Building a Better Community – A Connected Place

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Thurrock – Our Place

Our Place

- We are a place of national infrastructure significance
- We are a place of interconnected communities
- We are a place of growth that looks forward
- We are a place of national historical and cultural significance
- Our obligation to our place extends beyond the public realm – place making is at the heart of everything we do as a council
- Our digital offering must reflect our ambition

Thurrock – Our Digital Ambition

Our Council Vision

PEOPLE
A borough where people of all ages are proud to work and play, live and stay

PLACE
A heritage-rich borough which is ambitious for its future

PROSPERITY
A borough which enables everyone to achieve their aspirations

An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future

Our Digital Ambition

- Deliver our vision of a "Connected Thurrock"

- Leverage technology to create better outcomes for the people of Thurrock

- Build a stronger community, bringing people together with technology.

- Redefine the role of local government in the 21st century

The User

The Programmes

A Connected Place
Equipping citizens and businesses with the technologies and skills to enhance their lives

Enabling Collaboration
Enabling us to work better with our partners and each other

Citizen Journeys
Enabling citizens and customers to do business with us digitally

Smarter Working
Equipping our staff with the skills and technologies to deliver services more efficiently and effectively

High Availability
Ensuring our ICT Platform is fit for purpose and high performing to enable us to meet our business objectives

Digitally capable
Building our future capability to deliver technology services through a broader range of partnerships

The Architecture

Digital Thurrock

Digital Council

Digital Office

### Digital Found -ation
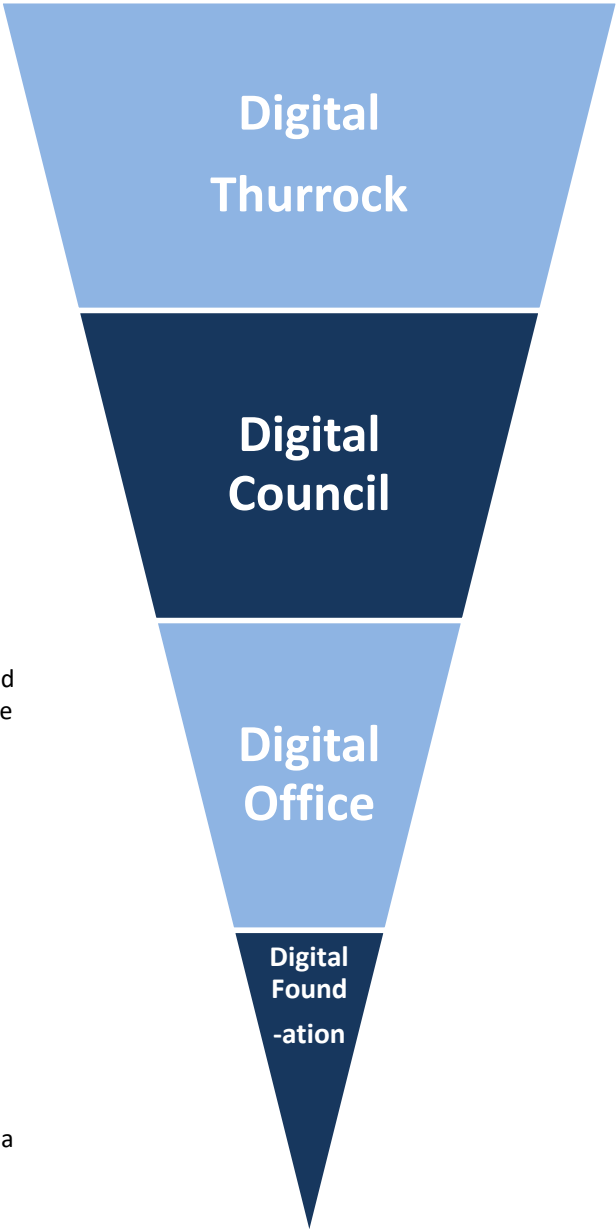
The Outcomes

- Thurrock becomes a smart place, fully connected to the 'Internet of Things'
- Consumers have a better online experience via ultrafast broadband
- Quality of Life is enhanced
- Our culture & heritage is available to all

- Communities can work better together by accessing new digital channels
- The council and its partners work together better through seamless sharing of data
- The council makes data sets available on a commercial or open basis

- We better understand customer needs
- Multiple access channels available
- Better customer service due to less red tape, all forms being online and customers only 'telling us once'

- Performance is better managed
- Low value, time consuming, decisions become automated
- Staff can work where they need to
- Our people are digitally capable
- Fewer documents produced enabling the development of big data analytics

- Our platform is 99.9 % available 24 hours a day
- 50% of our people can work during a disaster to allow priority services to continue
- The information that we hold about people is safe and secure

- Technology is a significant revenue generator for the council
- Technology cost base is optimised
- Technology informs individual service strategies
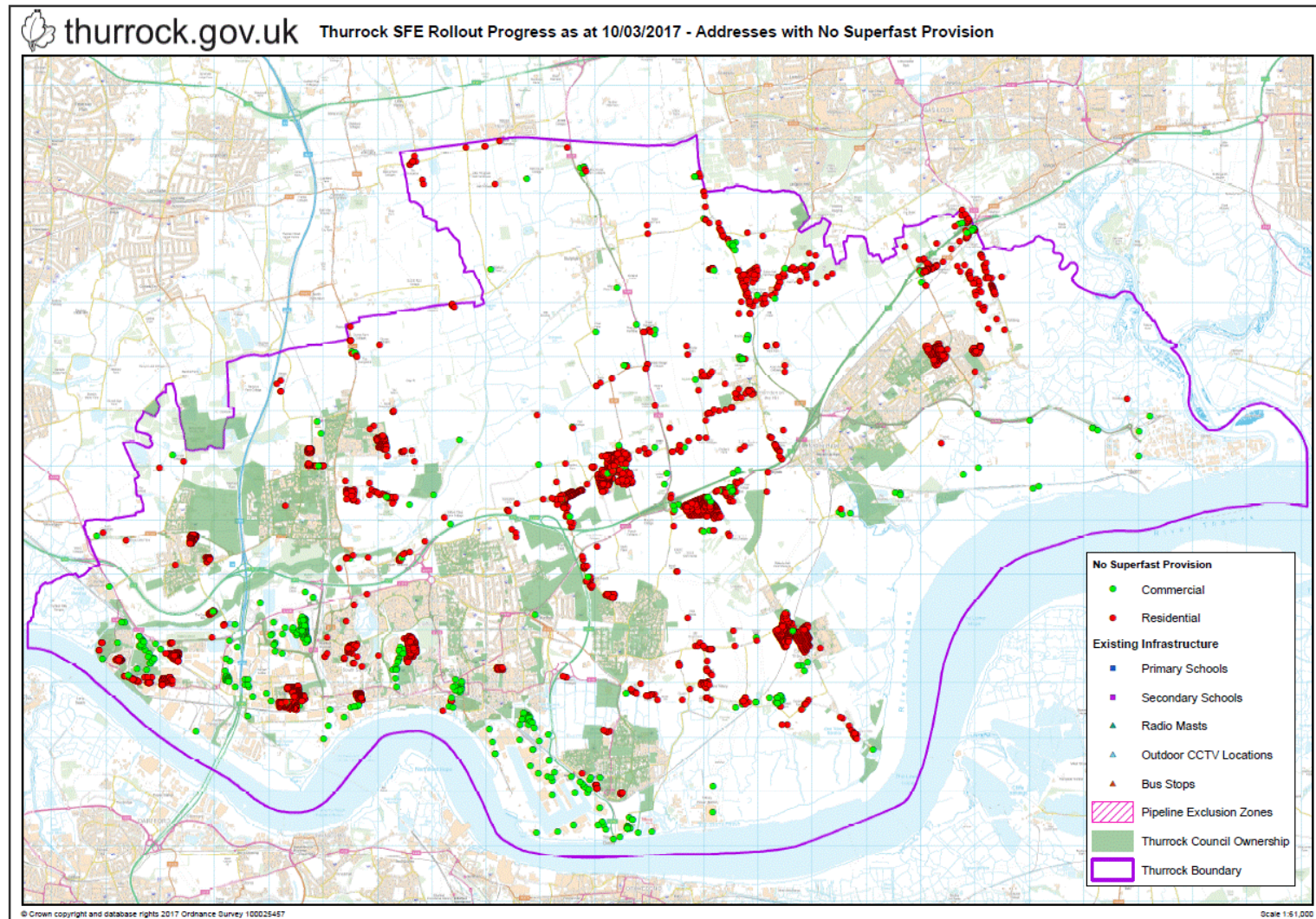- Thurrock is recognised and respected for its technology capability

Thurrock – Broadband Availability

thurrock.gov.uk

Broadband Status
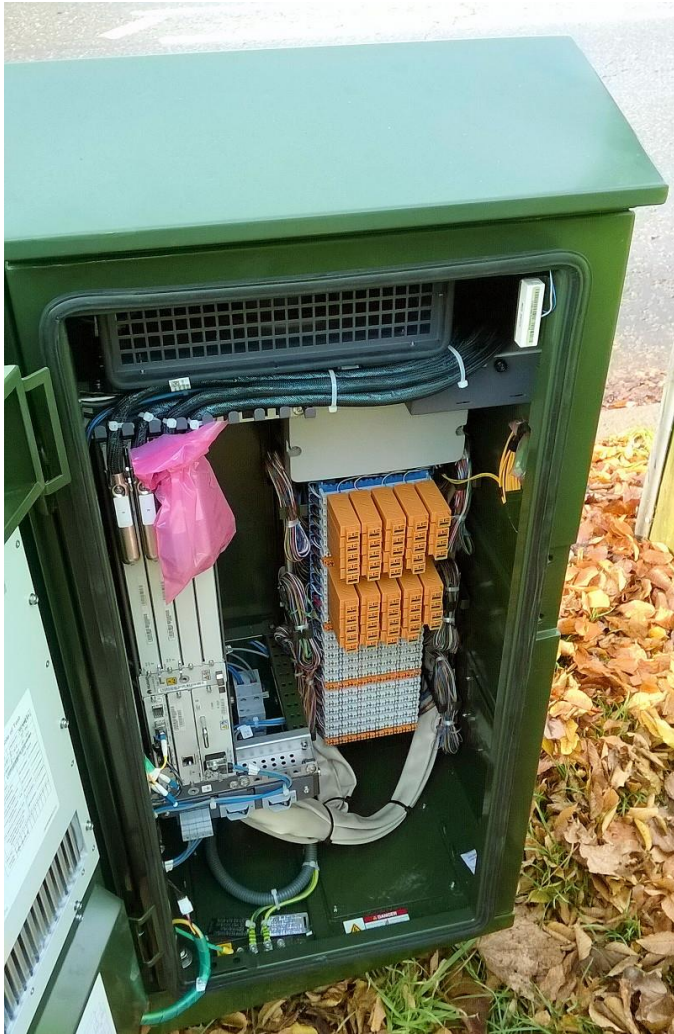
- Delivery of broadband is a commercial activity, delivered by the market and based on commercial priorities.

- Government targeted 95% of premises to have access to "superfast" broadband by 2017

- Thurrock currently at around 95% (https://labs.thinkbroadband.com/local/thurrock,E06000034)

- Thurrock are part of the Superfast Essex programme which is delivering rural broadband access in greater Essex.

- Thurrock Council have identified over 3000 premises that are not "fibre connected" to provide superfast speed.

- Our geography means many premises do not get adequate broadband speeds through fibre connected cabinets.
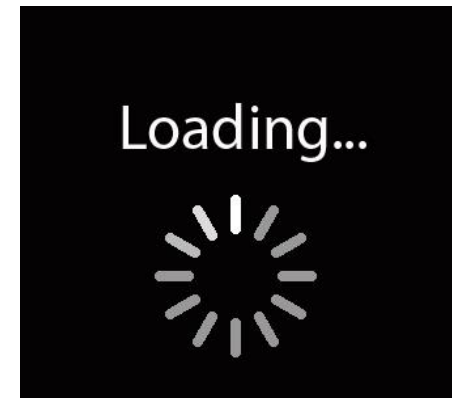
Our Broadband Problem

Thurrock SFE Rollout Progress as at 10/03/2017 - Addresses with No Superfast Provision

thurrock.gov.uk

How much broadband do I need?

Function	Capacity (per user)
Normal browsing/social media/email	• 0.5Mbs
Streaming TV	• 5Mbs
Streaming Ultra HD (4k) TV	• 25Mbs
Streaming Music	• 2Mbs
Gaming	• 3Mbs
Video Chat	• 5Mbs
Internet Voice Calls	• 2Mbs
Downloading large files	• See separate table

Time to download 200Mb file	Capacity
• 14 Minutes	• 2Mbs
• 4 Minutes	• 8Mbs
• 1 Minute	• 30Mbs
• 27 Seconds	• 60Mbs
• 14 Seconds	• 120Mbs

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Broadband Options

Option	Implication
Commercial Delivery • Open Reach • Virgin Media – Project Lightning	• Dedicated infrastructure – new areas need new digs! • Prioritised by commercial viability • Limited transparency around plans – no commitments to dates
Leverage Superfast Essex Programme	• Delivery typically takes minimum of 2 years • Approaching end of central government funding • Significant match funding requirement
Open Reach Community Fibre	• Open Reach installation costs shared with Community • Deliver inside 12 months • Council excluded from direct involvement
Gigabit Voucher Scheme	• DCMS subsidising cost of fibre to premises for businesses (£3000) and neighbouring residential properties (£500). • Requirement for customer to commit to a service of 100mbs or double existing speed (whichever lowest)
Local Full Fibre Network	• DCMS scheme to fund expansion of fibre • Provides fibre connectivity to public sector premises. • Becomes more commercially viable for provider to extend fibre to local private and commercial premises

Our Plan of Attack

- Leverage Superfast Essex to deliver superfast (or better) connectivity to outlying rural areas.

- Work with Community Forums to submit requests to Open Reach Community Fibre programme.
  - Volunteer needed to act as point of contact

- Publicise DCMS Voucher scheme – which can form part of a community fibre offering.

- Working with other South Essex Local Authorities on a combined full fibre plan to connect public sector sites

- Engage and build relationships with major telecommunications organisations, including OpenReach and Virgin Media

Thank you