



## **Connecting Cambridgeshire update for South Cambridgeshire District Council Members - May 2018**

### **Overview**

The Connecting Cambridgeshire programme is improving the county's digital infrastructure – including broadband, mobile and public Wi-Fi coverage - to drive economic growth, help our communities to thrive and streamline public service delivery.

Our Smart Places programme is exploring how digital technology and data can be used to develop innovative solutions to challenges in the Cambridge area and beyond.

Connecting Cambridgeshire is led by Cambridgeshire County Council working with Peterborough City Council, Government bodies, local councils, and external organisations, including telecoms suppliers.

### **Digital Connectivity**

The superfast broadband rollout programme has already reached over 96% of homes and businesses, and is targeting to have over 99% coverage countywide by the end of 2020. A third phase of the fibre broadband rollout is underway, and a fourth phase is being planned to reach remaining areas over the next two years.

The programme is now being extended to target improvements voice and data mobile (2G & 4G), extend full fibre networks, trial 5G (next generation mobile) and increase public access Wifi coverage over the next four years.

These ambitious plans will be supported by a £5.6m investment recently agreed by the Cambridgeshire & Peterborough Combined Authority Board, as part of a shared vision for fixed and mobile connectivity to underpin the region's growth and prosperity.

The programme has also been allocated £4m additional Government funding for Local Full Fibre Networks (LFFN), which includes increasing the availability of full fibre networks along a 'digital innovation corridor' from St Ives to Linton and supporting businesses to access fibre networks.

Take up of fibre broadband is among the highest in the country at over 53%. The contract with BT includes a clawback clause which has enabled an additional funding stream of over £10m to be made available for Phases Three and Four. We are also seeking funding support from DEFRA and the EU to extend delivery to rural areas.

### **Informing residents and businesses**

The Connecting Cambridgeshire website [www.connectingcambridgeshire.co.uk](http://www.connectingcambridgeshire.co.uk) is the main source of information about the programme and is currently being updated to reflect the wider programme.

We receive a large volume of queries by email [Connecting.Cambridgeshire@cambridgeshire.gov.uk](mailto:Connecting.Cambridgeshire@cambridgeshire.gov.uk) and endeavour to answer these promptly. We also correspond with Parish clerks, Broadband Champions and community representatives to keep residents updated about the rollout.

Attached is some advice for households and businesses about getting superfast broadband, which you may find useful if asked.

### **Contact us**

The Connecting Cambridgeshire and Smart Cambridge team is based in Shire Hall, Cambridge. We work closely with district council colleagues and are happy to answer Member's queries about the programme or arrange briefing sessions, on request.

Please email [contact@connectingcambridgeshire.co.uk](mailto:contact@connectingcambridgeshire.co.uk) or call us on 01223 703293.

## Getting Superfast Broadband – advice for households and businesses

- Connecting Cambridgeshire is rolling out superfast broadband access to homes and businesses that would not be able to get it otherwise, but the higher speeds are not automatic - you need to upgrade to a fibre broadband package with your chosen Internet Service Provider.
- Check current and planned broadband coverage for your area using the postcode checker on the Connecting Cambridgeshire website at [www.connectingcambridgeshire.co.uk](http://www.connectingcambridgeshire.co.uk) which has advice on how to upgrade to superfast broadband. You can also register your contact details to be updated when superfast broadband goes live in your area.
- Once you have upgraded to superfast broadband, if you are not happy with the speeds, find they vary, or have problems with the service dropping out, you need to take this up with your Internet Service Provider first.
- Some broadband problems can be caused by internal wiring. One of our long-standing broadband champions has provide some useful tips to help improve your broadband speeds on his website here: <https://www.increasebroadbandspeed.co.uk/tips-speed-up-broadband>
- There are options available if you cannot get superfast yet including satellite, mobile or wireless technology. You may be eligible for the Government's Better Broadband Subsidy Scheme offering vouchers of up to £400 to help pay for installation and first year service costs if your area is not due to be covered by the rollout within 12 months. Further details and an application form are available on the website under [Other Technologies](#).
- If you have any further queries, please email [Connecting.Cambridgeshire@cambridgeshire.gov.uk](mailto:Connecting.Cambridgeshire@cambridgeshire.gov.uk) including your full address and postcode to help us look into your issue.