

**Deadline for return – 18 August 2009 (Quarter 1 Performance Report)**

**Local Area Agreement 2008-2011**

**LAA Priority:** Encourage the full adoption and exploitation of information and communication technology (ICT) to improve productivity, social inclusion and environmental performance (LAA18)

**Lead Contact:** John Baker

**RAG Status:** Green

**Delivery Board Recommendations** *(Please list any decisions/actions required on the part of the Delivery Board)*

**Delivery Board are asked to:**

**Summary Statement:**

*No more than 350 words summarising RAG status – performance overall against delivery plan, performance against National and Local indicators and detail of action taken to address underperformance (if relevant)* Green

DCC has instigated a Devon wide survey to map ‘not-spots’, slow and unreliable broadband provision. In addition the survey will map out the status of community websites across Devon.

**Performance Indicators – National and Local**

| Code   | Title   | +/-<br>(see 1 below) | Year | Annual Target | Status<br>(see 2 below) | Improvement<br>(see 3 below)                      | Actual to Date | Officer Notes |
|--------|---|----------------------|------|---------------|-------------------------|---|----------------|---------------|
| LAA 18 | Devon ICT strategy finalised. Work starting on implementation of key priorities. Targets incorporated as part of this document. |                      |      |               | Strategy On target      | Action plan sets out details for reaching targets |                |               |
|        |   |                      |      |               |                         |   |                |               |
|        |   |                      |      |               |                         |   |                |               |

**Key to symbols (insert as appropriate):**

1. + equals higher figures are better and – equals lower figures are better
2. No Data/Well Below Target/Below Target/On Target/Above Target/Well Above Target
3. Improved Performance ↑ Worse Performance ↓ Unchanged ↔

**Key Milestones (Last Quarter – Quarter 1 09/10, ends 30 June 09)**

|    | <b>Description</b>  | <b>Date</b>      | <b>Outputs expected</b>   | <b>Achieved/missed</b>  |
|----|---|------------------|---|---|
| 1. | Map hot spots   | Autumn 2009      | Provide accurate data for broadband speed in Devon. Pin point challenging not spot areas.   | On target with survey   |
| 2. | Map slow band land  |                  |   | On target   |
| 3. | Provide case studies of ICT Hubs  |                  | Provide strong business case and operational model for strategically located ICT hubs across Devon to provide flexible working space greater penetration of faster broadband and reduced commuter miles | Underway  |
| 4. | Identify best technological options for investing in fit for purpose infrastructure                             |                  |   | Underway – as part of above survey                            |
| 5. | Website health check service - Support for 90 food and drink And tourism businesses. Website to support project | Start April 2009 | Greater productivity and online opportunities for trade in these two priority sectors   | On target 40 businesses supported. Dedicated website launched |
|    | Connecting SW meeting   |                  | Update on emerging technologies projects and opportunities  | Completed at Duchy Square                                     |
|    | Preferred supplier for DCCs WAN confirmed   |                  |   | Completed. Siemens are the announced supplier.                |
|    |   |                  |   |   |

**Key Milestones (This Quarter – Quarter 2 09/10, ends 30 September 09)**

|    | <b>Description</b>         | <b>Date</b> | <b>Outputs expected</b>   |
|----|----------------------------|-------------|---|
| 1. | 'Not-spot' mapping         | 30 Sept     | Survey completed  |
| 2. | ICT case studies published | 30 Sept     | Hub case studies  |
| 3. | 3 events planned           | 30 Sept     | 3 events for website health check service   |
| 4. | Liaison with Siemens       | 30 Sept     | Identify technological opportunity for using WAN to encourage deeper penetration of Broadband in rural areas. |
| 5. |                            |             |   |
| 6. |                            |             |   |
| 7. |                            |             |   |

|  |  |  |  |
|--|--|--|--|
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**Key Risks (\*Please refer to scoring guidelines below)**

| Risk              | Impact  | Likelihood             | Score | Mitigation                            |
|-------------------|---|------------------------|-------|---------------------------------------|
| 1. Digital divide | Widespread in rural areas                                     | High if action ignored |       | See ICT Action Plan                   |
| 2. Weak sectors   | Neighbours more competitive in key sectors especially tourism | High                   |       | Animations and skills see action plan |
| 3.                |   |                        |       |                                       |
| 4.                |   |                        |       |                                       |
| 5.                |   |                        |       |                                       |
| 6.                |   |                        |       |                                       |

**Spatial Implications**

| District    | Impact<br>(insert √ or x or unknown) | Disaggregated Data (√ or x) | Examples of Local Delivery Outcomes    |
|-------------|--------------------------------------|-----------------------------|--|
| Exeter      | Unknown                              |                             |  |
| East Devon  | Unknown                              |                             |  |
| Mid Devon   | Unknown                              |                             |  |
| North Devon |                                      |                             | Tackle slow speeds, improve capability |
| Torridge    |                                      |                             | Tackle slow speeds,                    |
| West Devon  |                                      |                             | Tackle slow speeds, improve capability |
| South Hams  |                                      |                             | Not spots need addressing              |
| Teignbridge |                                      |                             |  |

**\*Risks – Scoring Guidelines:**

Likelihood of risk:

- 1 – Very low
- 2 – Low
- 3 – Medium
- 4 – High
- 5 – Very high

Impact of risk:

- 1 – Insignificant
- 2 – Minor
- 3 – Moderate
- 4 – Serious
- 5 – Very serious

**Total risk score (likelihood x impact)**

**1 – 6 Low**  
**8 – 12 Medium**  
**14 – 20 High**  
**Over 20 Very high**