

Briefing Note to TLP – 15th October 2019

Subject	Update on Full Fibre Broadband to Social Housing
To	Tenant & Leaseholder Panel
From	Karen Crouch, Project Officer, Assets and Involvement
Cc	Robert Hunt
Date	15 th October 2019

Current Issue

The current level of digital infrastructure in Croydon is not adequate enough to answer the digital needs of a growing population. The lack of high-speed and reliable broadband connectivity is a barrier to growth.

Proposal

To install reliable and future proof full fibre broadband, providing our social housing tenants with access to digital services and inclusivity. The infrastructure installation and maintenance are free of charge to the Council, tenants and leaseholders.

Background

Croydon Council has been approached by a variety of fibre broadband providers who are interested in delivering full fibre broadband to the Council's social housing estates.

Following an assessment process Community Fibre and Open Reach have signed wayleaves with the Council giving permission to commence work. The Council are in discussions with another provider, who may come on board in the future, subject to meeting our criteria.

The roll out of Full Fibre Broadband across the borough maintains the Council's promises in line with The Corporate Plan for Croydon 2018 – 2022, contributing to providing the infrastructure that enables development and economic growth in Croydon.

Benefits for the Council and residents

- Provision of faster internet connection and in areas that are currently not-spots or low speed. Fibre is installed to the front doors in the block and then into the property upon purchase of a broadband package.
- Future proofing for advancements in technology
- The need for satellite dishes is reduced, will become redundant and in time can be removed (thus addressing safety and aesthetic issues)

- A range of affordable connectivity packages, providing cost effective entry level broadband (in average entry-level charge of £10 up to £30+ / month depending on speed level) and contract terms

In addition, the two proposed providers will provide additional social, economic and environmental benefits that will be delivered as part of the agreement and will include:

- Apprentices in place and continued engagement with Croydon Works/Job Brokerage
- Work Experience placements
- New Job opportunities for Croydon residents
- Proportion of the total supply chain spend which is based in Croydon. This is to include spend with Croydon branches of national suppliers
- Workforce employed is paid London Living Wage
- The service provider and their supply chain are to measure how much of their waste is recycled.
- Free connectivity for Community Lounges in Retirement and Extra Care Housing blocks.
- Free connectivity for Community Centres and Hubs.
- To provide a tailored Digital Inclusion training programme
- Sponsorship and engagement with LBC for other community initiatives and local charities.

Next steps and Milestones:

The press release for the project was published on 19th September 2019.

Community Fibre have started their infrastructure deployment in South Norwood at Sevenoaks and Tonbridge blocks and the Regina Road Estate. They will next be surveying around South Norwood and Upper Norwood.

Open Reach are currently surveying in Thornton Heath and we are expecting a detailed delivery programme very shortly.

All works will be co-ordinated with the wider capital investment programme, to ensure as little disruption to residents as possible.

Regina Road Children's Centre and the community room at Sevenoaks House will soon have free Wi-Fi and digital inclusion training is currently being organised for residents.