

**Deadline for return – 21 January 2010 (Quarter 3 Performance Report)
(30th Sept – 31st Dec 2009)**

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: Keri Denton

RAG Status: Amber (delete as appropriate)

RED = fundamental blockage to progress with milestones and/or achievement of target
AMBER = positive movement but with risks to achievement of milestones and/or target (so cannot say with confidence that priority would be achieved)
GREEN = on track to achieve target and Milestones

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

Delivery Board are asked to: Note progress

Summary Statement:

Significant work has been undertaken during the last quarter on the background work to develop a joint bud into the RDA to secure funding to deliver pilot ICT technologies and appropriate governance models to secure the ongoing sustainability of ICT in rural areas.

Actions to develop the WAN and connect up market towns are still progressing together with skills and website improvement support for SMEs

****Please update the data for quarter 3****

Performance Indicators – National and Local

Code	Title	+/- (see 1 below)	Year	Annual Target	Status (see 2 below)	Improvement (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 3 09/10, ends 31 December 2009)

	Description	Date	Outputs expected	Achieved/missed
1.	'hot-spot' mapping	30 Sept	Survey completed	Achieved
2.	ICT case studies published	30 Sept	Hub case studies	Missed
1.	Not spot mapping and technological solutions completed and solutions developed	31/12	Survey completed. Solutions and funding options developed Priority communities and areas identified	Achieved
2.	Community Website Mapping completed and tool kit rolled out to communities	31/12	Tool kit developed and disseminated	Achieved Missed
3.	Options for rolling out WAN developed	31/12	Options with Siemens developed	Achieved
4.	RDPE pilot project with Somerset developed to advance rural connectivity	31/12	Pilot bid developed and funding requested	Achieved
5.	Hub Concepts – Toolkit and case studies completed	31/12	Models identified, links to village hib concept explored and managed workspace	Missed

Key Milestones (This Quarter – Quarter 4 09/10, ends 31 March 2010)

	Description	Date	Outputs expected
1.	Outcome of RDPE bid known and pre-project work completed	31/3.10	Funding package in place to pilot a variety of ICT technologies and governance solutions in up to six communities on Devon / Somerset border
2.	Options for using WAN as backhaul solution confirmed	31/3/10	Options analysis and costs identified
3.	Managed workspace study complete and will include hub –type options identified	31/3/10	Hub concept further defined.
4.	Initial work on business model for Cullompton library / flexible work hub started and design consultancy appointed	31/3/10	Outline business model started Consultants appointed
5.	Support TSB study into impact and costs of NGA in rural areas	31/2/10	Study complete – using Devon as a pilot
6.	Identifying other priority communities for ICT connectivity outside of RDPE pilot area for DCC investment	31/3/10	Communities and technologies scoped and investment plan started
7.	Options to deliver NGA access to strategic sites and premises	31/3/10	Links to 2. Assessments for Langage started;
8.	Website Health Check service for tourism and food and drink sectors completed; initial impact assessment and recommendations for continuation.	31/3/10	Project completed Evaluation scoped

Key Risks (Please update the following with reference 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

Spatial Implications

District	Impact (insert √ or x or unknown)	Disaggregated Data (√ or x)	Examples of Local Delivery Outcomes
Exeter	√		Strategic employment sites and premises
East Devon	√		RDPE Bid
Mid Devon	√		Cullompton Library / RDPE Bid
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	√		Newton Abbot Hub

***Risks – Scoring Guidelines:**

Likelihood of risk:	Impact of risk:	Total risk score (likelihood x impact)
1 – Very low 2 – Low 3 – Medium 4 – High 5 – Very high	1 – Insignificant 2 – Minor 3 – Moderate 4 – Serious 5 – Very serious	1 – 6 Low 8 – 12 Medium 14 – 20 High Over 20 Very high