

## Wistow Parish Council

### **Minutes of the Wistow Parish Council extraordinary meeting held on Tuesday 2nd August 2022.**

**Held at 1900hrs in the Chapel Hall, Wistow.**

Present: Councillors M Hewan (Chair), R Harrison, A Kendal, M Goulton, E Pownall, H Binham, C Richardson

3 members of the public and 3 Quickline representatives

1. To receive apologies for absence and consider the reasons for absence.

Apologies were accepted for the Clerk.

2. To receive declarations of interest from Parish Councillors.

None made.

3. To co-opt a member of the public as councillor.

Charles Richardson officially co-opted as Parish Councillor. No objections raised.

4. To consider to approve a broadband cabinet to be installed on the village green.

Meeting turned over to open forum given the nature of the discussion and the availability of Quickline representatives.

Q. As Quickline is a fairly new company how many cabinets have been installed?

Company is approx 10 years old and has a lot of experience with wireless broadband, however, are now moving to FTTP (Fibre to the premises). They have installed 2 fibre cabinets with a projection of 10 more this year to be installed. They have 1 in Grassington and 1 currently in approval at Camblesforth.

Q. How many houses are expected to be covered?

1576 from this cabinet and plan to build to the whole area. Will be utilising Openreach infrastructure through ducts and poles. They will be installing their own pole/ducts if existing ones can't be used or aren't available - the planned locations have been provided to the Parish Council by email (2/8/2022) from Quickline. There is one pole planned for the area. Will be replacing copper infrastructure with fibre and planning to provide full access in the area to all speeds.

Noted that the cabinet must be placed in a public area but footpaths are generally too narrow. As long as there are no services obstructing placement, cabinet can be moved towards the back of the verge.

Q. Query raised regarding insurance and liability for damage to the box eg, tree cutting near box. Would the Parish Council be liable for damage? If so, what damage? Do they cover the cabinet with insurance?

Would need to be a substantial tree etc to damage the cabinet.

Point of action: Confirm liabilities, whether Parish Council needs permission to undertake jobs around the cabinet eg tree cutting and provide PoC for emergencies/reporting.

Q. What is the timeframe until full installation and roll out of services?

Full build expected to be completed by the end of November for the whole area, pending any issues that may arise.

Q. Why was Wistow chosen as the cabinet location?

The most central location from Selby.

Q. Will they be using Openreach cabling?

No; just the ducts.

Q. Will they have an impact on current internet prices and properties?

Can't comment on property prices but they will be financially competitive. Packages will be £25-55 for 100-900mb. They expect there will be offers and deals.

Q. If a customer changes provider after Quickline installation, can they use their equipment?

Quickline fibre cabling etc is property of them, if a customer changes to a different provider, the equipment would need to be replaced and provided by the new company.

BT Openreach have a 10mb Universal service obligation - if they can't provide this they have to refer customers to those that can.

Quickline do allow VOIP from other companies over their products. They do not restrict usage of internet.

Q. What is the lifespan of the cabinet once situated? The wayleave agreement is for 10 years, what is the impact of this if the lifespan is longer than this regarding payments etc?

Point of Action - Wayleave agreement to be clarified and confirmed. Lump sum and/or annual payment as well as amounts. Is there a chance the payment would increase with business/company expansion?

Q. Do Quickline provide analogue / VOIP phone lines?

Looking at providing this in the future.

Point of action - to confirm phone provision

Q. What is the size of the cabinet and is it possible that the size will increase in the future?

Similar size to existing BT cabinet, will be wider. The size would not need to be increased as it will be able to cope with future demand. The only exception to this being if the cabinet was damaged in the future and that cabinet model could not be obtained as a replacement.

Q. What is cabinet made of?

Spec document has been sent to the Parish Council (email dated 02/08/2022).

Point of action - to provide material list and dimensions of cabinet.

Q. From a consumer point of view, what are the customer satisfaction and communication levels? Can this be accurately monitored and responded to if the website isn't fully built? What is the customer service infrastructure?

Quickline have dedicated customer service teams and have outsourced 24/7 support. The website is having a full refresh and is currently in development. Within a year the company has expanded from 30/40 staff to approx 200 and are pushing for recruitment. They have a dedicated Engagement Manager dealing directly with Parish Councils etc.

Q. Where are the nearest customers for feedback?

They have over 7000 customers on wireless but they are relatively new with rolling out fibre so the numbers are much smaller with customers in Pickton and Lissington. Currently building in Camblesforth. Expect these to start increasing imminently as they roll out.

Q. How many properties will have access to full fibre?

They will offer full coverage as opposed to pockets which is the case now. They are subject to contracts and are given areas with low to zero full fibre. This, however, can change given the timescales involved as other companies can decide to move in/upgrade those areas to compete.

Q. How are Quickline different?

Competitive pricing and packages. Looking to start getting their advertising and messages out to the public utilising local magazines, meetings and public events to promote engagement.

Q. How many cabinets have they installed?

Grassington is currently being built with a project completion date in October. They have done upgrades to existing cabinets to fibre and are on course to complete 11 this year. They have 3 in the ground.

Q. If they build a cabinet and the company folds, what will happen to the box?

The box wouldn't be wasted, the contract would be fulfilled and build completed. Given the current expansion, there are no signs of the business collapsing. Representatives assured that the company is not building and expanding with the aim of offloading or selling. They are looking to grow and continue as such.

Q. Could the cabinet be painted or decorated?

Point of action - explore the possibility of a community art project.

Q. Could Wistow have a discounted service? Could Quickline contribute to a community project?

Not in the representative's remit to comment on this.

Point of action - to investigate community project contribution.

Q. Why is the box in this precise location (corner of the green)?

It is the best place to connect to power and Openreach infrastructure and is not directly outside of anyone's property. The cabinet will be placed as far back as possible from the pavement but must be mindful that the more hidden they are, the higher possibility for damage.

Q. Queries regarding the missing details in the wayleave agreement were raised.

Point of Action - details to be confirmed by Quickline and Parish Council to send to solicitor.

**Proposal** - Yes to authorising cabinet to be placed at the specified location on the green subject to clarification on the points of action raised at the meeting and feedback from the Parish Council's solicitor regarding the Wayleave agreement.

Vote:

No - 1 councillor. Yes - 6 councillors. No abstentions.

5. To consider the request from the gardening club to place a half barrel for plants near the picnic bench on the green.

It was raised that there is already furniture on the green. It was highlighted that the flowers are aesthetically pleasing. Access to the bench was discussed as well as the possibility of vandalism.

Vote:

No - 2 councillors. Yes - 5 councillors. No abstentions.

6. To consider agreeing surgery hours for the clerk.

After a brief discussion, as the clerk was not present, Parish Council are willing to consider surgery hours, but need more information and a full proposal from the clerk. Item deferred until next meeting.

Thanks were given to Robin Poskitt for ongoing work on the cemetery.

Date of next meeting 20th September 2022 in the Chapel Hall at 1900hrs.

Meeting closed at 2015hrs.