- Encourage residents to take up the Home Access Scheme (a government drive that helps low-income families who currently lack access to a computer and/or internet to get online at home. The programme is aimed at those that need it most. A low-income family in receipt of certain benefits could qualify for a grant to buy a computer and/or a minimum of one years' internet access.
- Encouraging submission of ideas to EEDA – (Supporting Open Next Generation Broadband in Rural Districts) SONGBIRD - will aim to take fibre as deep as possible into the countryside - into areas where the market has no interest in delivering an effective, affordable product. It will chiefly operate as an open access network providing cost effective backhaul and middle mile capability to any communication provider or community group who wishes to deploy a last mile service to end customers. It will attempt to accomplish this by the use of innovative technical and funding solutions.
- Ensuring funding streams are tapped into.

6.3 **West Dereham Pilot**

Norfolk County Council has a broadband network which it uses to provide access to ICT Services from council offices and schools.

There are a number of locations across Norfolk where access to public broadband services is either limited or absent – “Not Spots”. The council has agreed to undertake a pilot project to explore the potential of providing broadband in “Not Spot” areas using wireless technology in combination with the council’s existing network. The pilot will take place in West Dereham and provide wireless access to the Internet for NCC staff and local residents

6.4 **Schools**

All High Schools and sixth form centres are on 20 Mb connection, all Primary sector schools are currently on 2mb and will on completion of the 10/100 project (the Norfolk County Council programme to increase internet speeds to either 10Mb (primary schools) or 100Mb (high schools) for all schools in Norfolk), will be on any of 2 (copper), 4 (radio) or 10 (fibre) Mb dependant on the type of connection the school will have.

6.5 **Breckland Council**

Breckland Council has a quarterly report which records ward speeds in Breckland. It would be possible to gain a report regarding all speeds in Norfolk but a cost would be involved. (Quoted £800 in April 10)

6.6 Libraries

All Libraries are on 2Mb (Copper Learning Stream circuits) Except:

- Millennium Library – 100Mb (with secondary 100Mb resilient service)
- Mile Cross Library – 10Mb (Site is a node so library has direct connection)
- Earlham Library – 10Mb (Site is a node so library has direct connection)
- Sheringham Library – 10Mb (Site is a node so library has direct connection)
- Dereham Library – 10Mb
- Downham Market Library - 10Mb (Site is a node so library has direct connection)
- Gaywood Library – 10Mb
- Gorleston Library - 10Mb (Site is a node so library has direct connection)
- Great Yarmouth – 10Mb
- Hellesdon Library – 10Mb
- Kings Lynn Library - 10Mb (Site is a node so library has direct connection)
- Plumstead Road Library – 10Mb
- St'Williams Way Library – 10Mb
- Sprowston Library – 10Mb
- Thetford Library - 10Mb (Site is a node so library has direct connection)
- Tuckswold Library – 10Mb
- West Earlham Library – 10Mb
- Wymondham Library – 10Mb

7 Learning from good practice in other authorities – case studies

7.1 Alston Cybermoor (recent Press coverage in the EDP)

Alston Moor is located on the eastern edge of Cumbria more than twenty miles from the nearest town centres. Approximately 2000 people are resident in Alston Moor, mainly in three small areas; Alston, Garrigill and Nenthead.

Voluntary Action Cumbria (VAC) developed the bid for Wired Up Community funding which was submitted in November 2000 in an effort to harness ICT to support local economic development, strengthen social cohesion and provide easier access to services. After negotiation over a considerable period of time, Cumbria County Council agreed to become the accountable body for the project.

Management and Organisation

A range of project partners were identified in the original bid. These included:

- Alston Moor Parish Council
- Eden District Council
- Cumbria County Council
- North West RDA (NWDA)
- Cumbria CREDITS
- Cumbria and Lancashire Education On-Line
- Eutelsat, PLATO

As the project developed representatives from some of these organisations played a key role in the management board overseeing the development and implementation of

the project.

Membership includes the County Council, whose main role has been to ensure the financial accountability of the initial Capital Grant through adherence to standing orders in the purchasing process. The management board has, however, had a strong local community representation.

7.2 **Rutland Village – Lyddington (extract from Net Media Europe)**

Community-run Rutland Telecom has brought fast broadband services to the Rutland village of Lyddington, which was off BT's plans for rural broadband.

Lyddington has become the best-connected village in Britain, after Rutland Telecom raised £37,000 to add its own a cabinet to the BT network, offering VDSL2 services to residents, averaging 25Mbps (around ten times the UK average) to residents of the village which has been described as part of the "land that Digital Britain forgot" - part of the 30 percent of the country which has no prospect of fast broadband.

The new cabinet was installed in around six hours and connects to the BT exchange using fibre, using the existing BT-owned copper to reach users in the village, a so-called "fibre to the cabinet" (FTTC) solution. It provides a "full metallic path" pure IP network with no copper link back to the telephone exchange, which Rutland Telecom says is a first in the UK. the first time this has been done in the UK. The cabinet uses VDSL2 equipment from Zhone Technologies.

Rutland hopes the model can be replicated elsewhere, thanks to legislation which allows small companies to use parts of the BT copper wire network to supply fast broadband to individuals and businesses - a process known as "subloop unbundling". BT's BT's own plans to extend broadband will reach some rural areas, for instance the South West of England but they are limited to areas where the service can pay for itself in BT's terms

"As a local IT company we were constantly getting enquiries about high-speed broadband and decided to see how this could be provided," said Dr David Lewis, founder and managing director of Rutland Telecom. "We found that by exploiting telecoms legislation we could utilise parts of BT's existing infrastructure and supply next generation broadband services via community funded projects."

To get the full story please use the following link:

<http://www.relay-rutlandtelecom.co.uk/lyddington/>

8 **Opportunities for external funding**

- 8.1 A dedicated team is now being pulled together in ICT Services to look at European funding for Broadband services. A lead for the project has been identified and Terms of Reference are being drawn up.

9 **Forward Work Programme**

- 9.1 The Working Group will set up a Focus Group comprising members of the public, small businesses and young people to discuss their experiences with Broadband and Mobile Phone coverage in Norfolk. This will give the Working Group evidence of the social and economic impact of the lack of Broadband speeds and good mobile phone coverage in and around Norfolk. The Press will be present for this event to gain maximum

coverage.

9.2 Chris Starkie, Chief Executive of Shaping Norfolk's Future will be invited to a second meeting to talk about the draft strategy 'Broadband for Norfolk', where the Working Group will look at the document in more detail and assist Shaping Norfolk's Future in taking it forward.

9.3 Representatives from the Districts would be invited to a future meeting to align them to the process and create join up right across the County

9.4 Investigations need to be carried out around mobile phone coverage in Norfolk and how we can find ways to improve reception in the Norfolk area. This will be looked at as the scrutiny progresses.

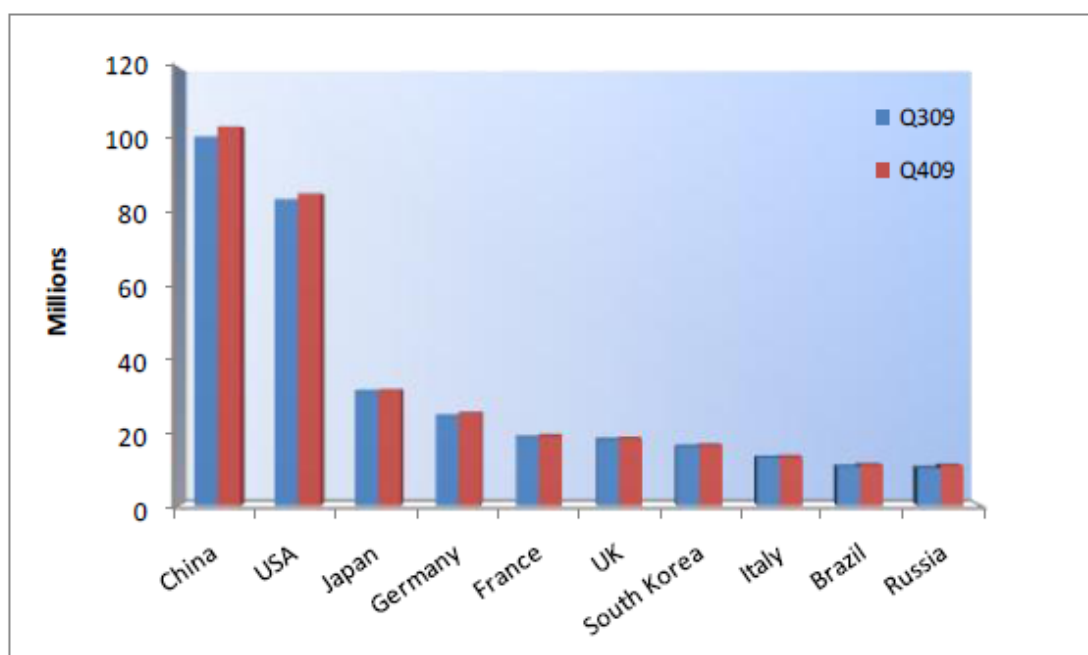
10 International, National and Regional Context

10.1 International

10.1.1 By the end of 2009 there were 466.95 million broadband subscribers worldwide, up 2.5 per cent on the previous quarter from 455.57 million.

Over 2009, 58.1 million new broadband subscribers were added globally. This represents 12.44 per cent of total subscribers reported by the end of 2009. Worldwide population penetration stood at 8.1 per cent, up from 7.9 per cent in the previous quarter and up from 7.1 per cent a year ago. Worldwide household penetration was 29.7 per cent, up from 28.9 per cent in the previous quarter and 26 per cent a year ago.

The 'top ten' countries in terms of total broadband subscribers as of Q3 2009 and Q4 2009 are shown below. Since displacing the USA in Q2 2008, China has maintained its number one position while the USA is in second place.



Source: Point Topic Ltd

10.1.2 However with regard to next generation broadband at speeds over 2mps, unfortunately we are not even in the top 10. Our ranking is actually somewhere between 20th and

30th.

Leading economies ascribe more than 2% GDP growth to broadband expansion. Compared to competing nations in the EU, our productivity is also around 20% lower as a result.

Source of above statement (paraphrased) : Peter Cochrane - former head of BT labs at Martlesham

10.2 **National**

10.2.1 There is a national agency set up to manage Next Generation Access roll out but its role is not clear and may change after the general election.

10.2.2 Work is being co-ordinated nationally by the Commission for Rural Communities to address the issue of broadband in rural areas of which NCC's Tim Anderson, E-Service Officer is a member. At present it is concentrating on developing support for community based bottom up initiatives like the recently reported Rutland initiative where groups of residents and businesses work together to improve access for their village or estate.

10.2.3 **Lord Carter's Digital Britain Report**, released on the 16th June 2009

Key Points:

- Currently Britain stands at about seventh in global broadband league tables
- "Universal Service Commitment" - Government committed to ensuring 2Mbps coverage across the country by 2012 by upgrading existing copper and wireless networks. If this service is not delivered this will represent market failure, which signals the need to invest in infrastructure
- "small levy" of 50p per month to be established on all fixed telephone lines to establish an independent national fund to ensure "maximum next generation broadband coverage". The Fund will be available on a tender basis to any operator to deliver and will provide a part subsidy for the deployment of next generation broadband to the 'final third' of homes and small businesses, bringing the cost of the initial deployment to the same level that operators face in the commercially economic parts of the market.

10.3 **Regional**

10.3.1 **Regional Economic Strategy**

One of the regional economic strategy's goals was around the Digital Economy- accelerating the use of digital technologies in public services, society and commerce with success involving more businesses using information and communication technologies to work more productively and reach new customers

10.3.2 **East of England Development Agency Strategy for Next Generation Broadband Access**

Urban areas role - to stimulate demand and encourage communication providers to offer services using the Eastern Region Broadband Uplift Scheme (EREBUS) initiative, as well as to provide support from a regional digital group. Rural areas role - threefold initiative proposed:

10.3.3 **East of England Digital Group (EEDG)** – act as a forum for information and the exchange of ideas as well as helping shape broadband strategy across the region

10.3.4 **East Anglian Broadband CoOperative (EABC)** – build on the INCA proposal (for supporting community groups) outlined in Digital Britain Report but offering a more hands on approach.

10.3.5 **East Anglian Rural Broadband Backhaul Initiative (EARBBI)**
– aim to take fibre as deep as possible into the countryside by operating as an open access network providing cost effective backhaul and middle mile capability to any communication provider or community group.

11 Resource Implications

11.1 Resource implications may arise once decisions were made on how to take forward the issue of poor Broadband and Mobile Phone coverage in Norfolk .

12 Section 17 – Crime and Disorder Act

12.1 There are no implications for the Crime and Disorder Act at this time

13 Conclusions

- 13.1
1. It has been established that there are a significant number of ‘not spots’ in the County and most of rural Norfolk suffers from slow broadband speeds.
 2. There is very little likelihood that significant parts of rural Norfolk will be enabled to access NGA broadband (above 2Mb) by 2017. (**See Appendix 2**)
 3. The need for better broadband for businesses in Norfolk has been established.
 4. More work needs to be done to establish the social and cultural need.
 5. Actions that Norfolk County Council should be doing now: Lobbying BT; Government & Region
 6. We have started to look at alternative ways of providing Broadband North Yorkshire net, and its applicability to Norfolk. Need to look at other models such as Rutland.
 7. We need to work with other authorities locally to share information and perhaps explore the possibility of joint working to deliver better broadband.
 8. We need to engage with ordinary people small businesses and the voluntary sector.
 9. We need to investigate further mobile phone coverage within Norfolk

14 Action Required

14.1 To note the progress made so far with the scrutiny of Broadband and Mobile Phone coverage in Norfolk and comment on the working group’s Forward Work programme.

15 Officer Contact

15.1 If you have any questions about matters contained in this paper please get in touch with:

Name

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If you would like this report in large print, audio, Braille, alternative format or in a different language please contact Laura Childs on 01603 224295 or minicom 0844 800 811 and we will do our best to help.

Comments Received from those Consulted on their experience with Broadband & Mobile Phone usage (Most comments are verbatim but some are paraphrased)

- I can advise that Broadband in the Sloley area is disappointing. Our Chairman has up-graded twice, but has only seen a 30% increase in speed/efficiency. He says that he signed-up for a factor 8 but is lucky to enjoy factor 3/4?
- As far as mobile phone coverage is concerned, it clearly depends on the service provider, and where you are standing. It has however been noticed that the service has been adversely affected since the mast was removed from the roof of the police station in North Walsham
- During my late husband's illness he was cared for at home with the help of a number of agencies including the District Nursing staff, Marie Curie Cancer Care and continuing care provided by Allied Healthcare. Throughout the whole six month period the poor mobile phone coverage had a considerable impact. In Wacton, where I live, there is very poor reception both for Vodafone and O2. I personally use the Orange network which works very satisfactorily. On many occasions my Doctor's surgery was unable to contact District Nurses to arrange urgent visits as they use Vodafone which does not work in a large part of this area.

This also applies to the 'out of hours' service which is even more worrying as it means I was unable to give them directions when they had got lost during the night! The Long Stratton Surgery has confirmed that they have a considerable problem with the poor Vodafone coverage in the area. The Marie Curie carers, who use O2, quite rightly have to report to their headquarters when they arrive and leave and on many occasions had to use my land-line to do so. Carers told me that this is a problem they experience throughout Norfolk. Allied Health services, who for a number of weeks were providing 24-hour care for my husband were particularly affected as they use Vodafone. In addition to providing carers, they also have a number of Qualified Nursing staff who can be called on when needed - however this is very much dependant upon whether they are within range or not and on some occasions as you can appreciate, time is of the essence! Throughout the whole time I heard from all these people about the very considerable problems they experience on a daily basis as a result of the poor coverage of the respective networks. I was left wondering how it was possible for phone companies to obtain money for contracts when they were clearly not providing a service which was fit for purpose. Since it is clear that, between them, the phone companies do in fact cover most areas, it seems to me that it should be possible for users who have real need to be always contactable should be able to have a contract spread over all companies to ensure that their phones are always in service.

I cannot understand why contracts continue to be renewed and not inconsiderable public money spent on a vital service that is clearly so unsatisfactory. If I can help in any other way to enable this problem to be urgently addressed I would be pleased to do so.

- I live in Tasburgh and I thought I would let you know that while I do have access to broadband, it is very slow and my provider (BT) is having trouble improving the speed. I work from home about half the time, as do a significant number of people who live in my road (say about six) and so this impacts on my work as

well as not being able to watch TV or films using the internet.

A slightly bigger problem for me is the poor mobile phone reception here. This is embarrassing because I know my neighbours all objected to a new aerial when it was proposed, but it's difficult to campaign in favour of these things!

- With regards to Broadband connection in our area, our Broadband in the shop is fine, but we are right next to the exchange which might make a difference. However, our Broadband connection in Roydon (Darrow Lane, just off Snow Street) is erratic to say the least. It can sometimes be painfully slow, and yet other times be OK. When it is slow, it is terribly frustrating, and when using the internet for online banking and the like, if the connection is slow you can sometimes lose the page and have to start again. We have spoken to others living in our area and they all have the same problem.
- The broadband speed is very slow, only a few kilobits per sec! There are several areas in Diss where the installation of broadband is impossible until the antique telephone lines are replaced.

Upgrade of these lines will be very expensive, but will improve the line quality of existing telephones users. At the moment, we often get crossed lines, excessive noise and dropouts: no wonder that our computers cannot cope.

- We don't have a problem with reception in Diss though we can't get full strength. However, we run another business from home, Springtime Designs (also a member of Diss Business Forum), which is in Gislingham. It is very difficult sometimes to do anything as we have such a weak Broadband reception. A lot of small businesses work in the countryside and really could do with far better quality broadband.
- I live in Tivetshall St Mary and run a Graphic Design business from home. Reliable broadband is essential for my business.

I together with all my neighbours, many of whom also run businesses needing broadband, suffer from poor quality BT cables and the fact that we are a long distance from the Pulham Market exchange. Indeed, even the phones are a problem, my next door neighbours are still waiting to get the phone back working after 2 weeks! Another neighbour battled for a year to get just a halfway decent phone line and broadband connection.

I have just spent the best part of 6 months, with the help of my IT engineer, battling with the ISP [Timico] and BT to get them to realise the problem is not within my boundaries and is not my equipment.

They have now finally got BT seriously involved, whose immediate [and usual] response is that its my equipment at fault. Fortunately, my IT engineer insisted on a joint meeting with ISP Timico, BT engineer, himself and myself. Hence for the last couple of weeks I now have a better and more reliable connection and currently my connection is around 1.8Mb. Previously it would vary from 0.7Mb on a good day, and then down as low as 0.1Mb for days on end. At one time I was unable to even send out an email. It sounds as if there are problems both at the exchange and with the cabling in this area. I have attached speed test results should you need them. And of course I have no guarantee that it wont all happen again!

To summarise: not only is the cabling and broadband poor and unreliable, but it takes 6 months and 3 individual businesses working together to get BT to get it sorted! BT really dont seem to want to invest in a better infrastructure.

- I work on a very slow Vodafone card connection on my work laptop in the bank in the centre of Diss

It is not fine – It is far from fine - it's really slow and big files cannot be downloaded. In fact when I am trying to work at home at Palgrave as my phone is the first one on the Mellis exchange I still have no option to buy Broadband!

I even signed up with Sky and they couldn't do it. Its crazy that for the pleasure of living in the country there is no facility.

No one in the bank can believe this is still the case!! Therefore I would like some action – quickly! I do hope that my email is read but I don't think it will ever make a difference!

(I queried the use of Vodafone from Barclays, and got the following update)

From the centre of Diss at the bank only one office has a broadband cable connection at the moment so when that is not available I have to use my Vodafone card for my bank laptop and the connection is very slow!

From a broadband connection in Diss at the bank it is not as quick as we would expect.

From my home at Palgrave I live on the A143 Old Bury Road and I and my neighbours want to buy a broadband connection but we are told this is not possible. This is a major issue and it is the main thing that needs to be addressed. We all know that we are a way from the exchange but I am told there is a work round but the council would need to be involved in order for the exchange to be able to do this.

I would very much appreciate it if you could get us the ability to buy broadband at home then I could have a bank connection put in at home. At the moment when I work from home I have to have a Vodafone card and again it is very slow in fact slower than in Diss. So this is a major issue working for a high street brand like Barclays.

I have a slow connection via virgin at moment and we have tried to buy through sky but it is not possible and each time it gets cancelled as it cant be provided.

This is what needs to be addressed so that rural areas can get a broadband connection.

My daughter works for the council as a swimming instructor and life guard and is currently doing courses and finds the studying very difficult without this connection. And my daughters boyfriend who lives with us also is daily on the internet trying to work in the evening and has the same problem. So a connection is a must for our household to bring us up to the times.

At the moment I have friends staying with us from Newcastle and they cannot believe how slow the connection is as Alan reads his newspapers on line daily and said we should write to someone and so it was good that you are putting forward our views.

In BurstonThe service is slow.....and sometimes intermittent. I have just completed a lengthy complaint procedure with BT and our speed is currently 1-2 Mb. It had been 500kb for years.

- Quick email with reference to broadband connection – at work it is great! But then we are in the middle of Diss. At home on the Heywood it is not so good,

speedchecker says my average speed is 384k. My uncle in Oakley could not get broadband at all – he tried with BT and then Orange – but he’s over the border in Suffolk!

- It is the bandwidth and speed which is the issue. Your capacity and speed is dictated by your proximity to the telephone exchange and as Diss & Roydon expand then both these will only dwindle.
- We need robust infrastructure put into our exchange that is future proof and fit for purpose.
Another thing I would like to see brought to Diss and Roydon is a 3G connection which will help with the above. We are a big enough area to support 3G so this is something we need to push for also.
- There is no Broadband in Lyng and Elsing in my Division even though they are only a few miles from Norwich. We ran a broadband cable into Lyng school but did not allow anyone else to benefit from it!!! I know that the Village of Brandiston still only has dial up because my mother lives there. I believe that the common issue is the Reepham exchange.
- A little slow, but not too bad. (Norfolk for good.)
- My Division, Necton and Launditch, contains 3 what BT calls “not spots” as far as broadband coverage is concerned. These are the villages of Beeston and Great and Little Dunham. A further 7 villages have broadband speeds of less than 2Mbps; the remaining 14 villages have broadband speeds ranging between 2 and 6.5Mbps.
- I recently attended the opening of the computer suite at Beeston Primary School, at the centre of one of the “not spots”, where the children can access 2Mbps (soon to be 10Mbps) through an NCC supplied fibre optic cable. On returning home the children are unable to use a computer to access the internet to help with homework and to reinforce their computer lessons at school. In the same village, Beeston, there are several large businesses, one international, that are at a disadvantage as far as BT broadband connections are concerned and have had to make alternative and much more expensive arrangements.
- I live in Thorpe St. Andrew and I don’t find Broadband particularly slow, the only problem I have is often not being able to watch video clips eg the one David Cameron sends each week with his Email. The video starts to play and then either stops or the picture breaks up. I have no problem with mobile phone coverage.
- Since being elected as a County Councillor the poor Vodafone coverage has impacted on my ability to do my job. I was issued with a Blackberry which I am sure we would all agree is a vital lifeline for a busy Councillor. Unfortunately there is no signal (or very weak) in Long Stratton and this has resulted in me being unable to read email attachments, answer telephone calls, or play back voicemail. This has meant that I have had to ask Democratic Services to remove my Blackberry number from the public domain otherwise people think I am being ignorant in not responding to them!

Why do all the key services in Norfolk use Vodafone if their service is so poor? Surely if all the organisations and companies that use them joined together and demanded an improved service they would have to act. We have most of the Emergency services using them and as Mrs Squires explained in her email this can have disastrous consequences for sick patients needing urgent help and unable to contact their District Nurse etc. As an ex nurse I can assure you that terminally ill patients can deteriorate quickly and treatment and most importantly additional pain relief is needed urgently. How can that happen if their carer is unable to contact staff?

- As a GP covering this part of rural South Norfolk I am frequently exasperated by the poor mobile phone coverage in this area. I have several anecdotal examples where I have needed to contact colleagues – District Nurse, Macmillan nurse, GP colleagues, carers, relatives and emergency services – only to find that I have to drive half a mile up the road to get help or make contact. In their turn they have the same problem!! I know of at least one patient whose wife has first-hand knowledge of the suffering her terminally ill husband experienced due to this. We cannot even get an adequate signal in the Surgery.

It would be good if a legal obligation could be placed on these service providers to co-ordinate coverage in the wider interests of the community. They are never going to provide an adequate signal when the commercial rewards are likely to be negative. There has to be a system of cross subsidy.

As for “broadband” my current connection speed as this is typed is 1364kbps with an upload of 362kbps. Pathetic!! Even rural South Africa has better coverage - as I found on a recent trip to that country. Thank You for taking an interest in this critically important problem

- My Broadband speed has improved considerably since moving to BT. The test I did this morning gave the following result: download speed 6960 Kbps, upload speed 336 Kbps. From what I can tell, this seems to be the fastest recorded for the parish so far - must be a good time to do it!
- Broadband slow at night and week ends and not very fast the rest of the time. I am on Orange mobile phone very poor in bad weather no signal and not much better at other times
- I have received the email from Norfolk RCC and thought I would feedback. Whilst my Broadband coverage at home is fine my mobile coverage is very weak and drops off constantly. I work from home one day a week and whilst I have a work mobile I generally have to use my home phone and give out that number. I live in North Wootton (PE30 3QS).

Mobile phone reception is non-existent in most parts of Reepham. Broadband is slow and this makes running a business difficult. I am not sure whether you will get any responses from Cawston but although their mobile phone reception is much better than Reepham they also suffer from slow Broadband.

Firstly - **Mobile Phone Coverage.**

Appalling in every sense here in Upwell. I have T-mobile as it is the only service provider where I can get ANY signal AT ALL in the village. Other providers are patchy and none of them work inside buildings or houses in the village whatsoever. This means that people either can not get the phone they want (I know, I had to send back a Blackberry on Vodafone, a Nokia E71 on 3, a Samsung Jet on Orange and in Iphone on 02 before I got the sort of phone I wanted which would actually work !!) or have to pay more for a package than they want because there is no choice of service provider. It also means that people are often not able to use phones inside houses at all. This means that it can be difficult to 'be available' even if you are at home or somewhere local. If the primary school needs to ring a parent because a child is ill - there is no guarantee that they will be able to reach the appropriate person unless that person happens to be within earshot of their landline. If individuals are trying to make arrangements to meet - or simply tell someone at home to put the chicken on it can be a major logistical nightmare to ensure a message is sent and

received!

Broadband.

BT is just about acceptable. I have reports from friends living in the village that most other providers have appallingly slow service and one friend's SKY broadband is just like using a dial-up connection. I would like to have Virgin's fast service but I suspect I will be old and grey before optical cabling reaches these parts! Anyone who needs/want to work from home is severely hampered by slow upload and download speeds. Connections drop out or time out with great regularity. One resident trying to set up a new business was trying to create website and it took several days to upload a set of photographs to the host server.

- Broadband on the Weybourne exchange (01263 588nnn) is astonishingly good for such a rural location, I always get at least 5 MB downstream, currently the modem diagnostics show 7104 Kbps downstream, 448 Kbps upstream, and the 20 second ADSL BER test showed zero errors. This is on a completely normal domestic BT line.
Thought this might be useful in case BT say 'can't be done in rural Norfolk'. best wishes
- As Clerk to the parishes of Lyng, Sparham, Elsing and Great Witchingham I have fair knowledge of what is available in and around the locality.

BT recently quoted that Lyng could enjoy speeds up to 3.5Mb/s. The reality is that no one achieves better than 0.5Mb/s and few have a stable connection. Many people are stuck with dial up because their line will not support ADSL. The other parishes fare a little better with 2.5Mb/s being achieved in isolated pockets dependent upon location. The average in most of my patch (except Lyng) is a stable 0.5 -1Mb/s. I reside on the outskirts of Dereham and minimally enjoy 3.5Mb/s which occasionally peaks at 6Mb/s.

Mobile phone coverage is equally sporadic. Locally, Vodafone seems to fare the best with coverage available in most places although the signal is extremely weak and sometimes unusable. There certainly appears to be less signal coverage than five years ago. I understand that a number of masts have been taken out of service to reduce costs.

- It took me months of new phone lines, different broadband providers etc to eventually get a signal.

In our case we have about 0.5mg speed, which depending on how many users are online becomes very slow at times. If we have storms or heavy rain the connection is lost for a few hours up to a day. Aside from the social use of the internet, this is more concerning as we run a wedding venue from our home and are reliant on the internet for communication and bookings.

Running the farming enterprise is also internet reliant, as all grant and subsidy applications are becoming internet based, VAT return/reclaim is online compulsory from April 2010, as is all HMRC NIC?PAYE payments.

Hopefully that is enough anecdotal evidence to show that a reliable internet connection and strength is essential for rural business!

- Replying to your letter for information on mobile phone and broadband coverage. I live in New Buckenham NR16 2BE and the reception on a mobile phone is at best poor and at worst none existent. This applies to all of the

companies. As for broadband I am lucky if I can stream radio let alone T.V. the speed and bandwidth must be the lowest in the county. I have tried both Talk Talk and Sky (which I am on now). I understand from my own enquiries that we are not worth the investment.

- This is a matter causing me great concern at present. I live at the 'end' of Sedgeford furthest away from the telephone exchange, which is in Heacham (recent readings: average 470 download and 222 upload times) but there are times when it is simply impossible to get on line at all. I have been keeping a record of these and the times most likely to be difficult are weekend afternoons / evenings and sometimes weekday mornings before about 9.30am. A couple of weeks ago, because I had some urgent emails to send, I was up before 7am on a Sunday to be sure of getting on line!

Among the specific problems caused by slow speeds are that it is: - impossible to use SKYPE for international calls, which means I pay for phone calls to family in the USA and Australia - impossible to view video clips or benefit from certain BBC on-line services - impossible to enrol on a course I was considering taking, because it depends on students having access to teleconferencing through Broadband

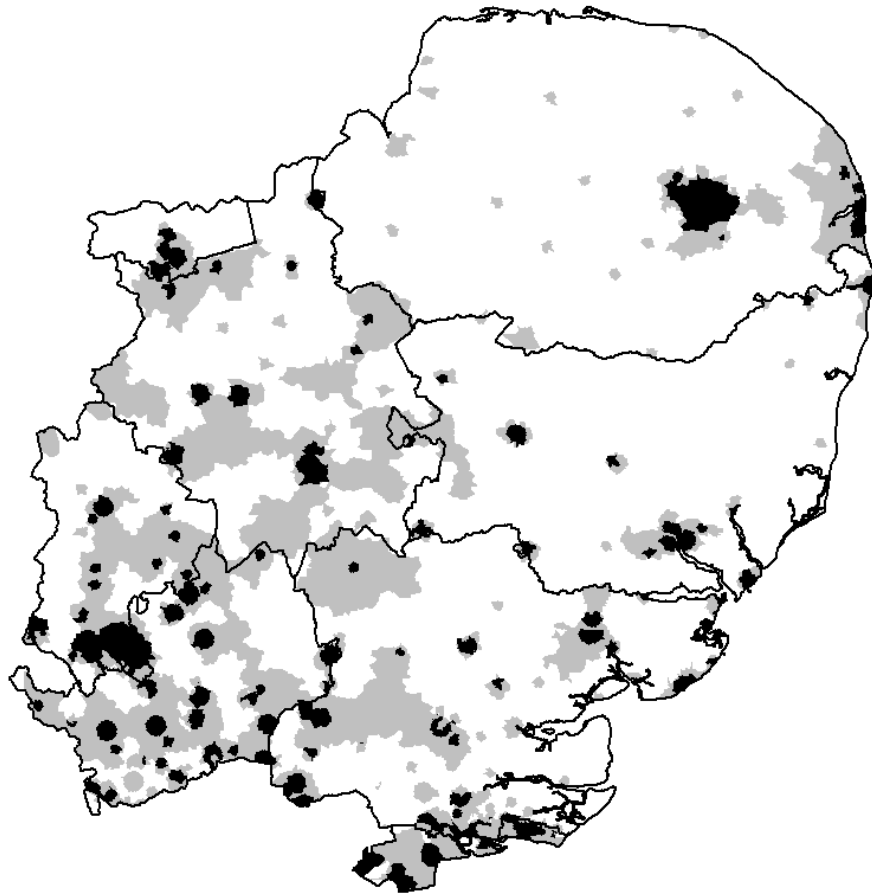
In more general terms, the unreliable nature of the connection has an adverse effect on both work and social communications. I have to remember to tell people that, if they wish to communicate with me quickly and reliably, they need to phone me. I cannot schedule my time effectively as I can never be sure that, if I put aside an hour for emails and / or internet research, I will be able to use it.

- I live in Tharston, near Long Stratton, and use Vodafone. Reception is generally awful - I have to stand up, upstairs, to get a signal at all most days and often find I have voicemail backed up when I am travelling away from home. The mobile internet service from Vodafone is even worse - it simply does not work here.

The nearby village of Long Stratton has even worse mobile phone reception than Tharston.

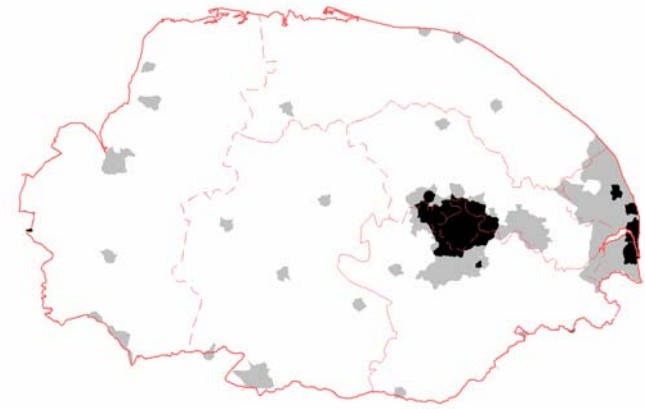
- The Green at Hunworth – when it rains the BT boxes flood.

The following maps show the size of the challenge in Norfolk with regards to Next Generation Access (NGA) to Broadband. Norfolk and Suffolk are left with large areas with no coverage – likely to be considerably higher than the projected 10% nationally.



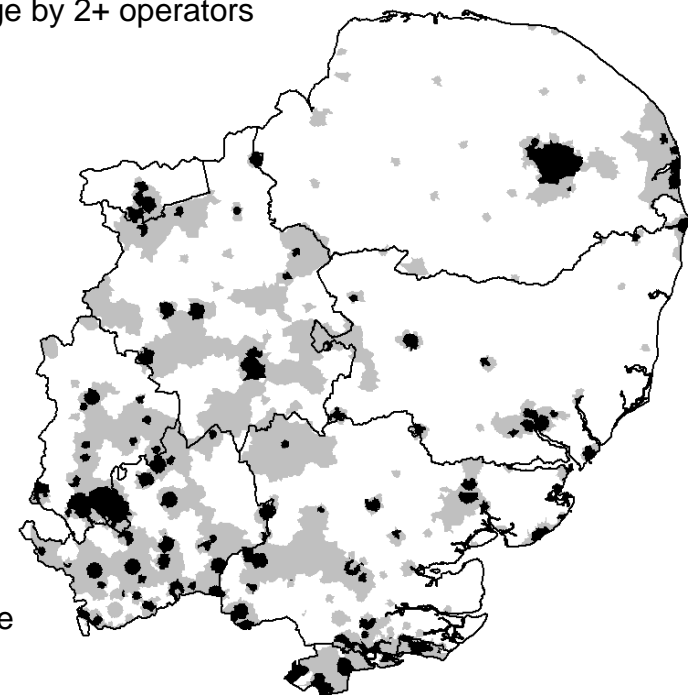
Expected NGA coverage in the East of England region

- No NGA coverage
- NGA coverage by 1 operator
- NGA coverage by 2+ operators



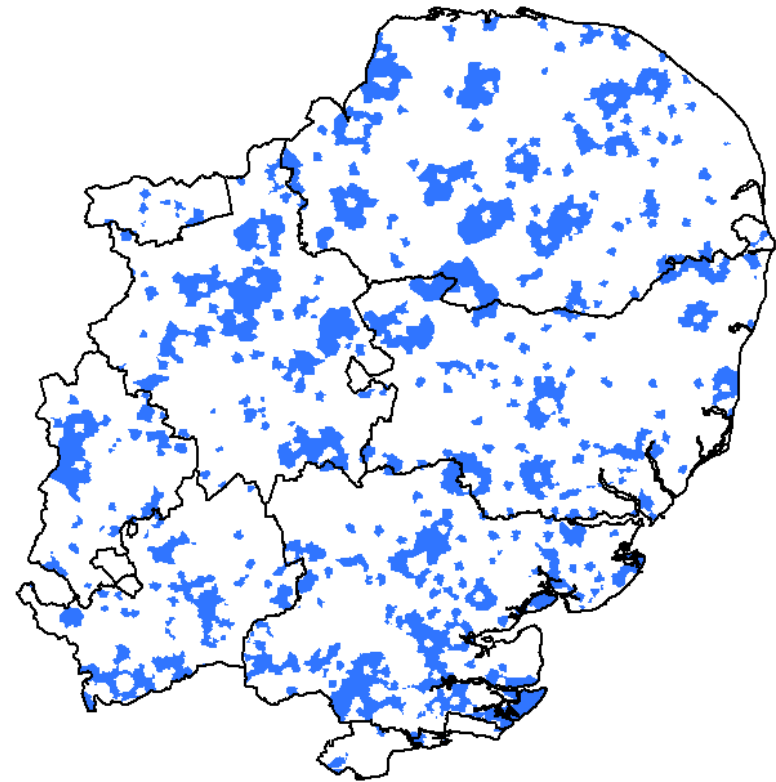
- Current coverage
- NGA coverage by 2+ operators

67% coverage





90% coverage



Areas covered when NGA coverage increases from 67% to 90%

Forward Work Programme: Scrutiny

Report by the Director of Corporate Resources and Cultural Services

Summary

This report asks Members to review and develop the programme for scrutiny.

1. The Programme

1.1. The Outline Programme for Scrutiny (Appendix A) has been updated to show progress since the 10th March 2010 Overview and Scrutiny Panel.

1.2. Members of the Overview and Scrutiny Panel can add new topics to the scrutiny programme in line with the criteria below: -

(i) High **profile** – as identified by:

- Members (through constituents, surgeries, etc)
- Public (through surveys, Citizen's Panel, etc)
- Media
- External inspection (Audit Commission, Ombudsman, Internal Audit, Inspection Bodies)

(ii) Impact – this might be significant because of:

- The scale of the issue
- The budget that it has
- The impact that it has on members of the public (this could be either a small issue that affects a large number of people or a big issue that affects a small number of people)

(iii) Quality – for instance, is it:

- Significantly under performing
- An example of good practice
- Overspending

(iv) It is a Corporate Priority

2. Section 17 – Crime and Disorder Act

2.1. The crime and disorder implications of the various scrutiny topics will be considered when the scrutiny takes place

3 Equality Impact Assessment

3.1 This report is not directly relevant to equality, in that it is not making proposals that will have a direct impact on equality of access or outcomes for diverse groups.

Action Required

- (1) The Overview and Scrutiny Panel is asked to consider the attached Outline Programme (Appendix A) and decide how to proceed with the scrutiny topics listed.
- (2) The Overview and Scrutiny Panel is invited to consider new topics for inclusion on the scrutiny programme in line with the criteria at para 1.2.

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

Name	Telephone Number	Email address
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If you need this report in large print, audio, Braille, alternative format or in a different language please contact Jen McConnell on 01603 222048 or 0344 800 8011 (textphone) and we will do our best to help.

Outline Programme for Scrutiny

Standing Item for Economic Development and Cultural Services O & S Panel: Update for 19th May 2010

This is only an outline programme and will be amended as issues arise or priorities change

Scrutiny is normally a two-stage process:

- Stage 1 of the process is the scoping stage. Draft terms of reference and intended outcomes will be developed as part of this stage.
- The Overview and Scrutiny (O&S) Panel or a Member Group will carry out the detailed scrutiny but other approaches can be considered, as appropriate (e.g. 'select committee' style by whole O&S Panel).
- On the basis that the detailed scrutiny is carried out by a Member Group, Stage 2 is reporting back to the O&S Panel by the Group.

This Panel welcomes the strategic ambitions for Norfolk. These are:

- A vibrant, strong and sustainable economy
- Aspirational people with high levels of achievement and skills
- An inspirational place with a clear sense of identity

These ambitions inform the NCC Objectives from which scrutiny topics for this Panel will develop, as well as using the outlined criteria at para 1.2 above.

Changes to Programme from that previously submitted to the Panel on 10th March 2010

None

Topic	Outline Objective	Cabinet Portfolio Area	Stage 1 (scoping report)	Stage 2 (report back to Panel by Wkg Group)	Requested by	Comment
Scrutiny Items Outstanding/ Ongoing						
1a. The Recession	To ensure SME's remain viable during the latter half of the economic downturn and are well placed to take advantage of the forthcoming upturn	Economic Development			Overview & Scrutiny Panel Task & Finish Group (01/09/09)	
1b The Recession	To keep communities and individuals supported and economically engaged during the latter half of the economic downturn	Economic Development			Overview & Scrutiny Panel Task & Finish Group (01/09/09)	
2. Broadband and Telecomm provision in Norfolk	Provision of fully effective Broadband and Mobile Phone coverage for rural and urban areas in Norfolk	Economic Development		1 st report 19 th May	Overview & Scrutiny Panel Task & Finish Group	3 rd meeting held. Interviews carried out. Interim report being presented at May Panel.

Complete scrutiny items:

Date	Topic	Method
22/5/2007	PE & Sport – Norfolk County Council	Report to Panel
25/7/2007	Cultural Services Environmental Policy	Report to Panel
26/9/2007	Hethel Engineering Centre	Report to Panel
26/9/2007	Support for independent museums in Norfolk	Report to Panel
20/11/2007	Norfolk County Council Arts Grants and Village Hall Grants	Report to Panel
17/1/2008	Business Waste Management in Norfolk	Report to Panel
17/1/2008	Norfolk Arts Partnership	Report to Panel
13/5/2008	The Cultural Contribution to Economic Development in Norfolk	Report to Panel
13/5/2008	The Growth Agenda in Urban Centres in Norfolk and its implications for this Review Panel	Report to Panel
13/5/2008	Partnership Working: Cabinet Scrutiny Working Group	Report to Panel
22/7/08	Norfolk Celebrating Talent: To see how best we can maximise the benefit of the 2012 Olympics.	Report to Panel
16/9/08	Business enterprise in education and work experience	Report to Panel
18/11/08	Keeping libraries safe, welcoming and secure for all users and staff	Working Group
18/11/08	Rural Community Council	Report to Panel
15/1/09	Norfolk Tourism – Review the effect of NCC involvement in tourism	Report to Panel