

Superfast Essex Phase 4 State Aid Public Consultation Feedback

The Superfast Essex 2017 Public Consultation, held from 31st July 2017 to 31st August 2017, received 433 responses submitted via the online form hosted by the Superfast Essex website on the [What's happening next?](#) page. Thank you to all those that took the time to respond and contribute their feedback.

We invited members of the public to view the interactive NGA State Aid map (July 2017 Draft) and check the broadband status for their property and subsequently confirm via the consultation form if they agreed or disagreed with the allocated NGA status for their address. Where respondents disagreed with the State Aid status for their address, the online form prompted them to approach the four network operators serving Essex (County Broadband, Gigaclear, Openreach and Virgin Media) to find out if they could access a superfast broadband service (speeds of 30Mbps or above) from any of them and to share the evidence they obtained with us. There was also a box available for general comment to be provided.

Of all responses received, 267 confirmed they agreed with our State Aid map, while 166 responded to advise they disagreed with the State Aid map and wanted to request a change to their status. However, upon analysis of these responses it was evident that the online form or the State Aid categories on the map had been misunderstood or caused some confusion for some individuals meaning these numbers were not a true reflection of how many changes were required to the map. For example, some had requested a change to their status from NGA Grey to NGA Under Review, but the NGA Under Review status already applied to their address. Some others stated they agreed their status was NGA White but the status recorded for their address on our map was NGA Under Review and we required further feedback on whether a service is or is not available to them.

We reviewed all requests for status changes and where appropriate evidence was provided to support the request, the status was amended. We contacted all respondents where we required further clarification or evidence to support their request before making a decision. Where a resolution remained unclear and evidence or further clarification remained outstanding, no change was made to the State Aid map.

After analysing all 433 public responses to the Superfast Essex Phase 4 State Aid Public Consultation:

- 63 resulted in a change being made to the NGA State Aid map
- 275 did not result in a change to the NGA State Aid map
- 95 remain inconclusive because they are still being clarified, or sufficient evidence has not yet been provided/is still being sought

In addition to the public feedback, we also received comprehensive feedback from four broadband network operators who are active in Essex and engaged in further dialogue with the operators to ensure we have the most up-to-date details of their coverage. We are advising the network operators directly of the finalised outcome of this consultation.

October 2017

We would like to thank everyone who has taken part in this consultation. Your feedback has helped us to improve the accuracy of our coverage map significantly. The consultation is now closed and the finalised State Aid map has now been published on the Superfast Essex website on the [What's happening next?](#) page. This will form the basis of our future work to try and bring superfast broadband connectivity to the parts of Essex currently still without this essential service. You can read more about our future plans at the same link above.