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CENTRAL AREA COMMUNITY FORUM

Notes of the Central Area Community Forum held on 23 February 2016 at 7.00pm at the Town Hall, Matlock

PRESENT

Derbyshire Dales - District Council

Councillors Ann Elliott (in the Chair), Jason Atkin, Sue Burfoot, Albert Catt, Joyce Pawley, Andrew Statham, Jacque Stevens and Colin Swindell

Dorcas Bunton (Chief Executive), Karen Henriksen (Head of Resources), Steve Capes (Head of Regeneration & Policy) and Ros Hession (Community Engagement Officer)

Derbyshire County Council

Robert Rowan (Digital Derbyshire Programme Manager), Kerry Bailey (Digital Derbyshire Engagement Officer) and Paul Jameson (Local Area Forum Liaison Officer)

BT

Rob Shakespeare (BT Group Contract Manager)

Members of the Public

Cromford Parish Council – Russ Boyack, Sue Mosley
Darley Dale resident – K L Dyson, Ingrid Pasteur
Hospital League of Friends/Boys' Brigade/First Taste Charity/Tennis Club – Tom Pilkington
Tansley Parish Council – V Raynes, I Strange
W3Z Broadband – I Sneap
Winster, Burton Institute & West Bank – John Geddes, Emlyn Walters
Andrew Clapham, Jayne & Richard Clayton, Diana Dakin, Martin French, Patricia Leake, John Mumby, C Sheppard, Geoff Stevens, Steven White
(20 in total)

Presentations made be viewed in full on the District Council's website, <http://www.derbyshiredales.gov.uk/your-council/consultations/area-community-forums>

WELCOME AND INTRODUCTION

Councillor Elliott introduced Members and Officers from the participating authorities and welcomed everyone to the Forum.

DIGITAL DERBYSHIRE

Robert Rowan, Kerry Bailey and Rob Shakespeare gave an update from Digital Derbyshire & BT on the roll-out of fibre optic broadband locally, which included:-

- Programme overview
 - What is Digital Derbyshire?
 - The Big Build Video
- Programme update - Phase 1 and Phase 2
- Roll-out progress
- Engagement
- Useful links

What is Digital Derbyshire?

- Upgrade fibre services in rural/semi urban areas
- National framework
- Supplier and partner – BT
- Reduce the digital divide
- Mainly Fibre To The Cabinet (FTTC)

The Big Build video further explained fibre to the cabinet and the roll out programme.

Phase 1

- 358/433 cabinets enabled/live
- Fibre broadband available to close to 76,000 premises
- Over 500 miles of fibre cable has already been laid
- More work between now and the end of 2016

Phase 2

- Contract signed summer 2015
- More funding – total contract £34m
- Aim to extend coverage to 98% of Derbyshire
- Remaining 2% other technologies - USC
- Working with BT to map delivery

Roll-out progress (Phase 1)

56 out of 79 cabinets now live in Derbyshire Dales, this equates to 12,500 out of 17,500 premises enabled with fibre services

Fibre enabled cabinets – locations (Phase 1)

Large parts of:

- Darley Dale, Matlock, Matlock Green, Tansley, Wirksworth, Bonsall, Cromford, Winster, Hackney and Elton

Still to be enabled in phase 1 – large parts of:

- Wirksworth, Parwich and Matlock
- More work to do in the future

Ordering fibre broadband

- Not automatic - subscription based
- BT wholesale checker – www.btwholesale.com/adslchecker

Benefits of fibre broadband for business

- Flexible working
- Business growth
- New market opportunities - international
- Improved customer relations
 - Social media
 - Video conferencing
- Cloud computing
- Faster file & data transfer

Benefits of fibre broadband for home users

- Simultaneous use i.e. catching up with the news
- Improved download and upload speeds
- Watch HD/4K TV
- Stream movies and TV
- Do homework online
- Stay in touch with family and friends
- Download and play games
- Online learning / hobbies and interests
- Work from home

A table showed the take-up of fibre services in Derbyshire and the various districts within.

- New website - www.digitalderbyshire.org.uk
- Marketing material
- Focus is to work with partners to:
 - Inform residents/businesses
 - Display promotional materials – raise awareness
 - Encourage take-up

Digital Derbyshire Better Faster Broadband – a snapshot of what's on the website includes:-

- The whole family can be on line at the same time
- Ordering fibre broadband: Five easy steps
- Better, faster broadband for businesses
- Tips for choosing a broadband provider
- Is better, faster broadband available in your area? Postcode search

Useful websites

Digital Derbyshire

<http://www.digitalderbyshire.org.uk/>

BT Wholesale checker

<https://www.btwholesale.com/includes/adsl/main.html>

Openreach Fibre Broadband - See how it's built

<https://www.youtube.com/watch?v=p0qN5XHul5Q>

Superfast Fibre Home. A world without any annoying buffering You Tube

https://www.youtube.com/watch?v=Vq5_ZdARalq

Our funders



DigitalDerbyshire



DigitalDbshire

Questions and comments were then invited from the floor and issues were raised as follows:-

- John Geddes of Winster referred to BT's information management and cited a Freedom of Information request. There seemed to be confusion over the cabinets in Winster and he asked when outstanding properties in Winster would be able to receive the service.
- Robert Rowan responded that he did not have that level of detail, but explained that BT are aware of cabinets not picked up in the first phase and these are now being modelled. Robert emphasised that some areas of Derbyshire experience less than 2Mbps, which is less than the government's universal service commitment. Timescales are provided by BT, but are not just for specific cabinets. More information on timescales would be available in the coming months.
- Robert Rowan also noted that Broadband Delivery UK (BDUK) must justify expenditure as part of the project.
- Rob Shakespeare and Robert Rowan urged for support from residents to strengthen their case.
- Steven White of Winster referred to the presentation which cited 2 of 2 cabinets enabled in Winster. However, some properties could not benefit from superfast broadband and he felt a lack of communication as this had not been conveyed to those residents. Kerry Bailey outlined that the information was based on exchanges, and that the two cabinets fed from Winster exchange which form part of the first contract have been enabled. One is in Winster and the other in Elton.
- Mr White had sent a letter of complaint to BT's Owen Moody, based in Durham (the only complaints contact he had been able to find), 4 weeks ago and had received no acknowledgement.
- Rob Shakespeare apologised that no acknowledgement had been sent and undertook to look into the matter, asking Mr White to forward the original communication to him.

- Steven White also noted nearby areas of Grange Mill and Ible lacking broadband provision and suggested a possible 'play off' between Winster, Grange Mill and Ible. He noted new fibre installation in Grange Mill some years ago and asked why a cabinet had not been installed. It was noted that Winster cabinet 3 would not enable Grange Mill.
- Rob Shakespeare could not comment on specifics, but if duct is already in place, this should make things easier. There was no easy solution for Winster. BT is looking for total solutions, but these have to be planned and surveyed.
- Robert Rowan was unsure of costs and highlighted that that the government has targets, as do Digital Derbyshire.
- Martin French commented on the situation in Ashford in the Water and Flagg where advice had been received to stay on ISDL / ADSL (copper) as a better speed will be achieved than with fibre optic broadband. Neighbours had a slower speed with fibre. Rob Shakespeare advised that normally speed is better with fibre, but would look into the matter if specific details were provided.
- Mr French suggested a lack of investment and asked if the relevant infrastructure was in place.
- Robert Rowan explained that BT Openreach provide the infrastructure and maintain the lines and are regulated by Ofcom. For any problems with line speed etc, residents should speak to their Internet Service Provider (ISP) who, in turn, will escalate problems to BT Openreach.
- Steven White referred to Hathersage which he understood to be fully enabled, apart from 2 business parks. Some businesses in central Bakewell had not yet been enabled either.
- Kerry Bailey added that 2 more cabinets were going live in Bakewell and the Hathersage Hall Business Park was now live and fed from Hathersage cabinet 9.
- Dorcas Bunton added that the District Council and Peak District National Park Authority are working with Digital Derbyshire to enable businesses and home working.
- In response to comments made, Rob Shakespeare affirmed that here is no discrimination between business and residential premises. He also noted that some small businesses operate from home using a residential telephone line and internet connection.
- Robert Rowan advised that Derbyshire County Council had looked at partnerships with the district & borough councils. Because the first tranche was on target, priority areas for re-investment and enhancement could now be investigated.
- For areas where fibre broadband installation was limited, 'Never Say No' was an option. This initiative involved communities' part funding, alongside BT, to source solutions. Initially, Rob Shakespeare would visit the community to gauge appetite.
- Councillor Pawley noted ongoing new technologies creating greater flexibility.
- Robert Rowan explained that with regard to the provision of wireless broadband to rural areas, the Digital Derbyshire contract with BT follows a national framework run by Broadband Delivery UK (BDUK) which includes BT as the sole provider. The

contract and the State Aid requirements currently do not deem wireless provision as a permitted technology and therefore as a result, this technology cannot be used under the existing contract.

- The European Commission and UK Government are currently reviewing these requirements/restrictions as to whether wireless technology can be included, however it is currently unclear as to when a decision may be agreed. Once agreed, there is every potential that wireless services can be included in future programmes.
- Vicki Raynes asked about new residential developments and if the developer must pay for broadband fibre provision.
- Robert Rowan explained that there is currently no legislation in place to dictate that the developer must install fibre
- However, Rob Shakespeare added that, with effect from 1 April 2016, BT Openreach will install, as standard, the ducting for fibre into new developments, then the developer will install the fibre. However, Rob Shakespeare added that, with effect from 1 April 2016, BT Openreach will install, as standard, fibre into new developments. The developer contacts BT Openreach and they are supplied with the ducting to lay and then BT Openreach will install the fibre.
- In response to a question from Ian Sneap, W3Z, Rob Shakespeare advised that gain share is calculated at a county level.

DERBYSHIRE DALES DISTRICT COUNCIL – SPENDING PROPOSALS 2016 / 17

Karen Henriksen gave an overview of the District Council’s spending plans for 2016/17 which had been updated to reflect increased government grants.

Main messages for 2016/17

- No significant service reductions, but....
- We propose an increase of 1.95% in the District Council’s share of the Council Tax from 1st April 2016

Local Government Finance settlement

	<u>2015/16</u>	<u>2016/17</u>	<u>Change</u>
Settlement Funding Assessment	£2,872,000	£2,269,000	- 21%
Spending Power	£9,143,000	£9,253,000	+1%

It should be noted that the Government’s spending power figure assumes that the council tax for DDDC will be increased by £5 for a band D Property (2.6%) in 2016/17.

Five-year financial plan – funding

	<u>2016/17</u>	<u>2017/18</u>	<u>2018/19</u>	<u>2019/20</u>	<u>2020/21</u>
	£000s	£000s	£000s	£000s	£000s
Government Grants	2,325	1,595	1,122	977	655
Council Tax	5,466	5,623	5,783	5,946	6,112
Business Rates	1,864	2,164	2,022	2,089	2,145
Total funding	9,655	9,382	8,927	9,012	8,912

Five-year financial plan

	<u>2016/17</u>	<u>2017/18</u>	<u>2018/19</u>	<u>2019/20</u>	<u>2020/21</u>
	£000s	£000s	£000s	£000s	£000s
Forecast Spending	9,065	9,045	9,161	9,422	9,641
Funding (as previous slide)	-9,732	-9,459	-8,927	-9,012	-8,912
Capital Improvements / Replacements	667	414	0	0	0
Savings to be achieved	0	0	234	410	729

What it costs you

Our proposed budget for 2016/17 will cost 53p a day for a Band D property... but we also collect Council Tax for others:

- 70% goes to Derbyshire County Council
- 12% to Derbyshire Dales District Council
- 11% to Derbyshire Police & Crime Commissioner
- 4% to Derbyshire Fire & Rescue
- 3% to your local town or parish council

Where your money will go

- Waste and recycling collections
- Four leisure centres

- More than 30 parks and gardens
- Keeping your streets clean
- Helping local business
- Providing affordable homes
- + much more!

Savings achieved so far.....

- A rolling programme of service reviews over a five-year period. Savings identified include:
 - Grounds Maintenance / Street Cleansing – savings of £120,000
 - Administration - £200,000 savings identified
 - Leisure – £111,500 of savings identified so far; phase 2 in progress
 - Tourism – savings of £23,000 p.a.
 - Discretionary Grants – 20,000 p.a.
 - Shared services e.g. ICT, Revenues and Benefits
 - Increasing fees and charges by 3% from 1 April 2016
 - Looking for areas where we can generate income e.g. leisure services, trade waste
 - Managing land and buildings

Future savings to come from:

- Continuing with the programme of comprehensive service reviews as a means of reviewing & reducing spending levels across all services;
- Considering shared services and other alternative service delivery methods e.g. for building control;
- Reducing fixed and variable employee costs, whilst protecting existing employees as far as possible;
- Generating of additional income from fees and charges;
- Assessing the utilisation of reserves and balances;
- Considering future Council Tax increases.

Capital Programme

Programme approved November 2015	<u>2015/16</u> <u>£'000</u>	<u>2016/17</u> <u>£'000</u>
Affordable Housing	965	820
Leisure centres, parks and open spaces	123	390
Car parking	989	100
Public conveniences	100	278
Vehicles	358	854

Other	749	602
Total	3,284	3,044

Key Messages

- We've balanced the books for 2016/17 without a significant impact on frontline services
- We've achieved this by reviewing services to make them more efficient; some services are now delivered differently.
- We've looked critically at our revenue and capital spending, reviewed and rationalised reserves and sought ongoing savings or additional income
- However, our medium term plans show that we still have significant savings to make over the next 5 years, amid uncertainty over government funding.
- This might require some difficult decisions to be made

Consultation

- This presentation will be placed on the Council's website www.derbyshiredales.gov.uk
- Please use the feedback forms to let us know your views

QUESTION TIME

Questions and comments were then invited from the floor and issues were raised as follows:-

Purchasing of gas and electricity

- Mr Mumby asked about the Council's purchase of gas and electricity.
- Karen Henriksen explained that the District Council has framework agreements in place for the supply of certain goods or services which are periodically reviewed. A NHS framework contract is currently in place for gas and electricity for 3 years.
- Mr Mumby recalled Derbyshire County Council writing to individuals some years ago for collective buying. He cited a 'not for profit' initiative through Nottinghamshire County and Robin Hood Energy which had been extended to other areas.
- Paul Jameson noted Derbyshire County Council's 'Big Choices' initiative to give purchase power. The initiative had fallen through, although Paul was unsure why. Karen noted that this initiative was different to energy buying.

Car parking fees

- In response to a question from Mrs Dakin, Karen advised that car parking fees are not due to increase.

Parking

- Kath Dyson commented that on street car parking in Matlock was getting worse and asked if a fee could be levied? This would at least increase revenue.
- Paul Jameson advised that anyone can park on the public highway provided they do so safely; otherwise enforcement action may be taken. The County Council is the responsible authority for on street parking, but has no power to levy a charge.

Tansley village green / play area

- Vicki Raynes reported problems with surface water at the village green play area in Tansley. Investigations had not determined the source of the water and the village green play area had been fenced off for 18 months for safety reasons.
- Councillor Jacqui Stevens added that she understood that Derbyshire County Council was trying to trace the source of the water.
- Karen and Dorcas undertook to look into the matter.

Post meeting note – Last year the bottom end of the play area became boggy and was deemed unsafe so some equipment was fenced off. It was left to see if it would clear itself, when this did not happen and it was apparent this was a persistent problem, investigative work has been undertaken to try and see if some new drainage work had been put in and was causing this problem. This is not the case and the District Council have now timetabled remedial land drainage works to divert the water away from this area, this is due to take place before the summer holidays, but better weather is awaited before works can start.

Housing

- In response to a question from Mr Mumby about the £965,000 budget allocation for affordable housing, Dorcas & Karen advised that this is the District Council's contribution to new schemes.
- In response to a further question, Dorcas confirmed that the properties would be available via housing associations. It was not new Council housing; the Council does not hold any housing stock.
- Mr Mumby asked if there was sufficient affordable housing within the Dales to which Dorcas replied there was never enough. The Objectively Assessed Need (OAN) target is 6,440 properties (not just affordable) by 2033. A meeting was due to take place 29 February to consider allocating further potential development sites which, if agreed, move the Council closer to the OAN figure.
- Mr Mumby commented on a shortage of 'next rung of the ladder' properties for those wanting to move on from starter / first homes. He also questioned the number of properties in a small area on new development sites and the resultant impact on the environment.
- Dorcas advised that every development is subjected to the planning process.
- In response to Mr Mumby asking if the provision of doctors and schools etc was taken into account, Dorcas replied that, part of the planning process, is to look at the infrastructure required.
- Mr Mumby noted the Cawdor Quarry site.
- Steve Capes advised that planning permission had been granted some years ago, which developers had not taken up apart from a few properties. The developer feels the site is not economically viable and is trying to sell. The District Council does not own the site and has no powers through the planning process to force development, although would very much like to see development take place.
- Mrs Dakin noted that half of the District Council's area is in the Peak Park. She felt that premises and infrastructure are being forced into small areas and urged that the target number of houses in the Derbyshire Dales be reduced.
- Dorcas explained that the District Council is working with the Peak Park for the benefit of all its residents.
- The 6,440 OAN takes into account various calculations and demographics. The previous Local Plan was thrown out due to the OAN being too low.

- Mrs Dakin appreciated that it is a difficult position, but felt that more should be done at central government level.
- Dorcas appreciated that this was an area with added constraints.
- Ingrid Pasteur noted planning refusal for a site near the Whitworth in Darley Dale (a grazing field suitable for a small number of houses).
- Councillor Atkin explained that discussions around the site were taking place and included Councillors, the District Council's Paul Wilson, Darley Dale Town Council & The Whitworth Trust.
- Kath Dyson asked if the government has the 'last say' on all housing developments. Dorcas explained that this is only the case if an application is taken to appeal for example if a developer appeals against a refusal.
- Dorcas confirmed that if the District Council loses an appeal, it must pay the costs.

Local Plan

- In response to comments made, Dorcas advised that the Local Plan 6 week consultation was due to commence 7 April.

Tansley – road safety issues

- Vicki Raynes had concerns about the A615, Tansley, believing there to be insufficient traffic calming measures. She did not feel that previous assessments of the situation showed the full extent of the problems and that residents' safety was not being taken into account.
- She went on to talk about adequate infrastructure for proposed new housing developments. She understood that sites have been turned down by the government inspector in the last two years because they are not safe or not suitable and yet officers are now proposing these sites for consideration.
- Paul Jameson reported that the County Council, as highways authority, had been in touch with Tansley Parish Council over the years regarding pedestrian crossings and traffic calming. He added that the District Council is obliged to consult the Highways Authority as part of its planning process and must take on board comments.

Car boot sale / market

- Mr Mumby noted the car boot sale and market in Tansley and asked about legislation around advertising as he had seen several bright green signs fastened to lamp posts
- Dorcas advised that this may constitute fly posting. Paul Jameson added that the County Council have the power to remove posters attached to street furniture and urged for instances to be reported to Call Derbyshire.

Tourist Information Services

- Sue Mosley asked what level of service could be expected from the Visitor Information Point (VIP) housed at Peak Rail, Matlock.
- Steve Capes explained that the move from Tourist Information Centres (TICs) to VIPs was part of the Council's efficiency savings and would not provide exactly the same level of service. The staff were not paid by the District Council, but nevertheless had leaflets and technology at their disposal to assist visitors. He urged for any specific problems to be reported to him.

Post meeting note – Steve Capes is in direct contact with Mrs Mosley.

Council Tax

- In response to a question from Mr Mumby, Paul Jameson advised Derbyshire County Council proposed to increase Council Tax by 3.99%. Authorities who provide adult care services are allowed to add an additional 2% which will only go some way to address needs. In response to Mr Mumby's further question, Paul confirmed that the additional funding is for social care.

Tansley Community Hall

- Dorcas undertook to provide an update on the transfer of Tansley Community Hall.

Post meeting note – an update has been provided.

CONCLUSION AND THANKS

Councillor Elliott thanked everyone for their participation. The next Central Forum will take place in July, date & venue to be advised.

Meeting closed at 9 pm