

Deerhurst Parish Council

Parish Broadband Survey 2016

Thanks

I would like to thank everyone in our Parish who has helped to produce this Survey, in particular each person who:

- completed the form
- provided the speed test results, despite interruptions to or the slowness of the Internet and sometimes troublesome websites
- made me welcome, at their door or in the house
- took time to tell me about the problems they have had with broadband, or suggested ways to improve it
- added useful comments or suggestions with their survey forms

Personal thanks to:

- Sheila, who helped with distribution
- Pete, who made and put up the post box at the Village Hall
- Fiona, who received and forwarded the postal and e-mail responses
- Cate, who explained the conclusions of the broadband survey of Deerhurst village
- my colleagues on the Parish Council, who allowed me to do the Survey on their behalf

Jim Pollard. 23 September, 2016

Summary

Deerhurst Parish is one of fifty town or parish councils in Tewkesbury Borough and one of over 300 in Gloucestershire. It includes several villages and settlements: Apperley, Deerhurst, Lower Apperley, Walton Hill and Deerhurst Walton. Properties in the Parish are connected to three local telephone exchanges, at Tirley, Tewkesbury and Coombe Hill.

The project to rollout faster broadband across Herefordshire and Gloucestershire started in February 2013, managed by **Fastershire**, a partnership between the two County Councils. About a year ago, during Phase 1 of the rollout, properties in the Parish were connected to fibre broadband cabinets at Tirley (Cabinet 1) and south of Tewkesbury (Cabinet 17). Broadband speeds increased for customers sufficiently close to these cabinets but, for most, there was no improvement. Properties in the Parish that are connected to the Coombe Hill exchanges were not affected by Phase 1 of the rollout.

The purpose of this Survey was to improve knowledge of what generally is regarded as a poor broadband service to Deerhurst Parish. In May, parish councils in Gloucestershire were encouraged to gather broadband speed data by using the Local Government Association website <http://lgautospeed.org/>. This Survey was created to provide as much data as possible for the whole Parish. It also asked questions about the use of broadband and its performance; and about awareness of **Fastershire** and the rollout.

Beginning in early July, the Survey was distributed to 377 of the 410 postal addresses in the Parish, the remainder being unoccupied or temporary homes. No deadline was set but a reminder was placed in August issue of the local parish magazine. Completed forms were posted at Apperley Village Hall or sent to the Parish Clerk, by post or e-mail. Over 40% of the responses were received in July, which rose to 242 (64%) before this report was started. Of these, 213 provided broadband speeds at locations within the Parish. Another three results were sent anonymously and could not be plotted.

The average broadband download speed for the Parish is 2.45 Mbps, with a maximum of 31.6 Mbps and a minimum of 0.2 Mbps. The average upload speed is 0.34 Mbps.

Of the results plotted for the Parish, 117 (55%) of them have a broadband download speed of less than 2 Mbps, the current target for the rural broadband rollout. The speed is less than 3 Mbps in 77% of cases and less than 4 Mbps in 89%. Only the remaining 23 users (11%) have reported speeds of at least 4 Mbps.

The few results above 10 Mbps somewhat distort the average for the Parish. These are houses much nearer to a fibre broadband cabinet. If these are ignored, the average for the Parish reduces from 2.45 Mbps to 2.10 Mbps.

Calculating the average speed for each telephone exchange reveals differences between the service they provide: 2.10 Mbps for Tirley (01452); 4.11 Mbps for Tewkesbury (01684); and 3.74 Mbps for Coombe Hill (01242). In the case of Tewkesbury, it hides the fact that Deerhurst village itself has an average of only 0.80 Mbps. Deerhurst village recently conducted its own broadband survey.

Sixteen houses (7% of the completed surveys) are not connected to the Internet. In contrast, to improve their broadband speed, a small number of houses have satellite broadband installed. A few use the Internet via the mobile phone network. One house is conducting a trial of a radio connection with the nearby business park, at a range of about 3 km.

One of the aims of provided faster broadband is to help business. The download speed results in this survey for business users in the Parish (mostly working from home) are no better than for home users.

Almost everybody that uses the Internet uses it frequently or daily. Most use a computer, tablet or mobile phone. About a third has a smart television or use VoIP (usually Skype). About a quarter streams HD videos.

The questions about reliability and about satisfaction with the performance of broadband drew similar responses. However, two-thirds consider the reliability to be poor, while just over half are extremely dissatisfied with the broadband speed. Neither question allowed a neutral response. Only 10% of the responses were at least good (for reliability) or satisfied (with the performance).

From the responses, only 61% of the Parish knows about **Fastershire** or the rollout of faster rural broadband. Many of the comments written with the responses are critical of **Fastershire**, which should be a concern to the two County Councils.

The latest updates on the **Fastershire** website mention a satellite solution for users with a download speed of less than 2 Mbps, subject to eligibility. This provides a grant of £400 per customer. If every household in the Parish reporting a download speed of less than 2 Mbps was eligible, this would amount to £46,800. Most of this subsidy (£40,000) would apply to houses connected to the Tirley (01452) exchange. It could be argued that this money should be put towards providing fibre cabinets within the Parish, to benefit the maximum number of users.

The comparison of download speed with the distance from the exchange (or cabinet) shows clearly that a cabinet needs to be within about 1.5 km of customers to provide speeds above 10 Mbps, to meet the broadband obligation set by Government.

Looking where houses are located on the Parish map, particularly on the 1 km grid, placing a cabinet or two in Apperley would seem an obvious way forward for at least 300 houses connected to the Tirley exchange. That would require a fibre-optic cable to be laid from Tirley to Apperley, across the River Severn and the flood plain. If the Deerhurst and Walton Hill/Deerhurst Walton each had a cabinet, would the shortest route for the cable be from the existing fibre network, or would it be from Apperley? We can only speculate but these are some of the operational and technical matters that need to be raised with **Fastershire**.

This survey has been completed as the bidding process for the next stage of the fibre broadband rollout gets underway. Stage 3, the first part of Phase 2, of the rollout is due to start being carried out during 2017 and 2018. Deerhurst Parish comes within Lot 3d of this stage (known as Residual Gloucestershire, North Gloucestershire).

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Introduction

Both as a user of the Internet and as a Parish Councillor, I had become frustrated hearing or reading about the rollout of rural broadband while seeing few signs of any progress in our part of rural Gloucestershire.

Like many people, I know my own broadband download speed (currently 3.3 Mbps), how much it can vary and how the Internet service is often interrupted. I hear about faster or slower speeds; locally and around the country. I have seen how frustrating it can be to use the Internet with a speed much worse than mine. As in other rural areas, the current target is to provide a minimum speed of 2 Mbps to 90% of customers, then to another 5% and so on. A commitment has been made by Government to raise the minimum speed to 10 Mbps in a few years, still well below the speeds of up to 22, 38, 50, 76, 100 or 152 Mbps I can read about.

Many of us have been asked the same questions by BT time and again about sockets, filters, cables and the wireless hub, before they test our phone lines. When I have complained, I have been told to expect improvements in months but this wears thin with the passing of each year.

I have attended several presentations by **Fastershire** and heard about the roll-out in rural Herefordshire and Gloucestershire, about FTTC (fibre to the cabinet) and the many millions of pounds being spent. And yet, reading their newsletters and the latest news on their website about the roll-out suggested more a lack of progress affecting our Parish, served as it is by three different telephone exchanges.

When Tirley Cabinet 1, which is more than 3.6 km (2.3 miles) by road from where I live, was enabled for fibre about a year ago, my download speed increased from about 2.6 Mbps to about 3.4 Mbps. After six months, the improvement was suddenly gone but it has largely returned. If the cable from Tirley has a limited capacity, whenever someone gains, does everyone else lose out?

Parish councils being encouraged to collect data for the Local Government Association (LGA) to lobby for better broadband prompted me to conduct this Survey and to ask every household in the Parish to check their speed, in the process adding the results to the LGA database.

There have been many broadband surveys. Having looked at several, one from a local parish and others via the Internet, I decided that this Survey should fit on one A4 sheet, be relevant, not intrusive and be distributed to every address in the Parish.

Having collected the speed results for the Parish, the most obvious questions to ask would be: how many users have a download speed of less than 2 Mbps; what are the highest, lowest and average speeds; and is there a pattern in the results that suggests how best to improve the service?

Jim Pollard.

The Parish

Area

The local government Parish of Deerhurst in Gloucestershire covers an area of 12.247 square kilometres (4.729 square miles). It lies between the River Severn to the West, the A38 to the East, the town of Tewkesbury to the North, and the Coombe Hill Canal and The Leigh to the South.

Villages and Settlements

The Parish includes the following villages and settlements:

- Apperley
- Lower Apperley
- Deerhurst
- Walton Hill
- Deerhurst Walton

There are other, more isolated houses near to the River Severn, by the A38 and along Hoo Lane.

Postal Addresses

There are a total of 410 postal addresses within the Parish. These can be grouped as follows: Apperley (272), Lower Apperley (68), Deerhurst (30), Walton Hill (23), Deerhurst Walton (9) and Haw Bridge (1). The remaining seven are Tewkesbury addresses (Hoo Lane and Gloucester Road). Of the 68 addresses in Lower Apperley, 31 are the "Orchard Park" holiday homes.

Telephone Exchanges

The Parish is connected to three local telephone exchanges:

- Tirley (Gloucester dialling code 01452)
- Tewkesbury (dialling code 01684)
- Coombe Hill (Cheltenham dialling code 01242)

The Rollout

Phase 1 - Exchange Information

For the three telephone exchanges serving the Parish, the following information is the latest information available on the **Fastershire** website, updated during August 2016.

Source: <http://www.fastershire.com>

Dialling Code 01452

Under Review

Your cabinet is **Cabinet number 1** on the **Tirley** exchange.

Based on the information you've entered, this cabinet isn't in plan to be upgraded as part of the current phase of the Fastershire project.

What Next?

If you have very slow (less than 2 Mbps) or non-existent broadband we can check if you are eligible for a satellite solution.

To read more about how future phases may benefit you, please go to our [Strategy page](#).

Dialling Code 01684

Enabled

It looks like you can get fibre broadband but due to the distance from the cabinet or other factors you may only have access to limited speeds.

You are connected to **Cabinet number 17** on the **Tewkesbury** exchange.

What Next?

Phase 2 of the Fastershire project aims to reach all those who have not been covered by Phase 1, or have not experienced a significant uplift in speeds.

To read more about how future phases may benefit you, please go to our [Strategy page](#).

Dialling Code 01242

Sorry, faster broadband isn't available to you just yet.

You are connected directly to the Coombe Hill exchange on an Exchange Only (EO) line. We are upgrading some Exchange Only lines so they have access to fibre broadband.

It's a complex job to bring access to fibre broadband to Exchange Only line, as we have to reroute each individual line through a new fibre cabinet. For this reason we can't confirm whether individual lines will have access until we've finished the work.

What next?

To read the latest on what's happening in your exchange area (*see below*).

Work to deliver fibre broadband as part of the current rollout has now finished in the Coombe Hill exchange area. Properties in the **Fastershire** project area that don't have access to faster speeds as part of the current project, and have broadband speeds less than 2 Mbps may be eligible for a satellite solution.

You can find out more information on this at www.fastershire.com/how-to-go-faster/satellite (*link broken on the website*).

You can read more about the plans to continue to deliver faster broadband across Herefordshire and Gloucestershire at www.fastershire.com/where-when/strategy.

The Survey

Scope

It was intended that the Survey should:

- be provided as a single A4 page of legible text
- ask questions directly relevant to broadband
- avoid intrusive or personal questions
- be delivered to every address in the Parish

The survey consisted of the following 10 questions:

Question 1

Are you connected to the Internet?

- Yes
- No

Result:

Yes: 93%	No: 7%	Sample: 242
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Question 2

If you are connected to the Internet by telephone, to which exchange are you connected?

- 01452 Gloucester
- 01684 Tewkesbury
- 01242 Cheltenham

Result:

01452: 81%	01684: 10%	01242: 9%	Sample: 237
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Question 3

If you are connected by another means, please describe.

Of the 5% of surveys with an answer to this question, methods described can be summarised as:

- satellite
- mobile phone
- radio (millimetre or micro-wave)

Question 4

Please take the speed test at: <http://lgauptospeed.org/>. This service is provided by the Local Government Association (LGA) to show how broadband speeds vary. You will see your local area and speeds appear on a map on completion. Please copy the results below.

What is your broadband speed from the test?

- Download (Mbps)
- Upload (Mbps)

Download Result:

Average: 2.45 Mbps	Maximum: 31.6 Mbps	Sample: 216
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Upload Result:

Average: 0.34 Mbps	Maximum: 2.1 Mbps	Sample: 214
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This question proved to be the most challenging to answer because it required use of the broadband service. Some results were given to more than one decimal place, which showed that the requested method had not been used. However, the number of speed results which appeared during the survey showed that the majority did use **LGAUptoSpeed**.

After each speed test was run, the results appeared on two maps, on the LGAUptoSpeed website and at <http://www.thinkbroadband.com/> (look for Broadband Map in the menu).

See the **Download Speeds** chart later in this report. Mbps = megabits per second.

Question 5

Only at home, do you use the Internet for home or work; or both?

- Personal / Home
- Business / Work

Result:

Personal / Work: 96%	Business / Work: 51%	Sample: 226
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Question 6

How often do you use the Internet?

- Frequently
- Daily
- Weekly
- Occasionally

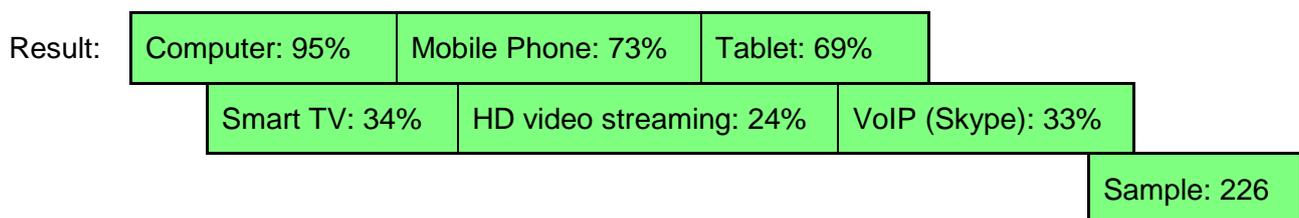
Result:

Frequently: 43%	Daily: 62%	Weekly: 2%	Occasionally: 1%	Sample: 226
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Question 7

Broadly to understand your needs for speed, how do you use the Internet?

- Computer
- Mobile Phone
- Tablet
- Smart TV
- HD video streaming
- VoIP (Skype)

**Question 8**

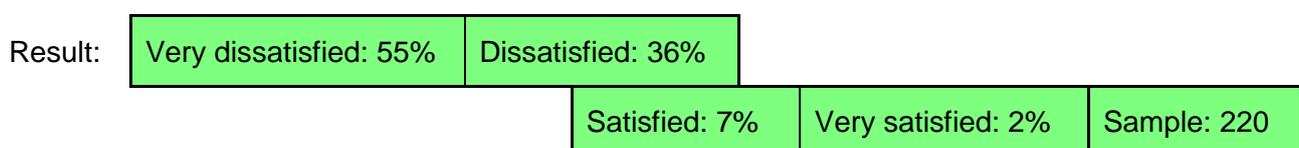
How reliable is your broadband service?

- Poor
- Adequate
- Good
- Excellent

**Question 9**

Are you satisfied with your broadband performance?

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied



Question 10

Are you familiar with “Fastershire” and the rural broadband roll-out in Gloucestershire?

- Yes
- No

Result:

Yes: 61%

No: 39%

Sample: 210

Distribution

Copies of the survey were distributed by hand. If possible, they were handed personally to the householder. In some cases, they were filled in on the spot. Otherwise, they were posted at the property. Of the 410 addresses in the Parish, some properties are unoccupied and it was only possible to include some of the holiday homes. In all, 377 copies of the survey were distributed.

The survey was distributed over three days in the week commencing 4 July, 2016.

Response to Survey

Surveys were returned during July and mid-September. Most were posted in the letter box at Apperley Village Hall. Others were scanned or photographed and sent as attachments by e-mail to the Parish Clerk, who also received a few by post.

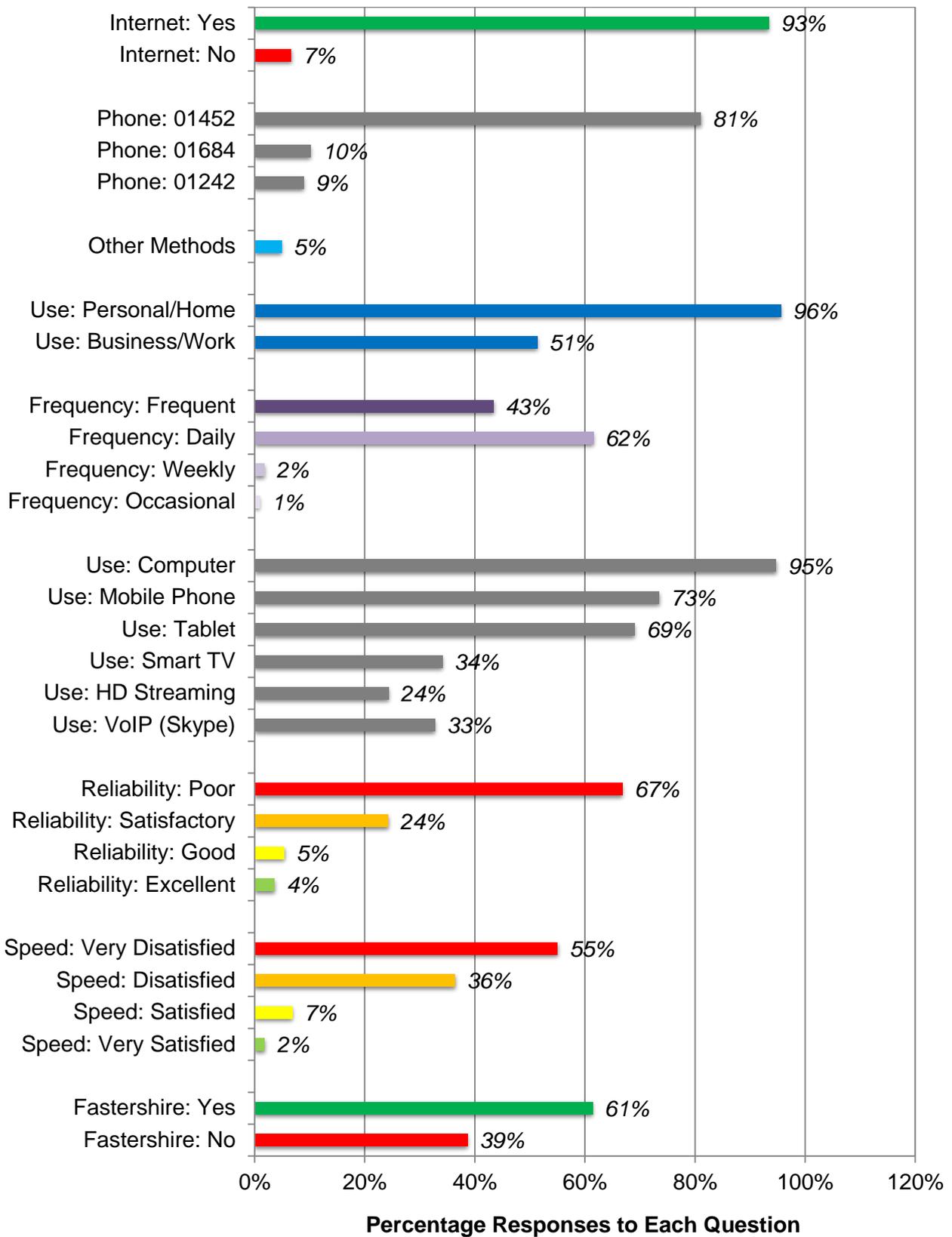
In all, 242 completed surveys were returned, which is **64%** of the total distributed.

See also the **Response by Postcode** later in this report.

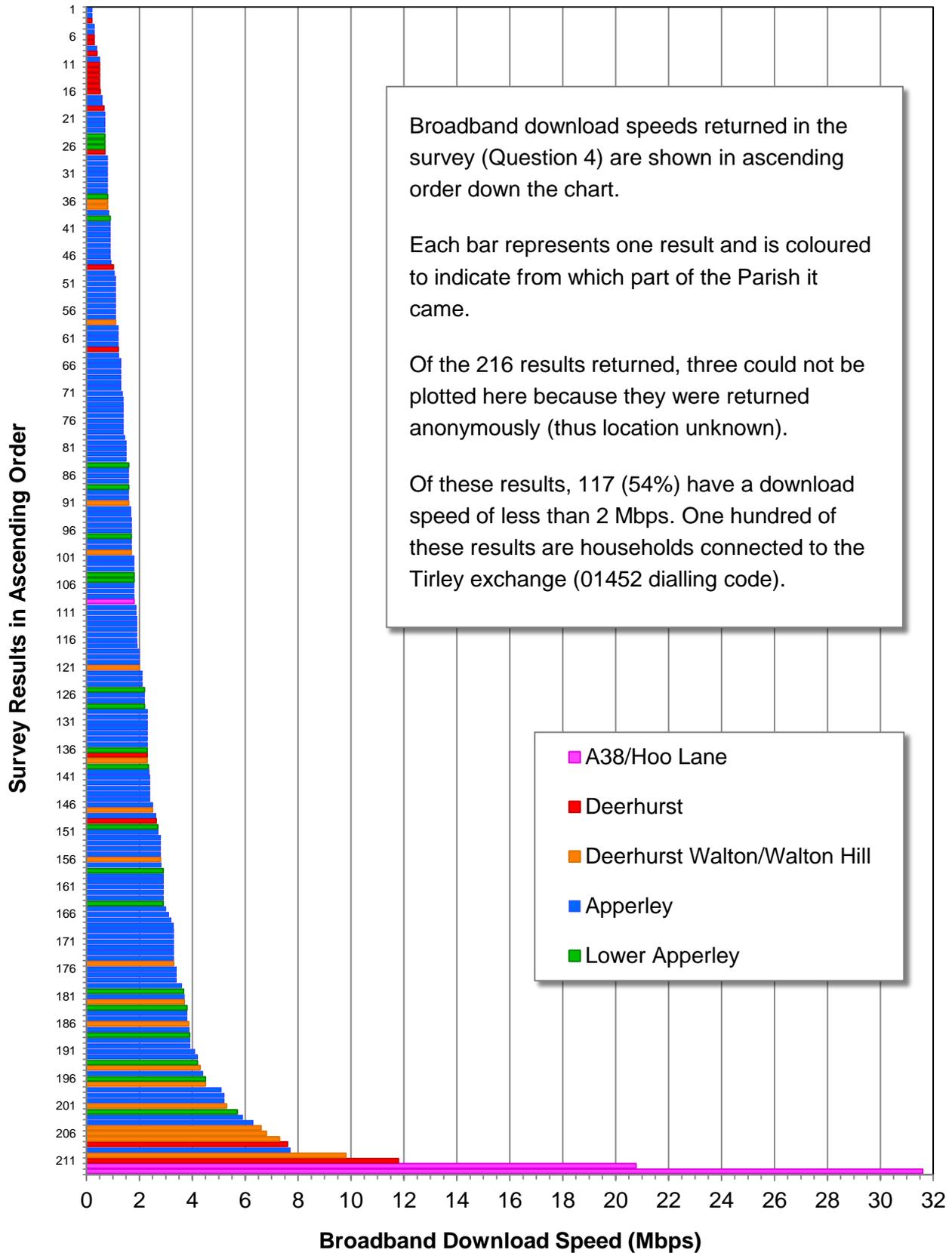
Survey Answers (other than speed)

With the exception of the broadband speed results, the **Survey Answers** are presented together on the following single page.

Summary of Survey Answers (other than speed)



Download Speeds



Broadband download speeds returned in the survey (Question 4) are shown in ascending order down the chart.

Each bar represents one result and is coloured to indicate from which part of the Parish it came.

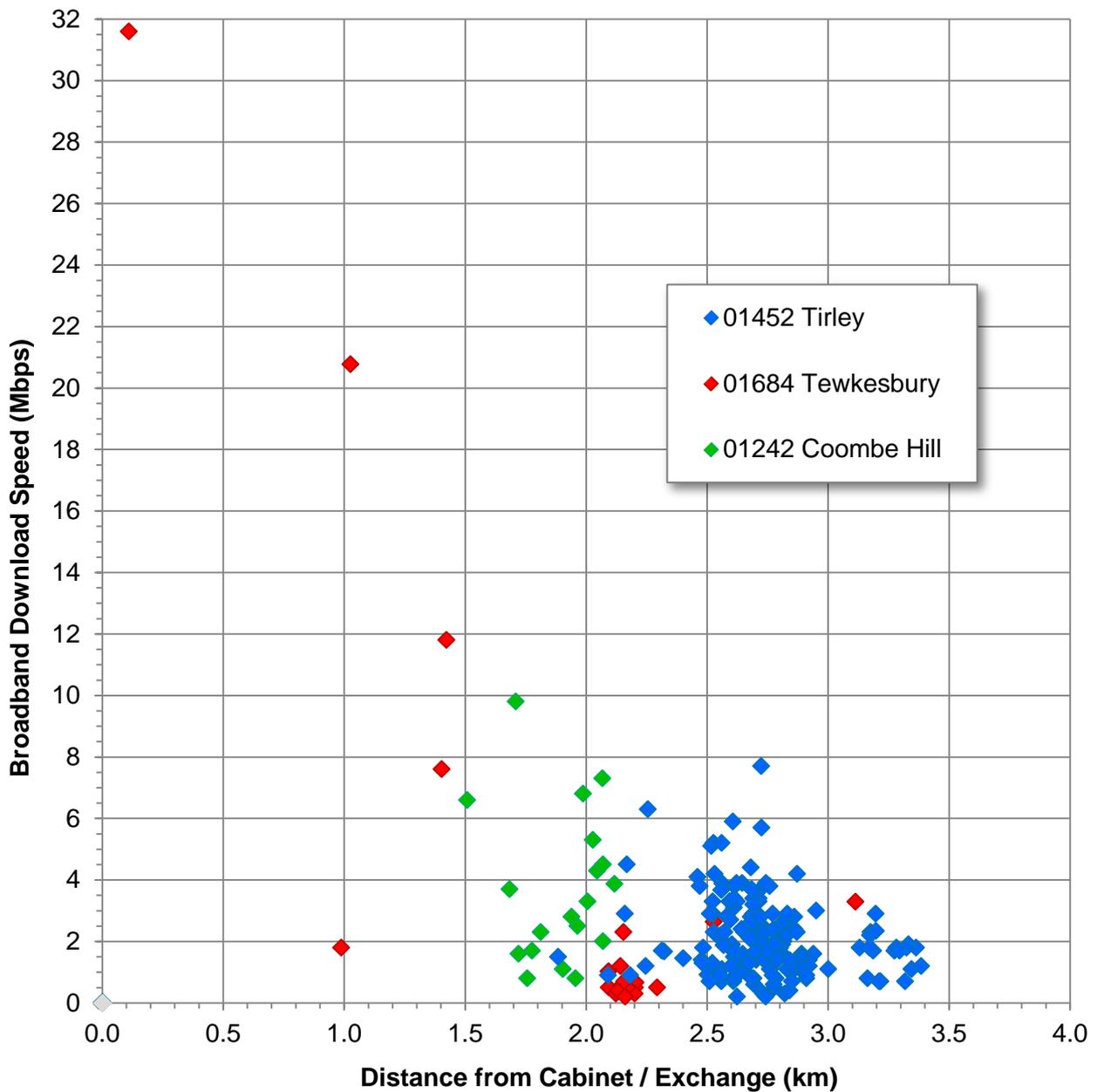
Of the 216 results returned, three could not be plotted here because they were returned anonymously (thus location unknown).

Of these results, 117 (54%) have a download speed of less than 2 Mbps. One hundred of these results are households connected to the Tirley exchange (01452 dialling code).

- A38/Hoo Lane
- Deerhurst
- Deerhurst Walton/Walton Hill
- Apperley
- Lower Apperley

Survey Analysis - Effect of Distance from Cabinet on Speed

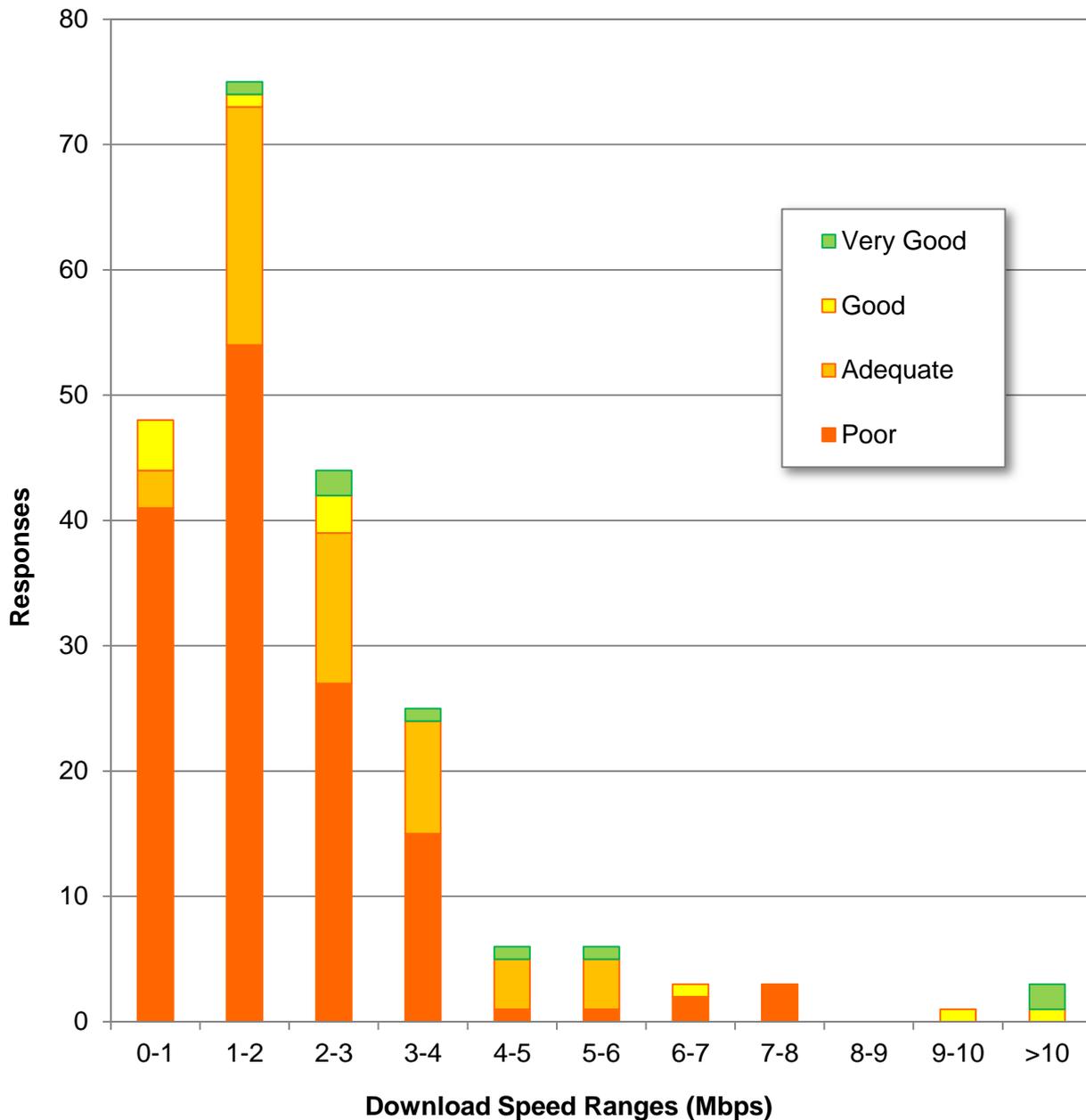
To show roughly how download speed varies with the distance from the fibre broadband network to each household in the Parish providing a speed result, the download speed is plotted against the straight-line distance from Tirley Cabinet 1 (01452), Tewkesbury Cabinet 17 (01684) and the Coombe Hill exchange (01242).



Clearly, the download speed falls rapidly with distance from the fibre broadband network (normally the length of copper wire). At a distance of 2 km, there are no results above 8 Mbps. At 3 km, there are none above 4 km. The scatter of the data might indicate that the distances by wire to some households are significant further than a straight line; or that performance is somewhat inconsistent.

Survey Analysis - Reliability

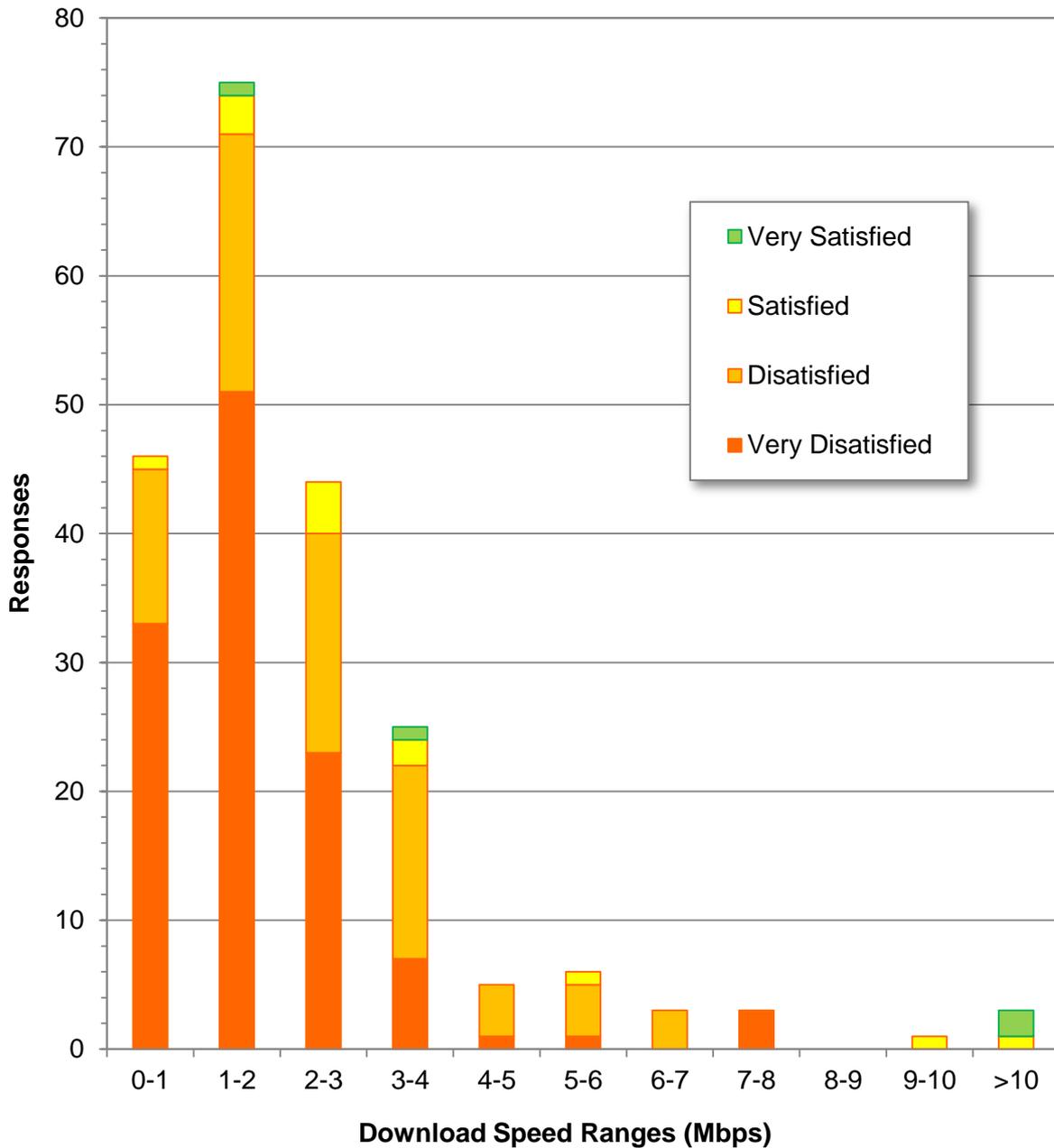
The responses to Question 8, about the reliability of the broadband service, are plotted against download speed in the following chart.



Overall, the reliability of the broadband service is considered poor by the majority (67%). Although the download speed is generally less than 4 Mbps, these results show that poor reliability is not necessarily associated with poor speed. Likewise, the service is thought to be reliable by a significant number who have lower speeds.

Survey Analysis - Satisfaction with Speed

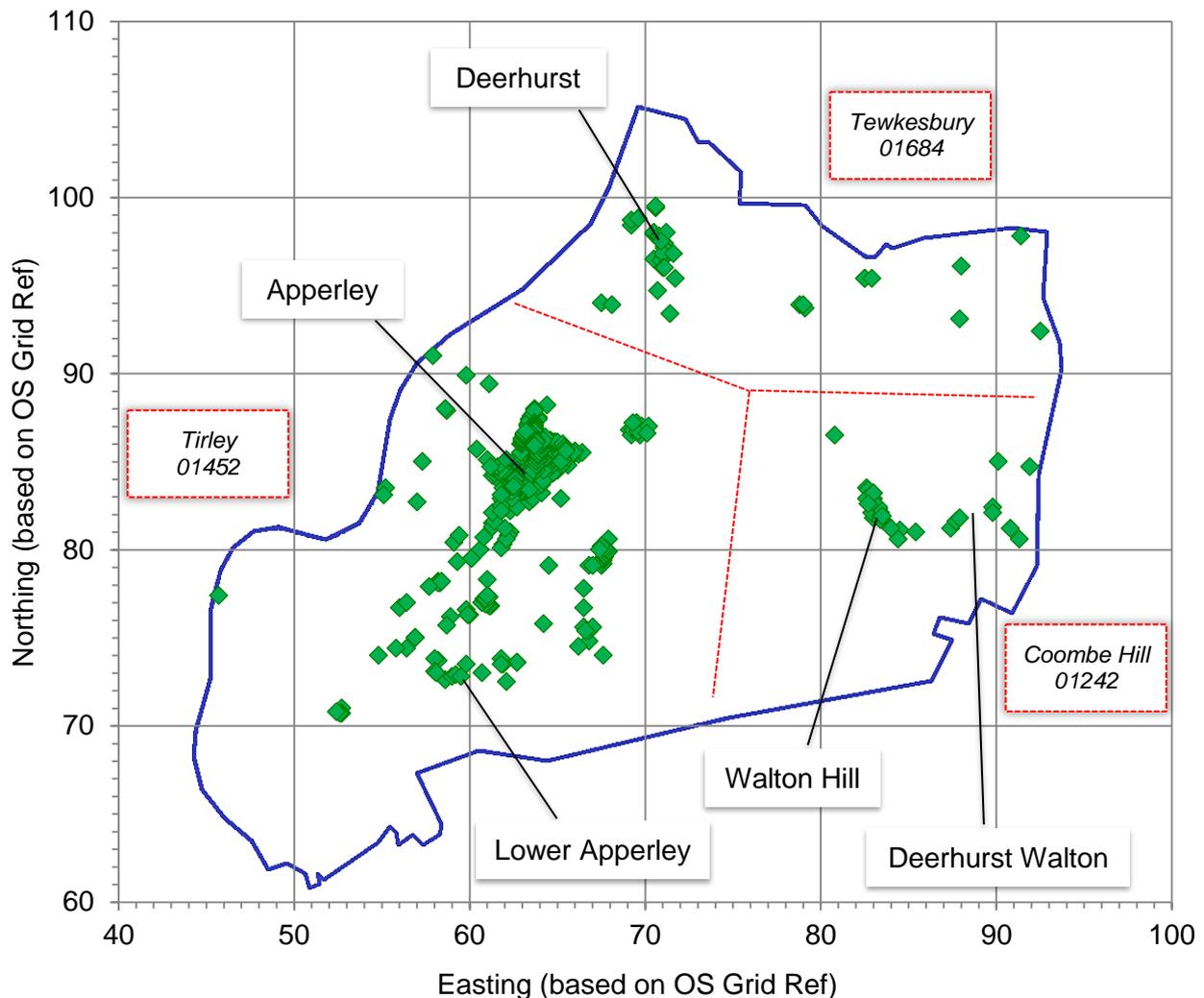
The responses to Question 9, about satisfaction with the speed of the broadband service, are plotted against download speed in the following chart.



These results could easily be mistaken for responses about reliability. However, a closer look at both charts reveals the dissatisfaction with speed is slightly less than the concern about reliability.

Survey Coverage - Deerhurst Parish

In this diagram, the approximate locations of all 410 addresses in Deerhurst Parish are shown within the parish boundary on a 1 km grid. It shows to what extent houses are grouped or separated within the Parish. The telephone network divides the Parish into three parts, each connected to a different local telephone exchange.



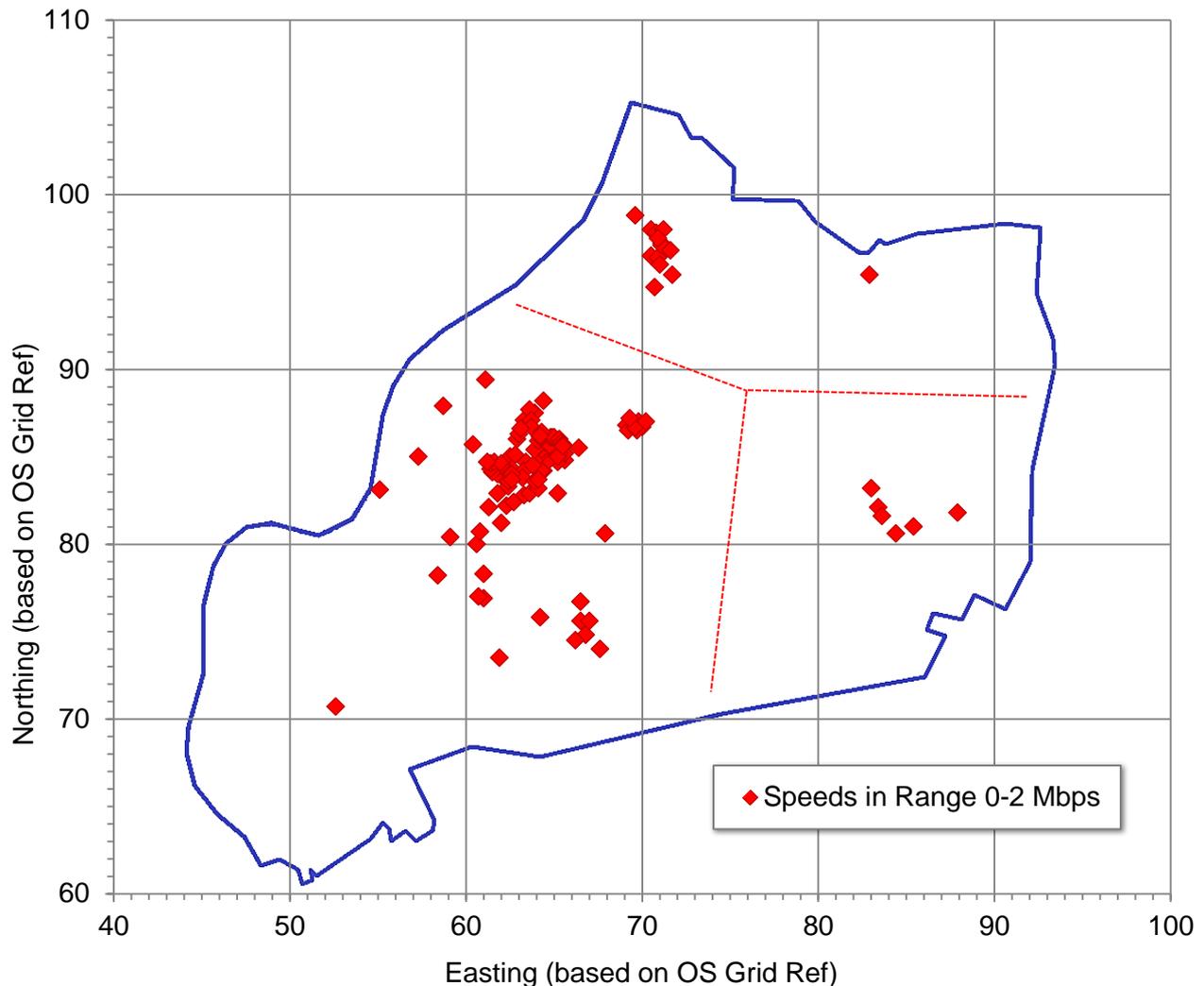
Most easily recognised are:

- Apperley (the centre of which has the highest concentration of houses)
- Deerhurst village
- Walton Hill

Several roads extending from Apperley are fairly easy to recognise by joining lines of houses, for example: Gabb Lane, Court Drive, School Road and Wick Lane. Several smaller clusters of houses are also easy to recognise, for example: Lower Apperley, Moores Ground, Oaklands Park (holiday homes) and houses near Wightfield Manor.

Survey Results - Download Speeds < 2 Mbps

In the diagram below, locations are shown where the download speed result is less than 2 Mbps. These results should be compared with diagram on the following page, where the speeds are higher than 2 Mbps.



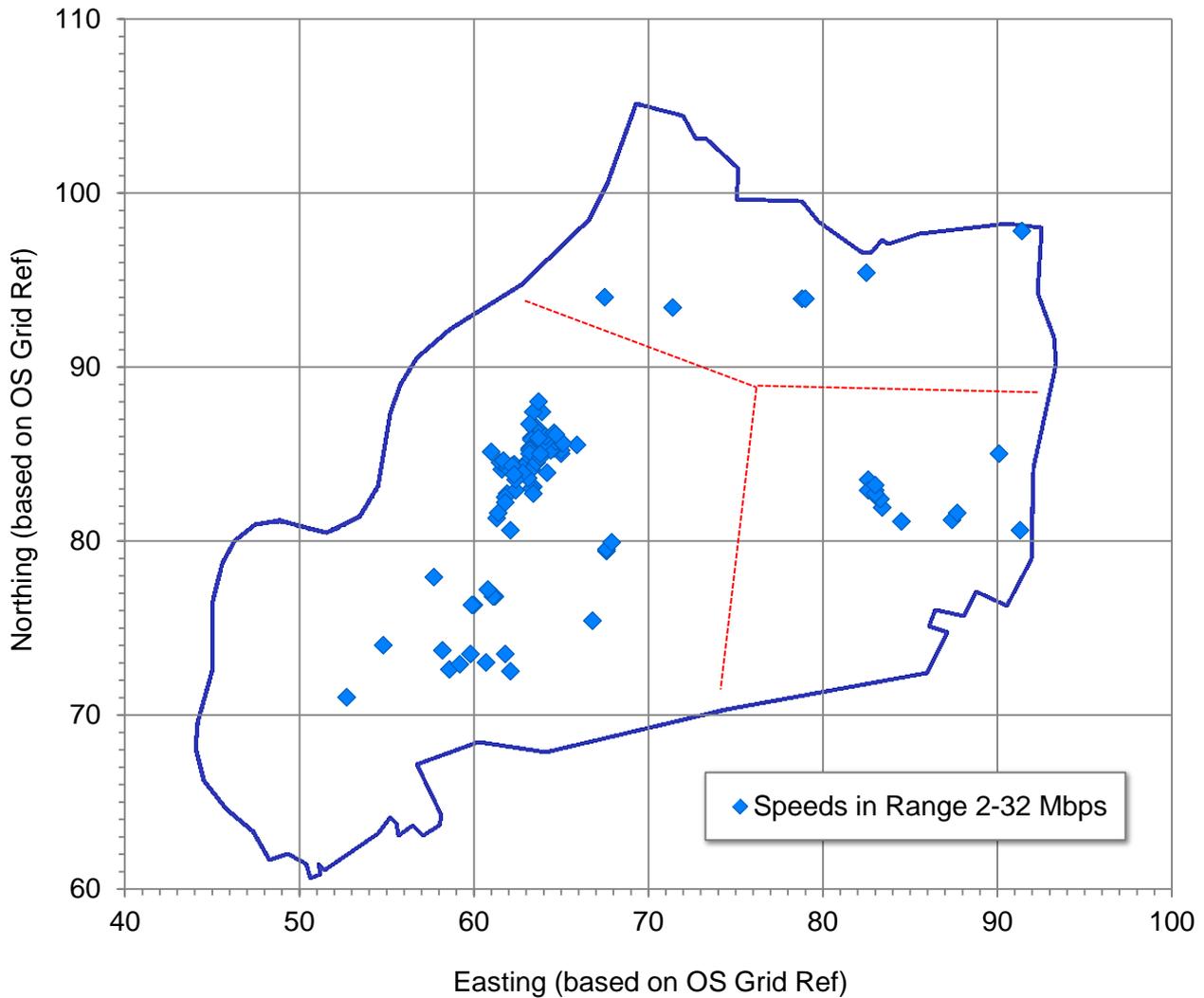
Among these results with download speeds in the range 0-2 Mbps, there are several easily recognisable clusters or lines of houses:

- Apperley (over half of the village, including the outer limits)
- Deerhurst village
- houses near Wightfield Manor
- parts of Walton Hill (about one third)
- houses along Gabb Lane

Isolated houses make up the remainder.

Survey Results - Download Speeds \geq 2 Mbps

In this diagram below, locations are shown where the download speed result is at least 2 Mbps, the highest of which is 31.6 Mbps. These results should be viewed together with the previous diagram, where the speeds are less than 2 Mbps.



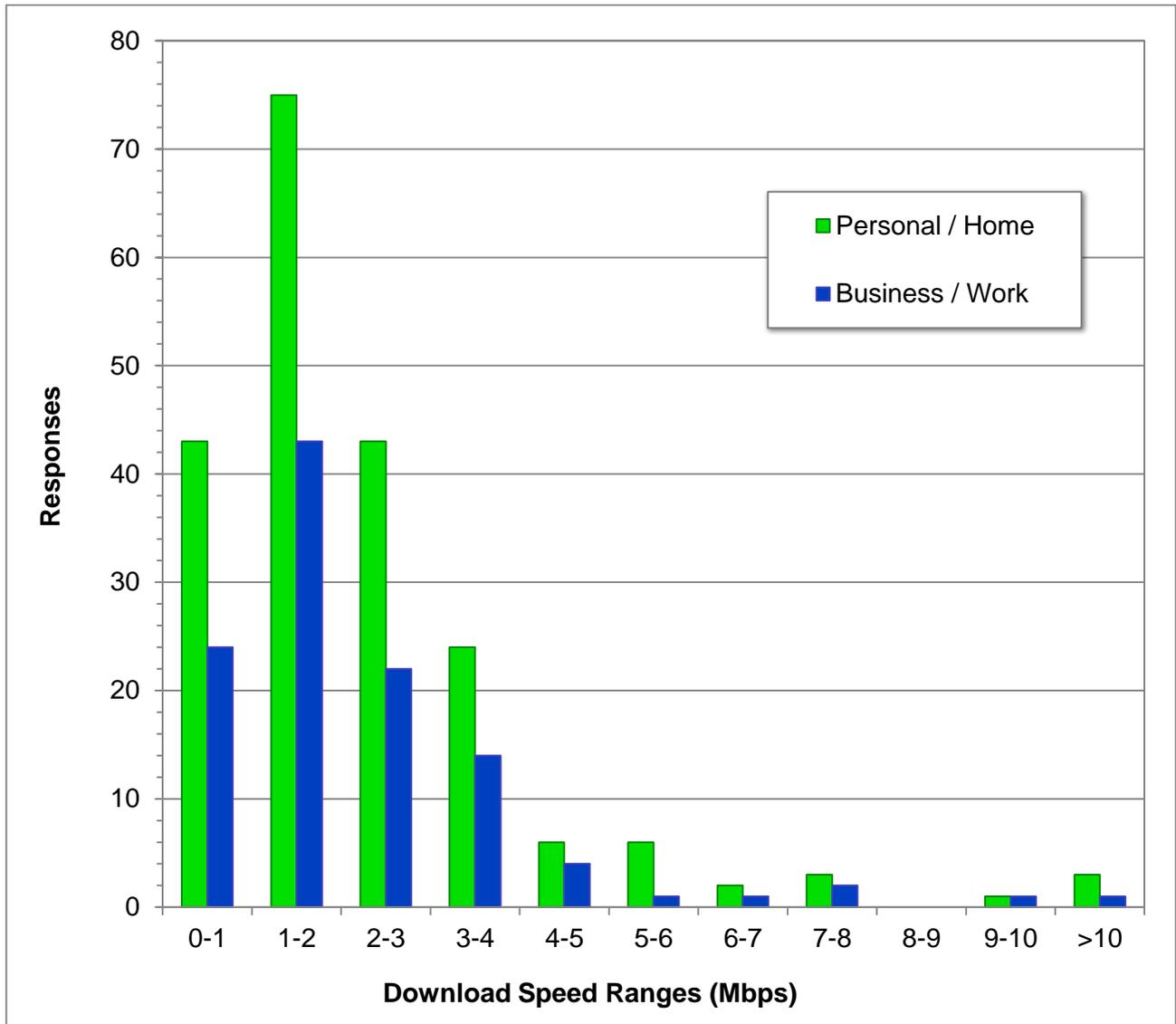
The most recognisable clusters of locations plotted, with download speeds in the range 2-32 Mbps, are:

- Apperley (less than half of the village and more concentrated near to the centre than the lower speed results)
- parts of Lower Apperley
- parts of Walton Hill (about two-thirds)
- properties along Hoo Lane (more obvious on this diagram)

Again, the isolated houses make up the remainder.

Survey Analysis - Speeds for Work and Home Use

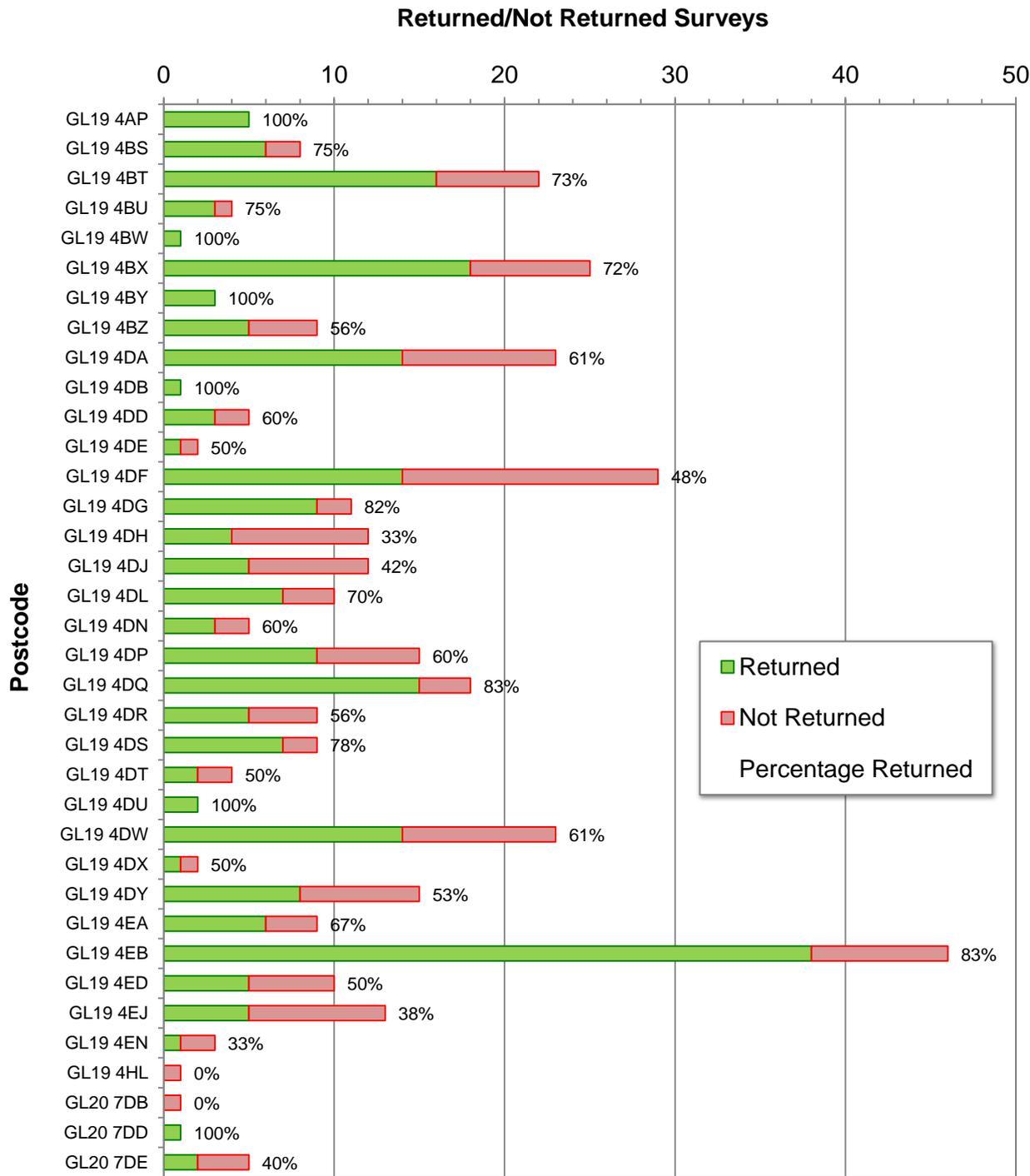
From the responses to Question 5, we know that 96% use the Internet for personal/home reasons, while 51% use it for business/work. The following diagram compares the use the Internet for home and work plotted together against download speed.



This comparison shows that download speeds for work use are no better than they are for home use. Also, the proportion using the Internet for work hardly changes over the range of speeds.

Survey Response - By Postcode

Overall, 64% of the 377 Survey forms distributed were returned. In case there was anywhere in the Parish that had a particularly low response, the following chart was updated automatically as results were collected. It is reproduced here for interest.



Survey Response - Added Comments

There were many brief comments written about the broadband speed varying between different days and different times of the day.

In addition to BT, other providers mentioned in comments were: PlusNet, TalkTalk, Sky.com, EE.4G, Vodafone, EdgeNetworks and Twoway from Avonline.

Many responses to the Survey were sent with comments added, either written on the survey form in an e-mail, with the form attached. These are all reproduced below, with notes added (*in brackets*) to help the reader understand the context.

General

- (*After registering with Fastershire and receiving an e-mail...*) (*The Internet*) often crashes or freezes. It is unusable for all but basic things and I am expected to continue to pay the same tariff as people getting a far better connection. To now say we don't qualify for the satellite subsidy is wrong. You are not being given the truth or checking for it. We in Apperley and Deerhurst are being hung out to dry. When will someone do something for us?
- (*Broadband*) This has been a concern to us ever since we moved here two years ago. Our Internet speeds have improved (last year the best was 0.9 Mbps download) but, with Openreach not considering upgrading the Tirley exchange and with most websites expecting users to have faster broadband, we feel, we feel that the community has been done a disservice. Many thanks for addressing this issue.
- (*Speed*) Unpredictable and variable
- (*Internet*) Drops out frequently
- (*Speed*) This is with our Plusnet home broadband. For most things we actually pay for a separate 4G cellular modem, which gets a little better speeds but it's expensive and has a limit as well as horrible latency
- (*Data Collection*) Not sure if this is of any interest but I am a provider of broadband performance statistics on broadband speed to Ofcom via the samknows website (<https://www.samknows.com>) which provides a snapshot for my address and therefore postcode on an hourly basis. If I can be of any help in this respect, please let me know as am as keen as anyone to improve broadband provision.
- I am aware Deerhurst Walton's local exchange, Coombe Hill, is already FTTC enabled; it's just the cabinets haven't been connected
- Infrequent service
- Very unreliable
- The current Internet isn't stable, drops out a 100 times a day!!

Against Specific Questions

- (Q1, *Not connected to the Internet*) because it is rubbish
- (Q2, *Telephone exchange*) No landline
- (Q3, *Other means*) Part radio connection with EdgeNetworks
- (Q3, *Other means*) Vodafone, when it works
- (Q3, *Other means*) Mobile phone reception which is much faster than my broadband!!!
- (Q3, *Other means*) Satellite to satellite, no telephone wires
- (Q3, *Other means*) Mobile broadband Vodafone. Get 7.2 Mbps with Vodafone mobile broadband (*compared to 2.3 Mbps*)
- (Q4, *LGAUptoSpeed*) Download speed varied between 1.3 and 2.1 depending on whether I was a member of the public or a peer!!
- (Q4, *LGAUptoSpeed*) So slow the page wouldn't load
- (Q4, *Speed test*) Tried twice using BT Broadband speed check; would not give reading - too slow; reported fault
- (Q4, *Speed test*) ... when it could actually connect!!!
- (Q4, *Speed test*) Download varies
- (Q4, *LGAUptoSpeed*) Could not use; Broadband Speed Checker used instead
- (Q4, *Speed test*)
- (Q7, *Smart TV*) No chance
- (Q7, *Smart TV and HD video streaming*) Can't use because so slow
- (Q7) Too slow (*0.8 Mbps*) for Smart TV and HD video streaming
- (Q7, *ticking all six options in*) This is how we would like to use the Internet
- (Q7) HD video streaming not possible
- (Q7, *Smart TV*) Would love to!!
- (Q7, *Smart TV*) Currently the Internet is not good enough
- (Q7, *HD video streaming*) No chance
- (Q7, *HD video streaming*) If only!
- (Q8, *Reliability*) Unacceptably (*Poor*)
- (Q8, *Reliability*) Poor to Adequate
- (Q8, *Reliability*) Dissatisfied (*Thanks for correcting "unsatisfied", it originally said "unsatisfactory" which didn't fit.*)
- (Q9, *Speed Satisfaction*) Should have a box for "extremely dissatisfied"

- (Q10, *Fastershire*) I was still told that when I checked today but there is an absence of the words Deerhurst or Apperley on the villages list!
- (Q10, *Fastershire*) ... and we are really angry that they have taken the money and delivered nothing for our village except lies and excuses
- (Q10, *Fastershire*) Yes, and satellite option is very expensive and not a viable option
- (Q10, *Fastershire*) They said I'm not eligible as its good enough. (Q4, Speed test) 1.4 Mbps, I'm not joking.
- (Q10, *Fastershire*) Ridiculous - money spent on fibre to individual houses in the Forest of Dean - should fibre whole villages before individual houses
- (Q10, *Fastershire*) Signed up but no help

Spoken Comments

People also made comments when they were handed the survey form. A few passed on what they had heard about the wiring into our villages and settlements:

- Larger and smaller wires into Apperley; the larger wire providing higher broadband speeds for users connected to it
- Aluminium wire (*with a lower conductivity than copper*) for the last section into Deerhurst village
- Underground cables affected by water, which reduced the broadband speed whenever it rained

Some people had heard of plans to install fibre broadband cabinets:

- Up to three for Apperley, which was cancelled
- One at the end of Wick Lane

Several people explained the difficulties working from home with a slow broadband speed. Other comments about broadband being slow were:

- Broadband is little better than dial-up
- I avoid using the Internet in the evening
- I had to install Windows 10 at work because it was impossible at home
- I hadn't realised that the lowest speeds were as bad but I am interested to see the survey results to know the full range
- A mother who was concerned that her son would not be able to do homework which is expected to be done online from Tewkesbury School
- Someone who thought that driving five miles to Tewkesbury, parking, walking to the bank, doing what needed to be done and returning home was faster than online banking