

Reports for Brightling Parish Council meeting 10th January 2024

This report covers 3 topics:

- Welcome packs
- Web site
- Broadband

Katrina has already reported on the Environment Strategy.

Welcome packs

The welcome pack is printed on two sides of two sheets of A4, folded to make an 8-page A5 booklet. I will email or print copies on request.

No welcome packs have been issued to newcomers since my previous report on 8 November 2023.

The current version of the welcome pack can also be downloaded from the village website by following the link at <https://brightling.community/welcome-to-brightling/>

There are some things that are definitely not up-to-date, and I would ask councillors to let me have updates as soon as possible.

Web site

As promised in my last report, the website has been changed so that the Village Hall has its own dedicated menu item, and a VH representative has given editor rights to update the VH pages and post news items, together with full documentation on how to do these updates.

If other contributors want to come forward I would be very happy to get them a logon and give any necessary training.

The site continues to be hosted by Rother District Council.

The main contributors are me, the Parish Clerk, and Jane Beard.

Broadband

In my last report, on 8th November 2023, I said that out of the 245 properties in the scope of the project, 232 now have access to full-fibre broadband, leaving just 13 properties to be completed.

The remaining 13 consisted of: six properties at Woods Corner (expected completion mid-November); six on Netherfield Hill (the B2096 going in to Netherfield – expected completion mid-January) and one elsewhere (expected completion mid-January).

Since then, I have made a number of requests for updated information to the BT / Openreach project manager. I have received a number of promises that I would be sent updates. I have not received any actual updates.

My best guess is that 12 of the remaining 13 are now able to receive full fibre, with just one property to go to fulfil the target of bringing ultra-fast full-fibre broadband to the whole of Brightling apart from 4 properties that were outside the scope of the project on grounds of cost. I have continued to request updates on the plans for these remaining 4 properties. Again, I have had promises of information but no actual information.

In the last week, properties in the Hollingrove area have been without broadband due to a tree falling on the cables. This has demonstrated Openreach's inefficiency. First the problem was declared to be a "mass outage", with a fix time of two days. Openreach's system then cleared the fault after two days – apparently this happens automatically after the predicted time has elapsed, irrespective of whether the fault has actually been cleared. Then the faults have to be re-raised as individual faults; then Openreach decide that it is actually a common

fault that will require a road closure, taking several more days, then they mend the fault without closing the road.

If you have any queries, please drop an email to highwealdsuperfastbroadband@gmail.com

Andrew Wedmore