

Broadband Leicestershire

Analysis of Household and Business Survey Responses

FINAL

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Broadband
Leicestershire

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Summary of key findings

General

- 55% of households and businesses have a typical download speed of less than 2Mbit/s
- Most households and businesses subscribe to BT as their internet service provider (c.50%). 16% of households subscribe to Talk Talk, followed by Sky (8%). 11% of businesses subscribe to a specialist (other) provider.
- 70% considered that those areas where broadband speeds are currently very low should be prioritised first. This was followed by small villages and remote areas (50%), areas of poor broadband where most businesses are based (47%) and areas where demand from businesses and households is highest (44%).
- Strong correlation between broadband speeds reported by households and businesses through the survey and modelled speed data that Leicestershire County Council has access to.
- 24% of responses were from the top 20% most deprived areas in Leicestershire as measured by the Index of Multiple Deprivation (IMD).
- 63% of respondents are classified within the “Countryside” OAC super-group. 29% in “Prospering Suburbs”. Within the ACORN classification 47% of respondents were classified as villages or wealthy commuters or well-off managers.¹
- 87% of respondents were from rural areas as defined by the Rural Urban Definition 2004.
- 84% of responses were from state aid “white” areas, 13% from grey and 3% black. (based on state aid mapping for super-fast broadband)

Household survey key results

- 23% of households identified a willingness to pay more for an improved connection. 12% wish to pay less and 55% pay the same. Most households are willing to pay up to £30 pcm for an improved broadband connection.
- Two Thirds of households purchase their internet connection as part of a bundle - mainly with telephone calls
- 61% of households expressed demand for improved broadband of between 5Mbit/s and 21Mbit/s. 25% expressed demand for super-fast broadband (greater than 21Mbit/s)
- Households identified demand for online music, TV and film services if super-fast broadband was deployed in their areas. This was followed by video messaging, on-line gaming, sharing photos, and occasional working from home.

¹ More information about ACORN is available at <http://www.caci.co.uk/acorn-classification.aspx>.

- Faster speeds and improved reliability would most improve households' online experience. Cost and greater knowledge of services were less important
- Households struggle most with working from home, photo sharing, and keeping in touch with family and friends.
- Households do not have a problem using the internet for banking, keeping in touch, regulatory function, and shopping
- 79% of households are either not in contract or have less than a year to run.
- Households which are more dissatisfied with their internet connection are willing to pay more.
- The older the respondent the greater the demand for training or knowledge about services available through the internet.
- 95% of households access the internet through first generation broadband (ADSL). 2% dial-up, 2% super-fast broadband and 0.2% satellite.

Businesses survey key results

- At least 20% of businesses identified a willingness to pay more for an improved connection. 6% wish to pay less and 62% pay the same. Most businesses are willing to pay up to £50 pcm for their internet connection.
- 69% of business respondents run a home-based business.
- 93% of businesses consider broadband speed does not meet existing need – 607 businesses
- Businesses struggle most with data transfer, research, e-mail, and remote/flexible working
- Businesses would like to use the internet for video conferencing, VoiP, off-site data back up, cloud computing, collaborative working, and e-learning if broadband was improved.
- 92% of businesses view faster internet as very important, followed by improved reliability at 83%.
- The main impacts that faster broadband will have on businesses include improved communications / data sharing (83%), better access to information (79%), improved customer service (69%), more flexible working (inc. home working) (60%) and increased competitiveness (55%), ability to deliver new products and services (52%), increased profitability (50%), . Improved broadband was considered not to improve staff retention.

District, Community Forums and Parishes

- 41% of all responses were from Harborough district. Followed by Melton, Charnwood, Hinckley and Bosworth, North West Leicestershire, Blaby and Oadby and Wigston. 500 responses from outside Leicestershire

- There is equal demand for super-fast broadband (greater than 21Mbit/s), faster speeds and improved reliability across all districts.
- Greatest demand for knowledge of online services within Harborough and North West Leicestershire. Less so in Blaby
- Greatest demand for ICT training in Harborough and Charnwood
- Households in Blaby and Hinckley and Bosworth are more willing to pay more for improved broadband. Followed by Charnwood, Melton, North West Leicestershire and Harborough.
- 65% of Melton respondents to the household survey reported speeds of less than 2Mbit/s. Followed by North West Leicestershire (60%), Hinckley and Bosworth (58%), Blaby (55%), Harborough (53%) and Charnwood (50%).

Introduction

The internet is transforming the way that we live, work and play. It is driving business innovation and growth, is ensuring that people can access services, and is opening up new opportunities for creative learning.

Not all business and communities, however, are able to take advantage of these opportunities. Whilst some areas are able access super-fast broadband and a range of digital services, others struggle with the most basic of internet functions.

Leicestershire County Council is leading the Broadband Leicestershire programme to help rollout super-fast broadband in Leicestershire beyond BT's commercial investment. We want to ensure that at least 90% of properties have access to super-fast broadband by 2015, extending to 100% by 2017.

In addition to raising the necessary investment it is important we work with businesses and communities to understand the need for super-fast broadband and help increase demand for online services.

During March and April 2012, Leicestershire County Council conducted a household and business survey with support from a range of partners, including district councils, parish councils and the Leicester Shire Business Council. This survey was conducted to help identify where there is poor broadband connectivity, demand for super-fast broadband and help with the prioritisation of rollout. The survey was publicised through a range existing business, community and media channels.

In total 3969 household and 653 businesses responses were received. Copies of the survey forms are included in Appendix A.

We are very grateful to community groups, parish councils, district councils, the Leicester Shire Business Council and the Rural Community Council (Leicestershire and Rutland) for helping to promote the survey across Leicestershire and to all individual households and businesses who took the time to complete the questionnaire forms.

For more information about the Broadband Leicestershire programme please visit www.leics.gov.uk/broadband.

Note on data analysis

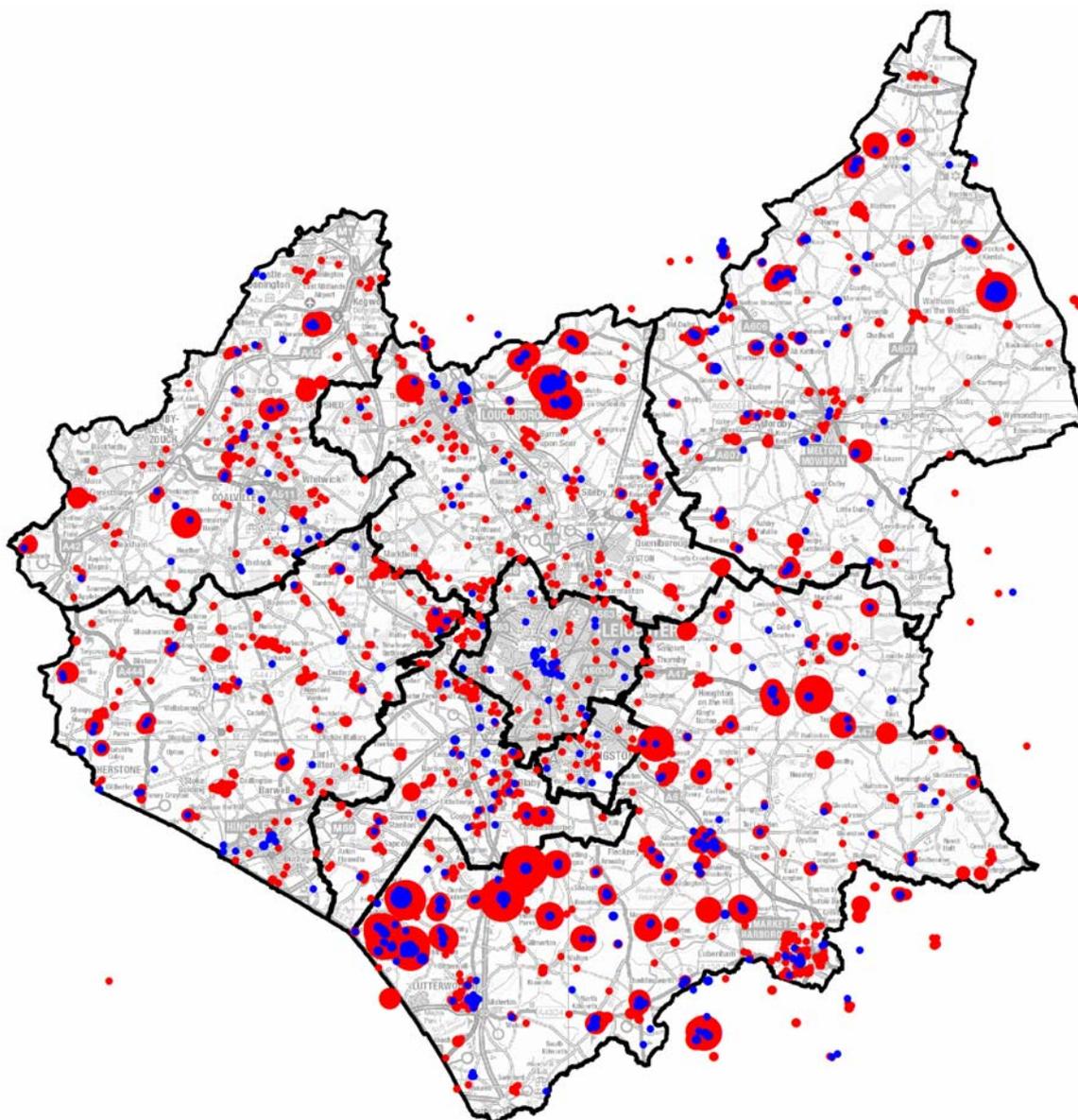
For some of the analysis we used Pearson Chi-Square test at 0.05 significance level to determine whether the relationship was real rather than due to chance. This is a measure of the strength of association between two categorical variables against the average response for each question. The standard residuals were then used to check the strength of the relationship between the two groups on responses, using the actual figures to interpret the results and the relationship.

Arrows indicate whether a response was more likely (up arrow) or less likely (down arrow). Blue and red arrows indicate if the results were statistically significant in their own right, although the overall trend across the analysis is the most important aspect.

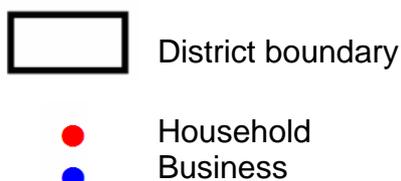
General Analysis

Geographical distribution of all responses

Map showing the distribution of all survey responses by postcode. Multiple responses by postcode are illustrated by larger circles.



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In addition a number of communities have undertaken independent broadband surveys, including Houghton on the Hill, Sheepy, Bringham and Woodhouse. Summary information from these surveys, together with further community broadband surveys, will be included within the report shared with suppliers to demonstrate the level of demand in Leicestershire.

Top 20 household survey response rate

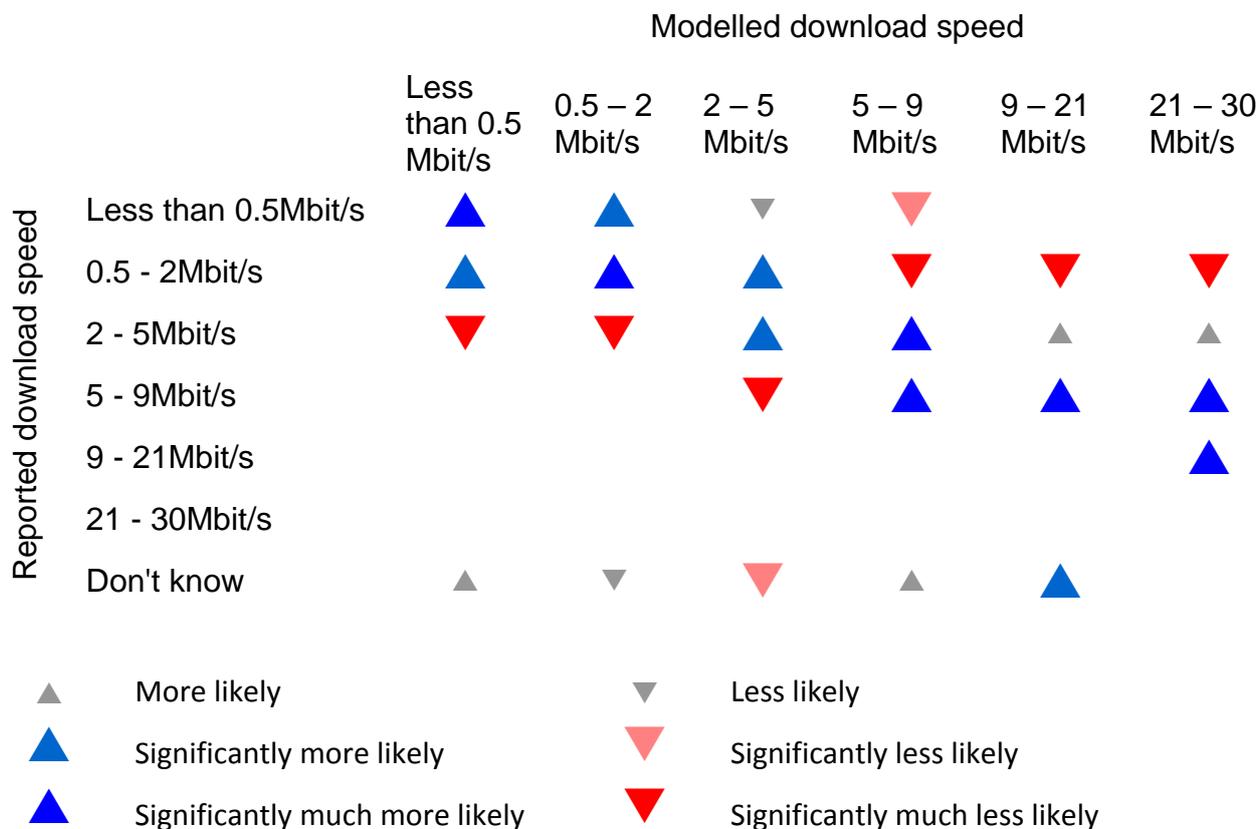
The highest response rate (i.e. number of household responses compared to total number of households per parish) was Prestwold in Charnwood, followed by Blaston, Claybrooke Parva and Noseley, all in Harborough district. In total 33 parishes demonstrated a response rate of greater than 20%.

Parish	Household Responses	Number of Households	Response rate (%)
Prestwold	27	29	93
Blaston	18	23	78
Claybrooke Parva	49	76	64
Noseley	9	14	64
Ashby Magna	75	124	60
Claybrooke Magna	121	213	57
Potters Marston	6	11	55
Normanton Le Heath	27	53	51
Walton on the Wolds	52	107	49
Frolesworth	53	113	47
Ashby Parva	45	98	46
Ullesthorpe	148	341	43
Peatling Parva	27	67	40
Willoughby Waterleys	45	115	39
Gumley	19	49	39
Chilcote	14	38	37
Gaulby	17	49	35
Shearsby	31	90	34
Skeffington	29	85	34
Loddington	9	28	32
Glooston	8	25	32
Burton on the Wolds	119	379	31
Peatling Magna	24	83	29
Leire	59	228	26
North Kilworth	50	202	25
Owston and Newbold	9	37	24
Keyham	13	55	24
Shangton	7	30	23
Sproxton	46	201	23
Beeby	7	33	21
Redmile	73	347	21
Hoton	29	138	21
Bardon	2	10	20

N.B. Number of households based from Leicestershire Small Area Population and Household Estimates 2001-2004 http://www.lsr-online.org/reports/leicestershire_small_area_popu

Confidence in modelled broadband speed data

Leicestershire County Council has access to detailed data which models broadband download speeds by postcode. The broadband demand survey has enabled us to verify the reliability of this data.



This analysis demonstrates that the results are significant and there is a strong relationship between reported and modelled speed. It can be assumed, therefore, that modelled broadband speeds are representative of those experienced across Leicestershire.

A maps showing modelled broadband speeds across Leicestershire is available at www.leics.gov.uk/broadband.

Prioritisation of super-fast broadband deployment

All household and businesses respondents were asked to rank their rollout priorities. The greatest priority identified was areas where speeds are currently very low – 70% of respondents identified this as their top priority.

1. Where speeds are currently very low – 70%
2. In small villages and remote areas – 50%
3. In areas of poor internet where most businesses are based – 47%
4. Where demand from businesses and residents is highest – 44%
5. Where demand from businesses is highest
6. In towns and large villages
7. Where demand from residents is highest
8. Where most businesses are based
9. In places where there are a lot of families with children

Household respondent profile by ACORN geo-demographic type

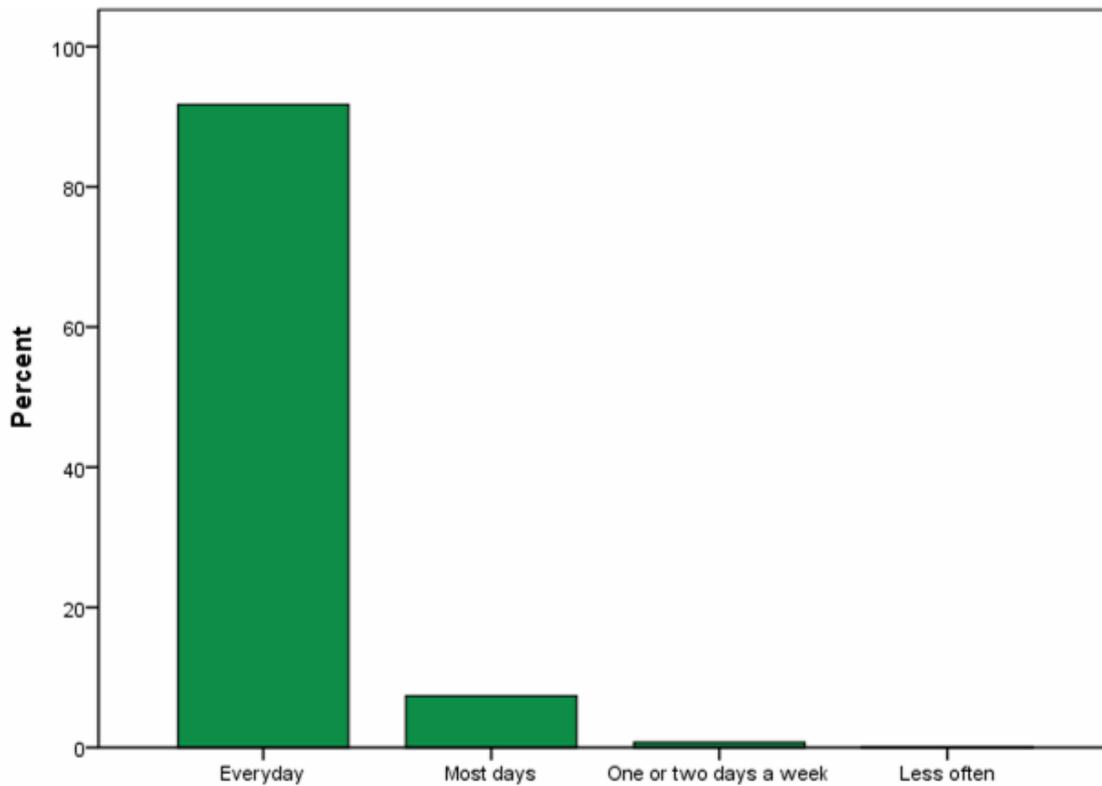
ACORN is a geo-demographic information tool which categorises UK postcodes into various types based on Census and other information. By using the household respondent's postcode, therefore, it is possible to ascribe a general characteristic about people living in that area. These

ACORN type	Number of responses	%
Villages with wealthy commuters	729	21
Well-off managers, larger houses	524	15
Well-off managers, detached houses	389	11
Wealthy mature professionals, large houses	385	11
Farming communities	319	11
Middle income, home owning areas	301	9
Older affluent professionals	230	7
Wealthy working families with mortgages	132	4
Working families with mortgages	107	3
Old people, detached homes	98	3
Well-off working families with mortgages	60	2
Mature couples, smaller detached homes	49	1
Skilled workers, semis and terraces	45	1
Younger white-collar couples with mortgages	41	1
Other / unknown	560	16

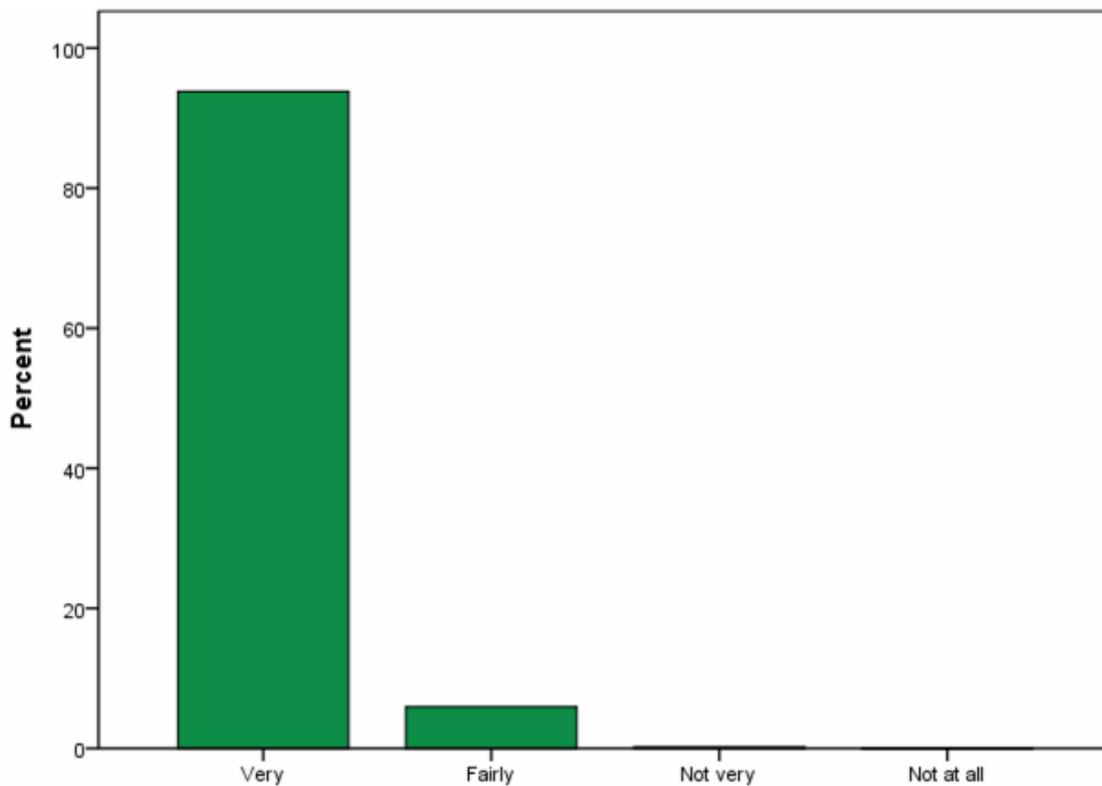
More information about ACORN is available at <http://www.caci.co.uk/acorn-classification.aspx>

Household survey analysis

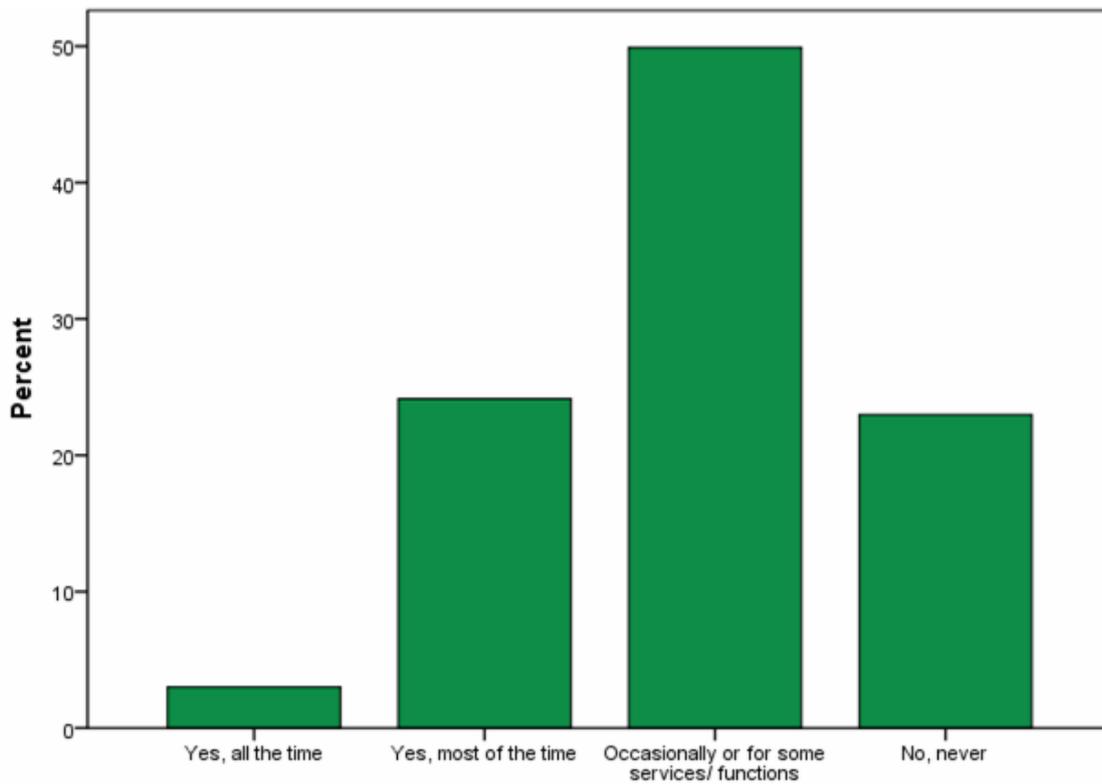
How often does your household use your internet connection?



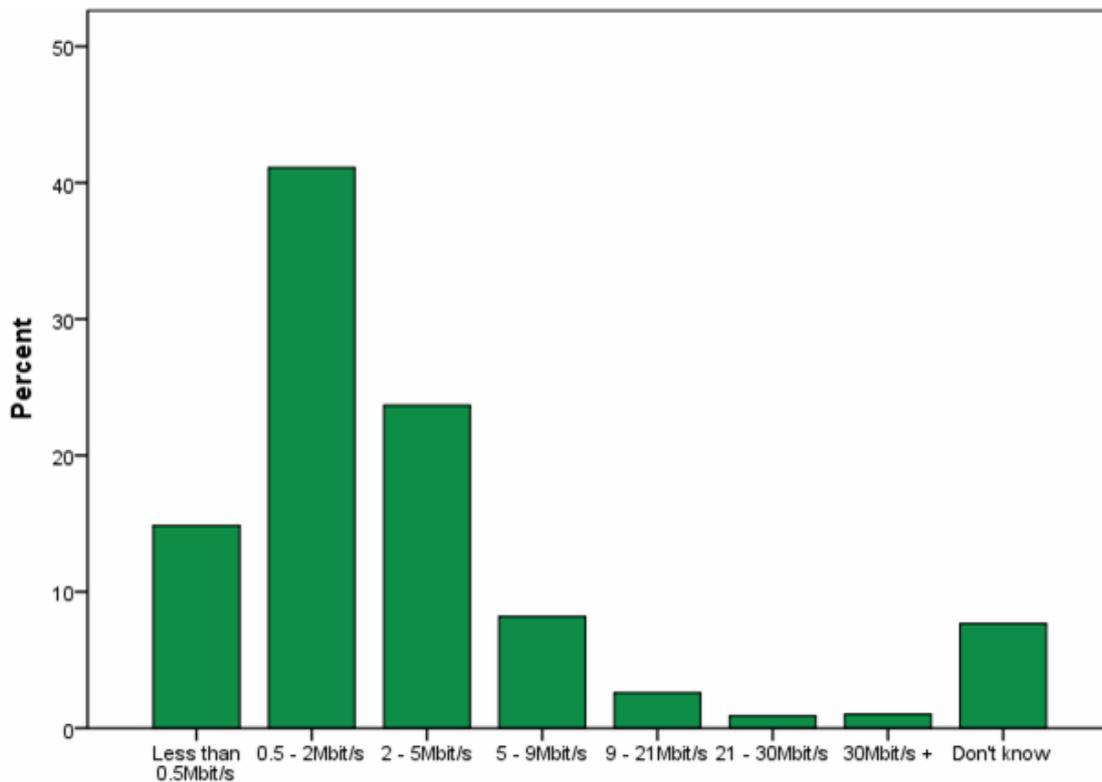
How important is your internet connection to your household?



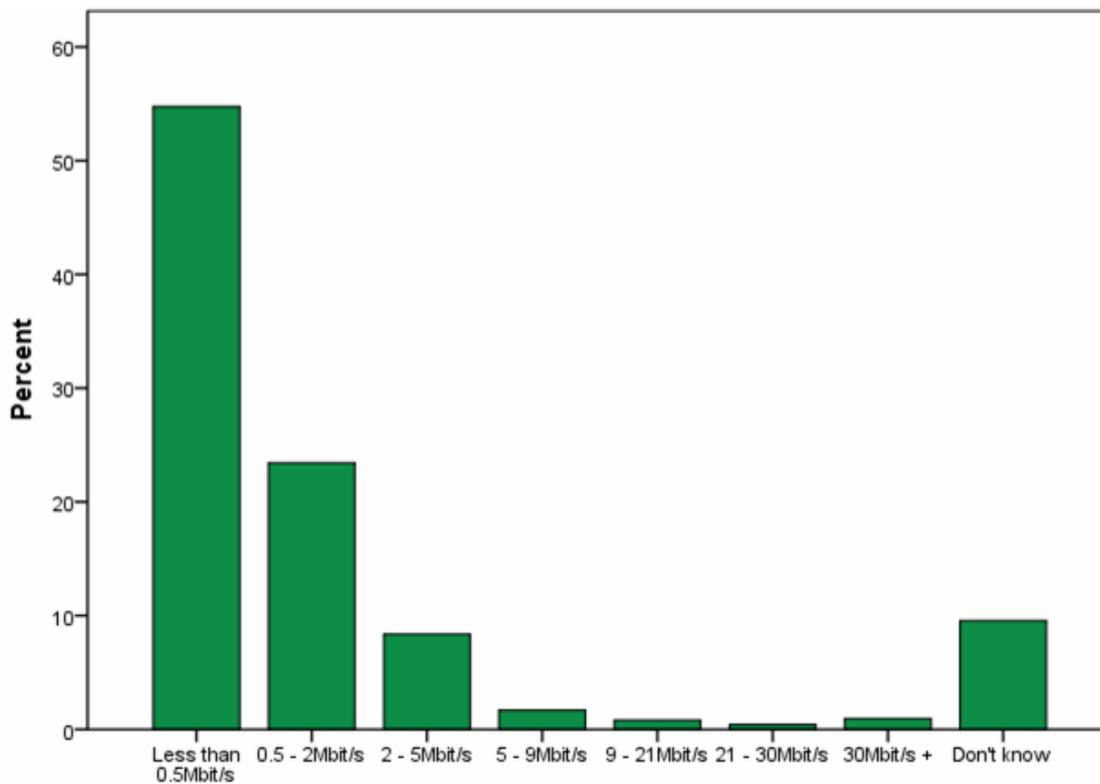
Do you feel that your home internet connection is adequate?



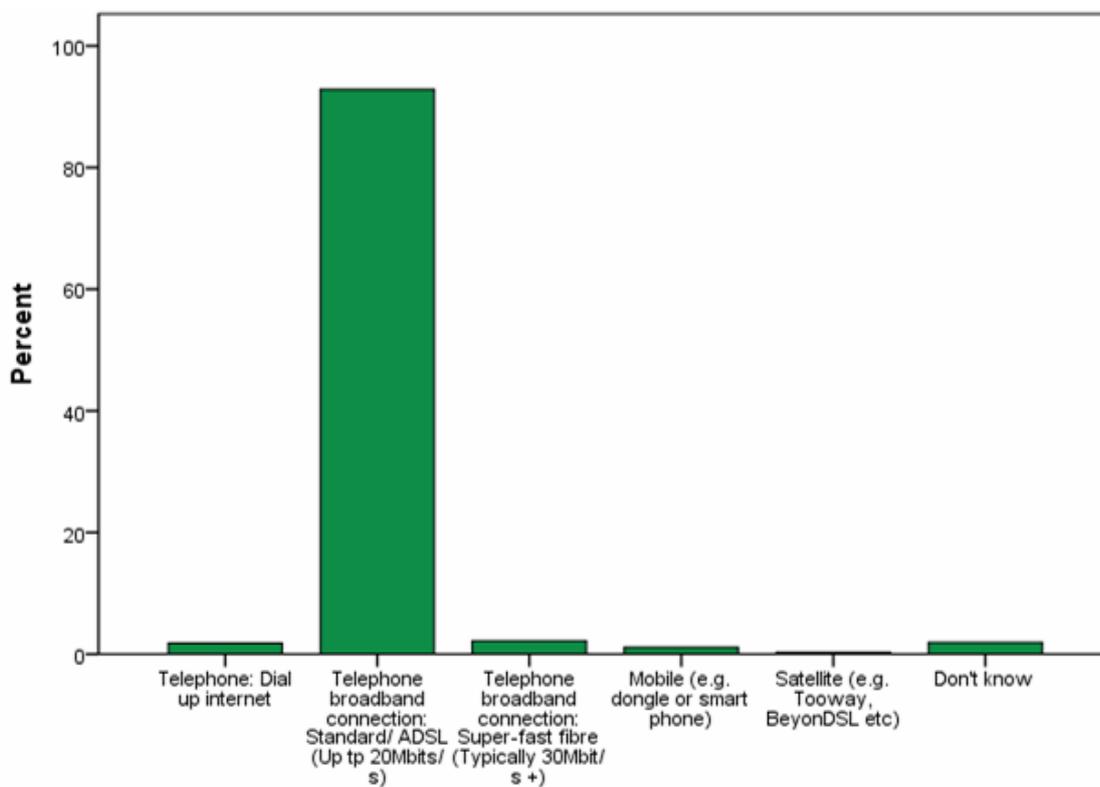
What is your typical download speed?



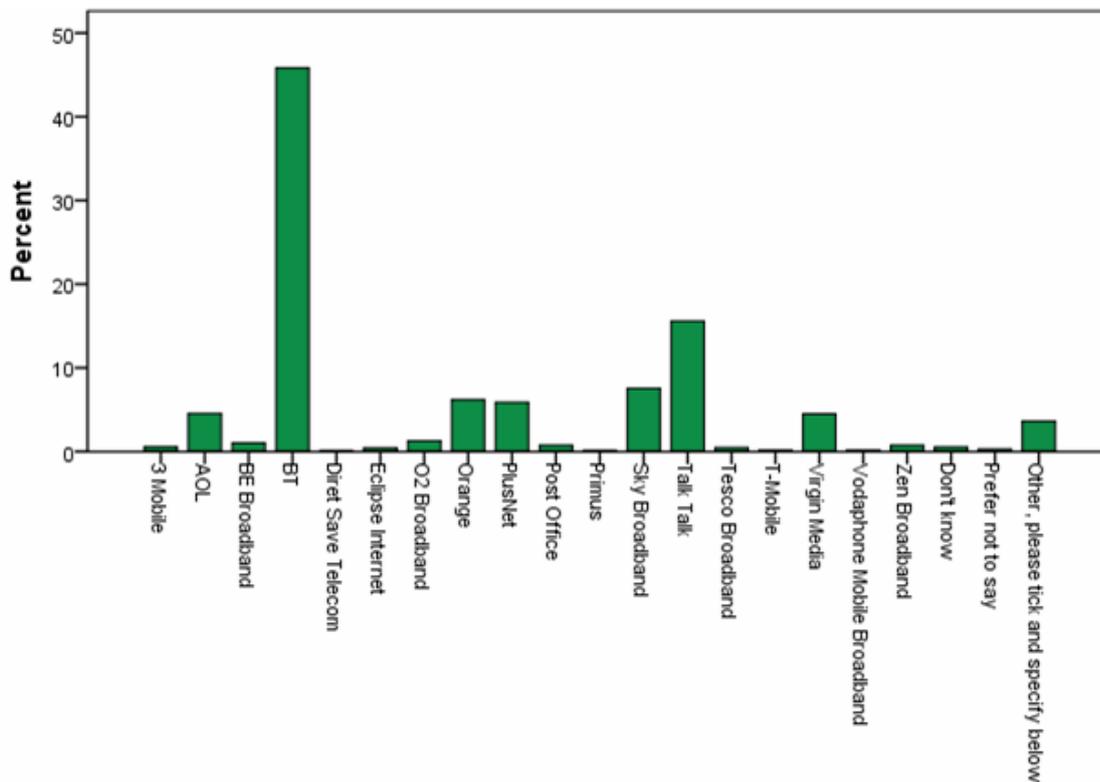
What is your typical upload speed?



What kind of internet connection do you have at home?

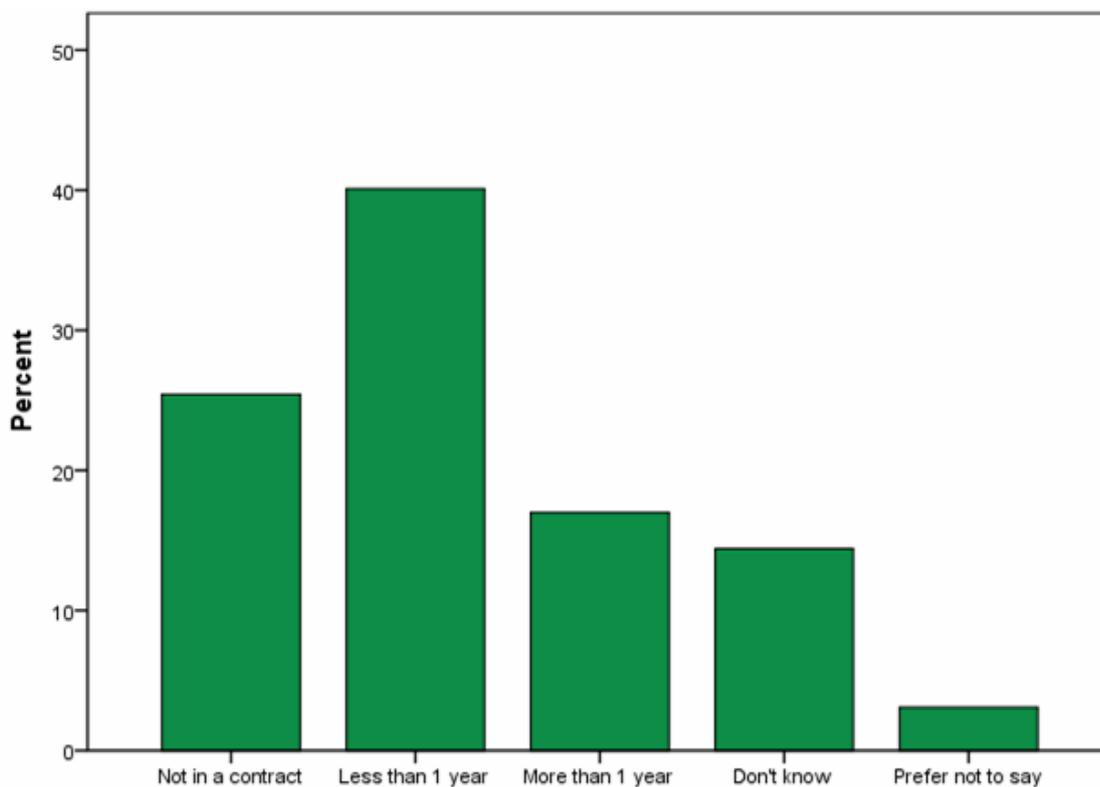


Who is your current service provider?



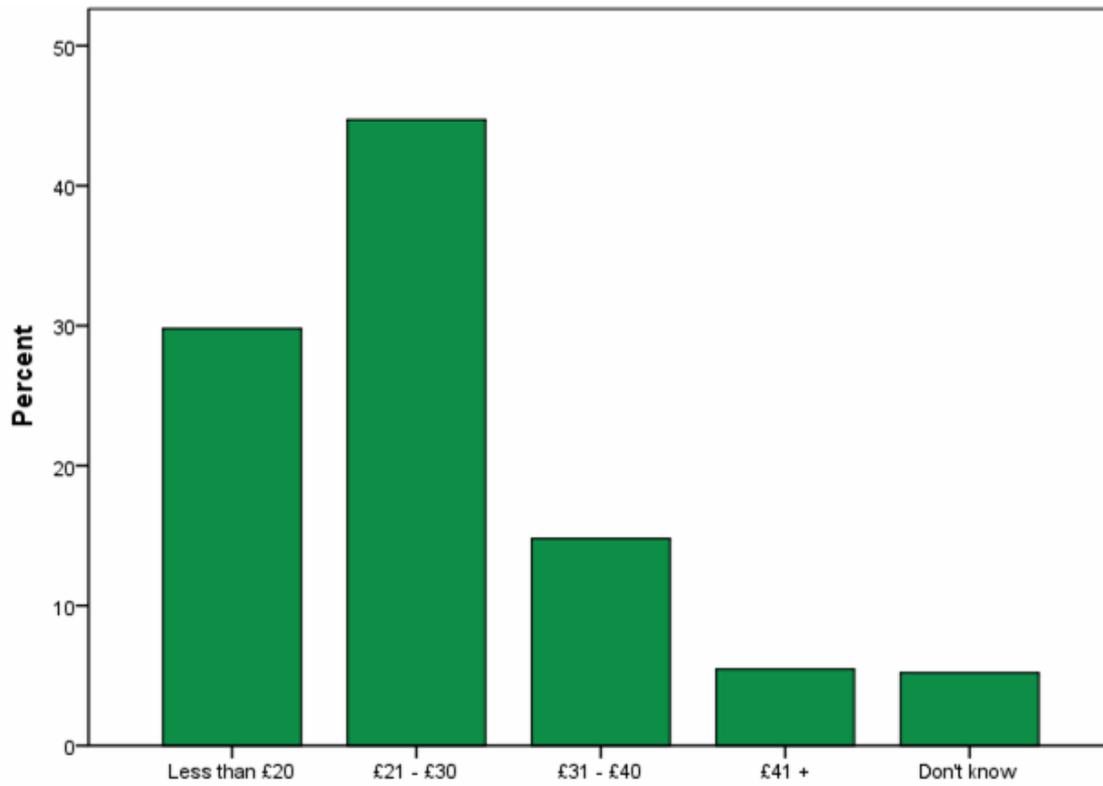
45% of all respondents access the internet using BT as their internet service provider. 15% use Talk Talk, 7% use Sky and 6% subscribe to Orange. 65% of respondents identified that they purchase broadband as part of a bundle of other services. This mainly included telephone calls (61%)

How long do you have left on your existing internet contract?

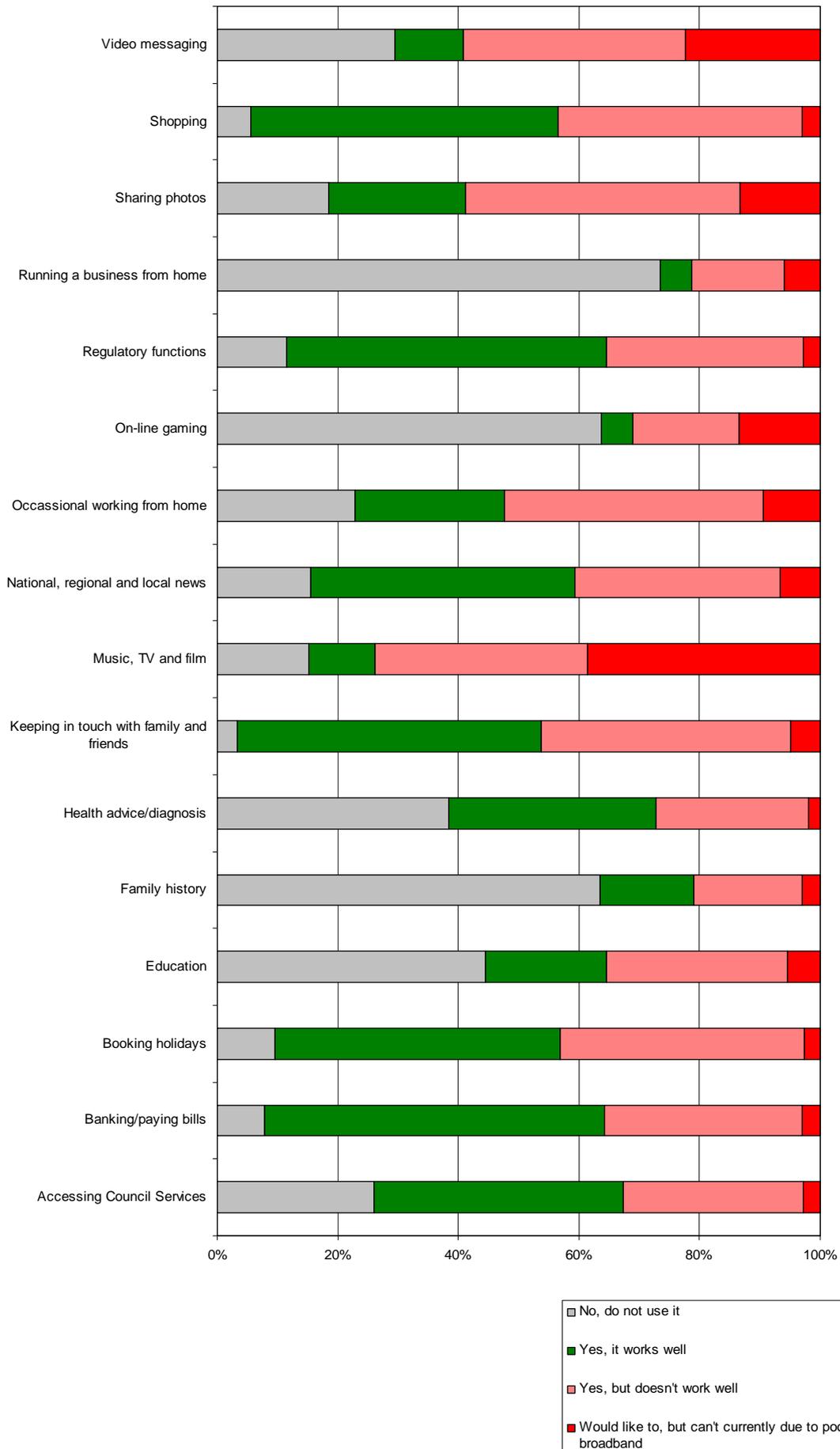


65% of respondents were either out of contract or had less than 1 year to run in their current contract.

Approximately, how much do you currently pay?



What services and functions does your household currently use the internet for?



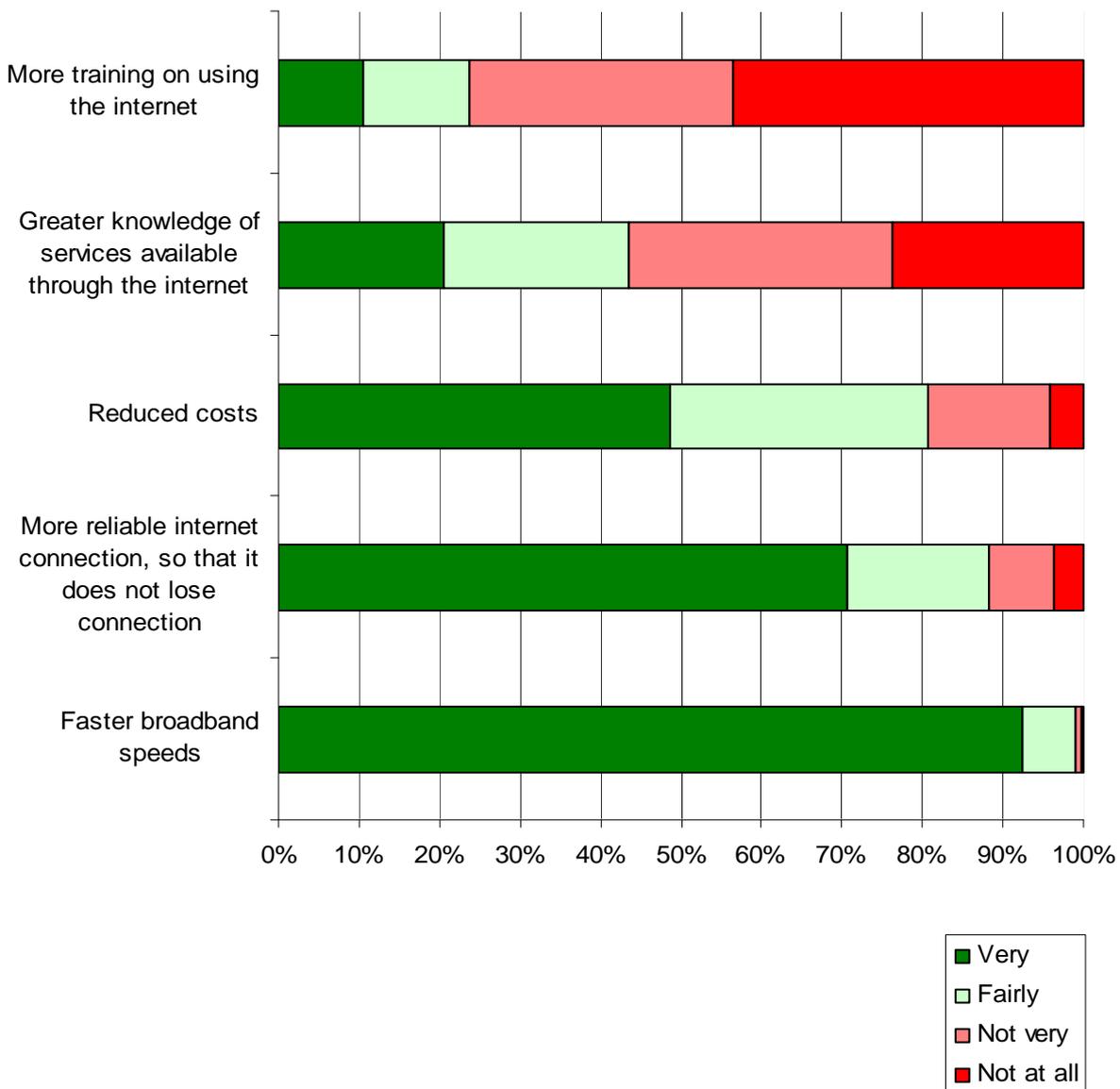
c.40% of household respondents identified that their poor broadband connectivity means that they struggle to work from home, share photos, and keep in touch with family and friends.

Between 10% and 30% of households identified demand for a range of services should super-fast broadband be deployed in their area. This included music, TV and on-demand services, video messaging, sharing photos, online gaming, and occasional working from home.

Finally, between 40% and 60% of respondents identified that their current broadband connection worked well with a range of online functions. This included shopping, regulatory functions, accessing news, keeping in touch with family and friends, booking holidays, paying bills, and accessing council services.

On average households used their broadband connection to support 4 devices. This included more than 2 computers and more than 1 mobile phones.

What would improve your online experience?



Likelihood of greater knowledge on services available online to improve online experience against age of respondents

	Under 16	16-19	20-29	30-44	45-59	60-74	75 and over
Very				Significantly less likely	Less likely	Significantly more likely	Significantly more likely
Fairly				Significantly less likely	Less likely	Significantly more likely	More likely
Not very			More likely	More likely	More likely	Less likely	
Not at all			Significantly more likely	Significantly more likely	More likely	Significantly less likely	

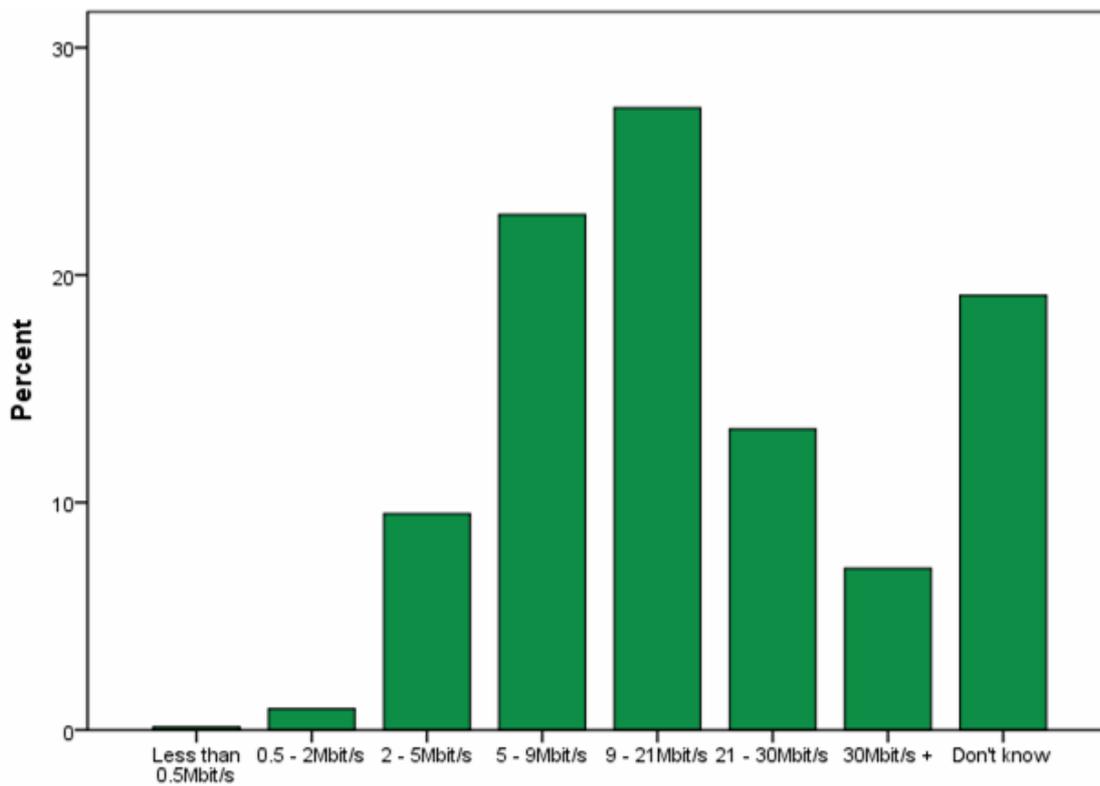
Likelihood of greater ICT training to improve online experience against age of respondents

	Under 16	16-19	20-29	30-44	45-59	60-74	75 and over
Very				Significantly less likely	Significantly less likely	Significantly more likely	Significantly more likely
Fairly				Significantly less likely	Less likely	Significantly more likely	
Not very			Less likely	Less likely	More likely	More likely	Less likely
Not at all		Significantly more likely	Significantly more likely	Significantly more likely	More likely	Significantly less likely	

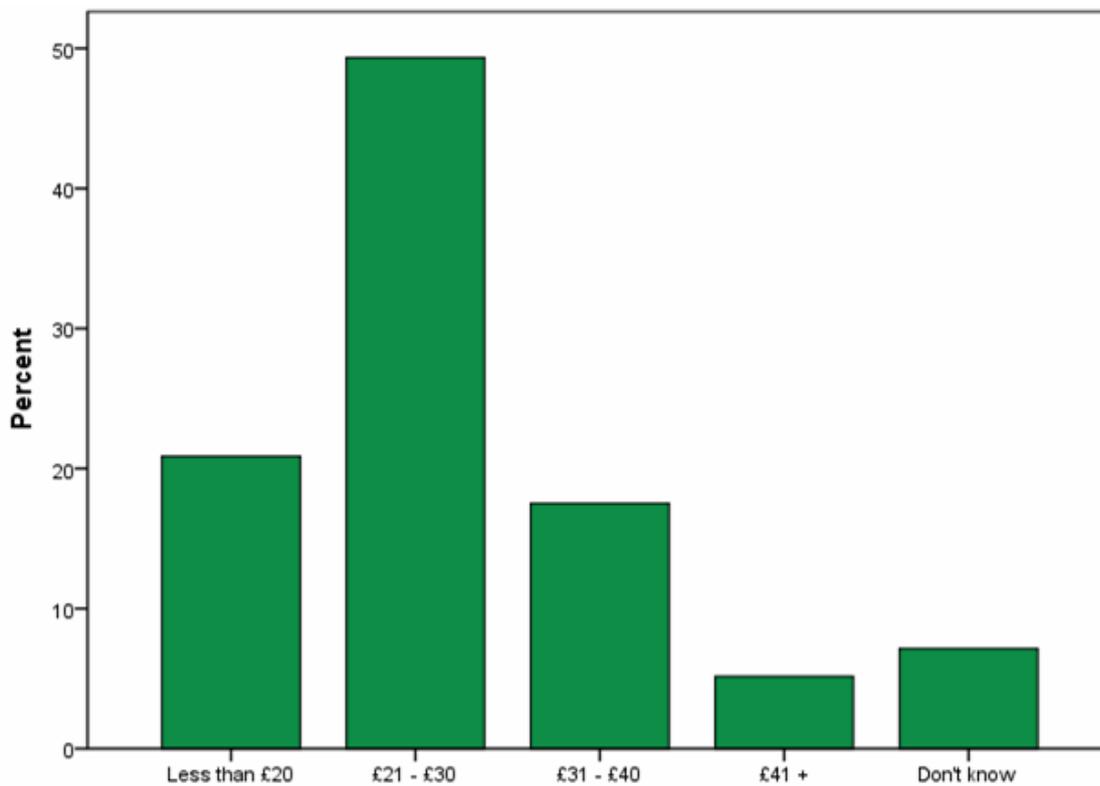
- ▲ More likely
- ▲ Significantly more likely
- ▲ Significantly much more likely
- ▼ Less likely
- ▼ Significantly less likely
- ▼ Significantly much less likely

The results are significant and there is a strong relationship between age and demand for training and knowledge of services, implying that as respondents get older, their need for training increases. 45-59 seems to be the turning point, with 60+ respondents significantly much more likely to want training and knowledge of services.

What would be your minimum acceptable broadband speed?



Approximately how much are you willing to pay?



Willingness to pay more, less or stay the same

Respondents were asked how much they currently paid for their broadband and how much they are willing to pay for an improved service. Responses to these questions have been compared to identify that 23% of respondents are prepared to pay significantly more, 20% significantly less, and 55% broadly the same. This analysis only considers change across price bands and, therefore, hides any small price elasticity within each band.

Willingness to pay more, less or stay the same against satisfaction of current broadband connection

	Do you feel your home internet connection is adequate?			
	Yes, all the time	Yes, most of the time	Occasionally or for some services/ functions	No, never
Pay Less		▲	▼	▼
Pay More		▼	▲	▲
Pay the Same	▼	▲	▲	▼

- ▲ More likely
- ▼ Less likely
- ▲ Significantly more likely
- ▼ Significantly less likely
- ▲ Significantly much more likely
- ▼ Significantly much less likely

The results are significant and respondents who are happy with their service are significantly much less likely to want to pay more. Respondents who are unhappy with their service are significantly much more likely to want to pay more.

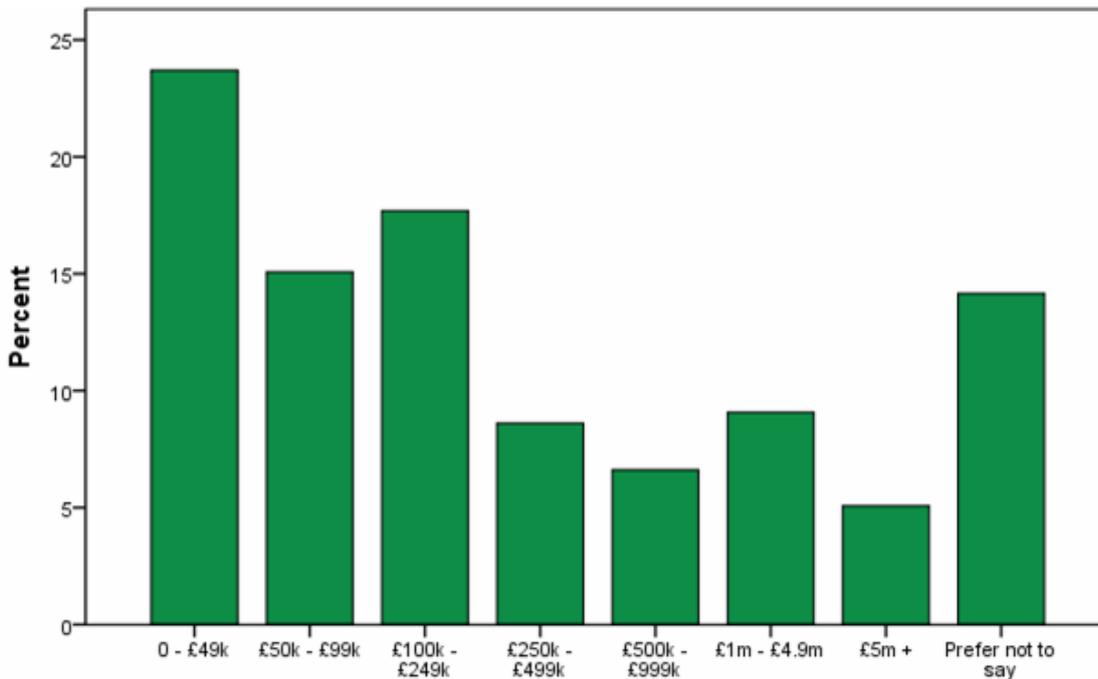
Analysis has identified that those described as working families with mortgages within the ACORN classification are more likely to be willing to pay more for their broadband connection.

Business survey analysis

What is the nature of your business?

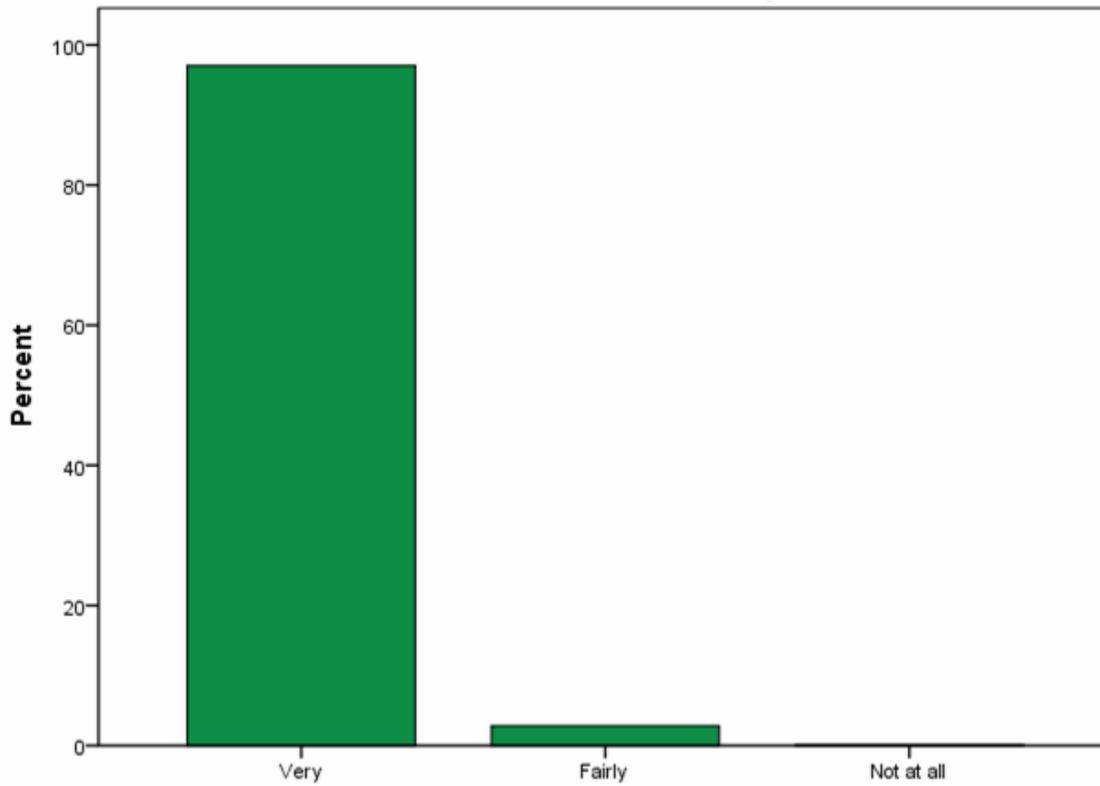
Business type	Number	%
Professional, scientific and technical activities	110	17
Agriculture, Forestry and Fishing	56	9
Information and communication	54	8
Retail	38	6
Manufacturing	28	4
Construction	27	4
Education	26	4
Other service activities	26	4
Financial and insurance activities	24	4
Graphic design, printing and publishing	22	3
Arts, entertainment and recreation	17	3
Tourism and hospitality	16	3
Wholesale and retail trade; repair of motor vehicles and motorcycles	15	2
Real estate activities	14	2
Other	180	

68% of respondents identified that they operated a home-based business. Furthermore, 32% were single traders, 50% had 2-10 employees and a further 10% had 10-49 employees. Only 3% of responses came from businesses with more than 200 employees.

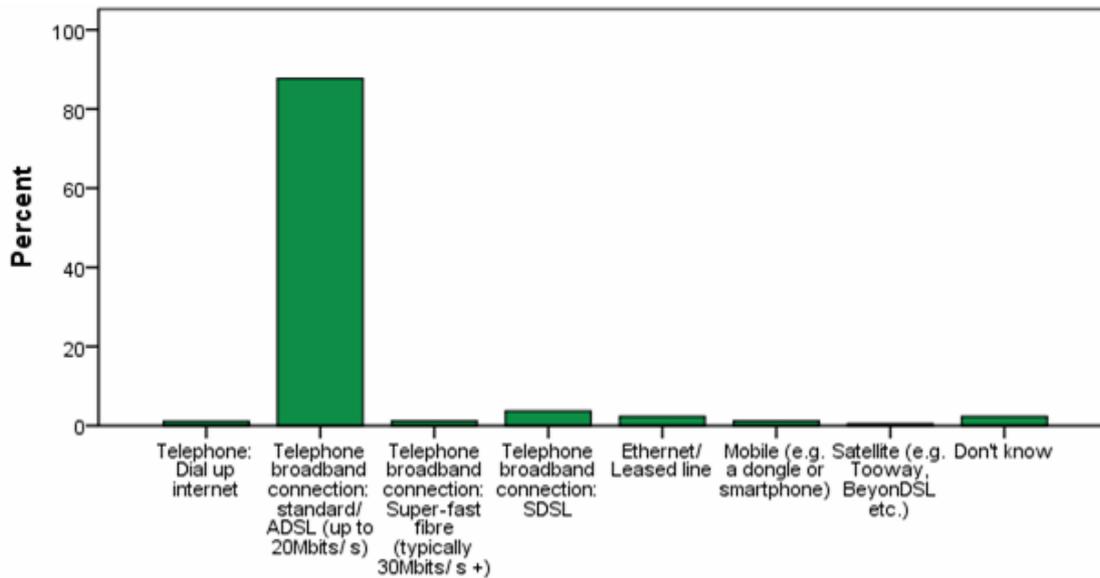


23% of businesses had an annual turnover of less than £49,000. Over half had a turnover of less than £250,000.

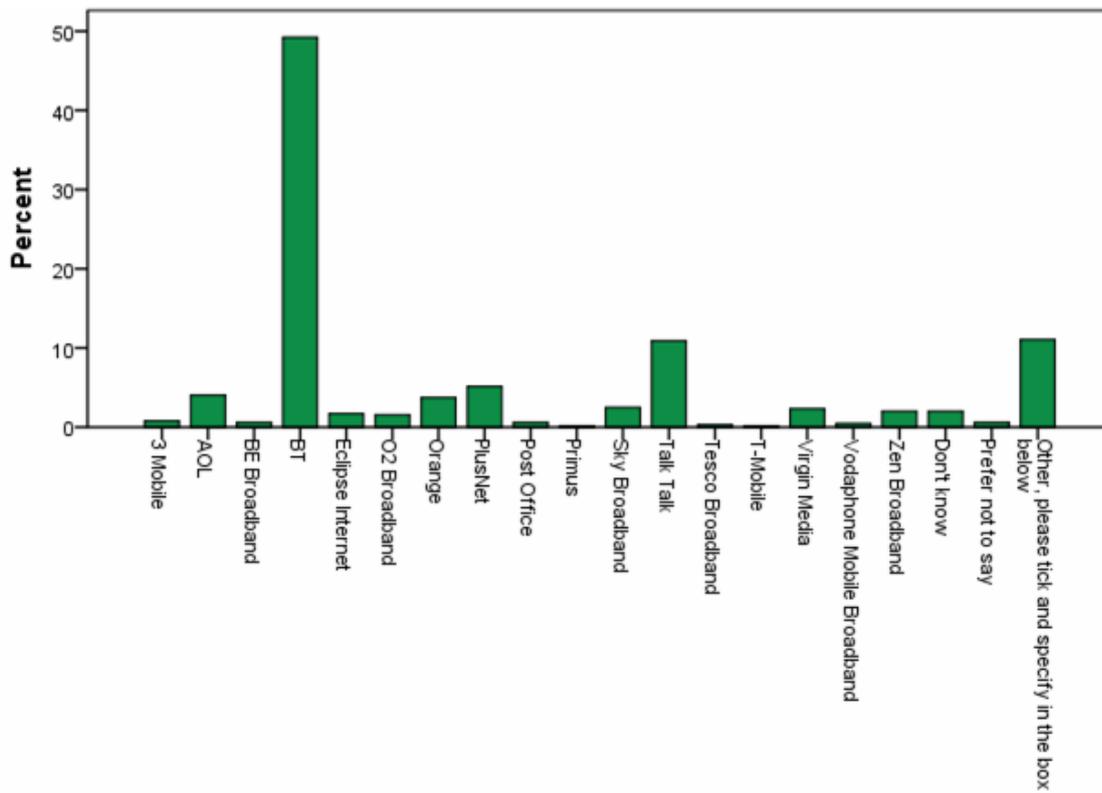
How important is your internet connection to your business?



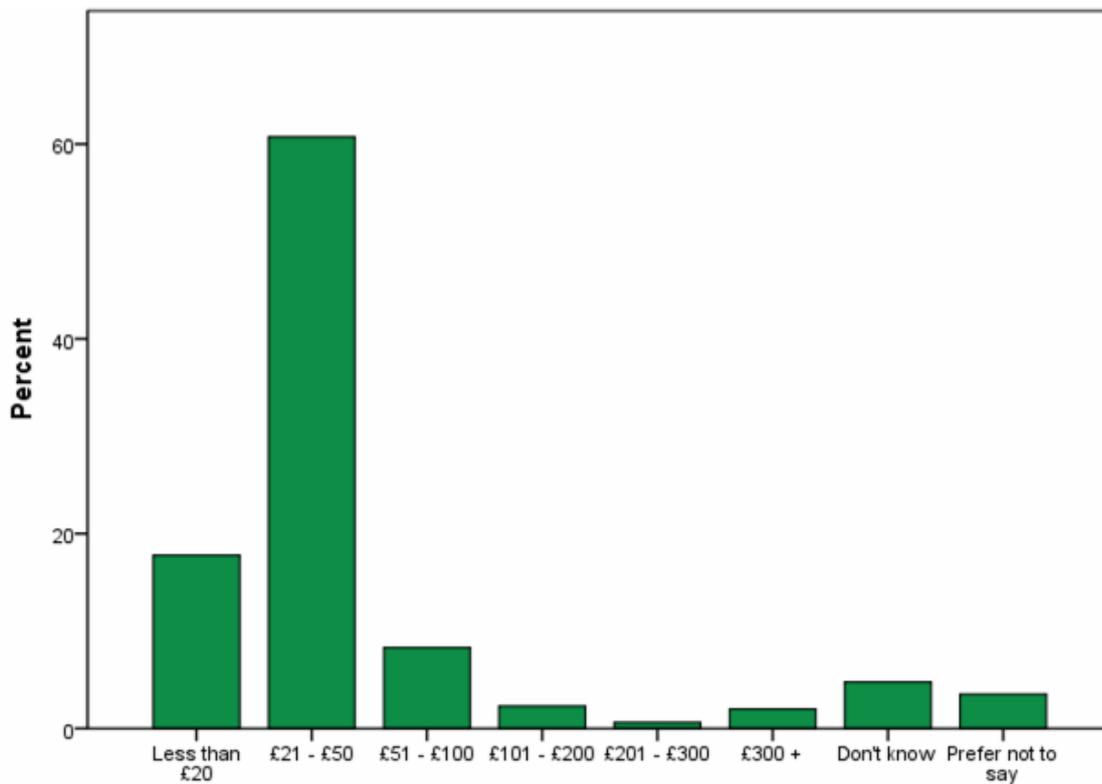
How does your business mainly access the internet at present?



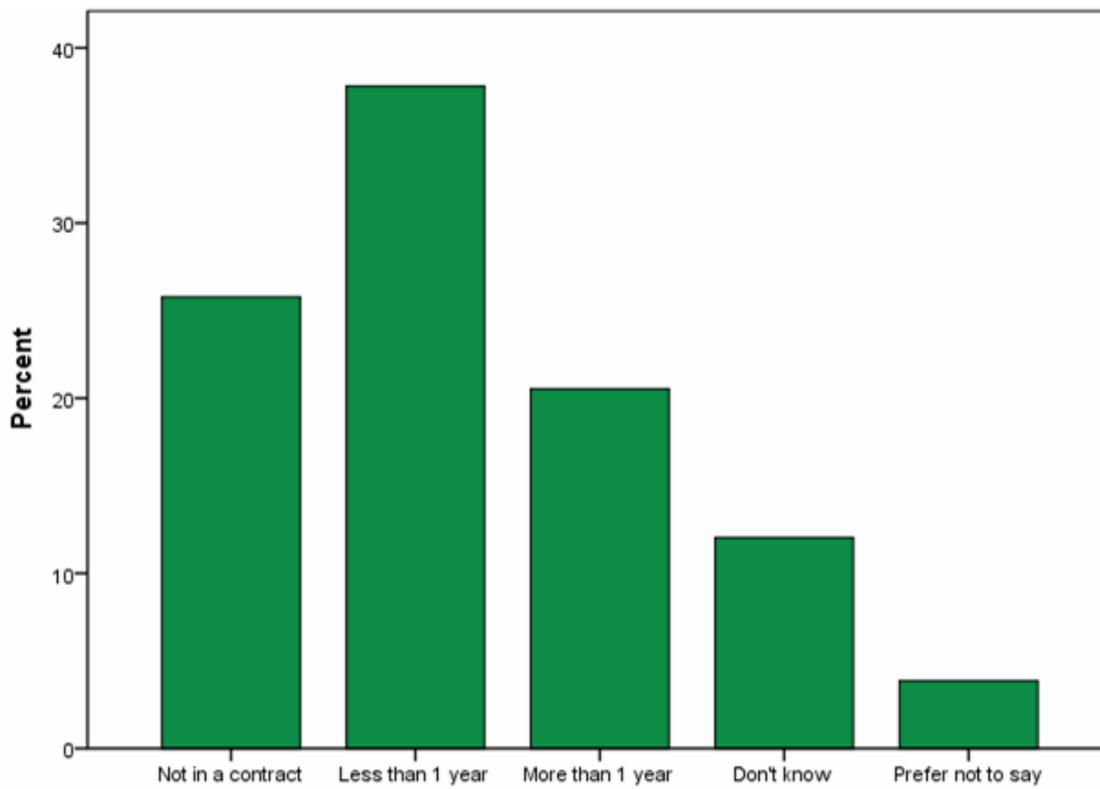
Who is your current internet service provider?



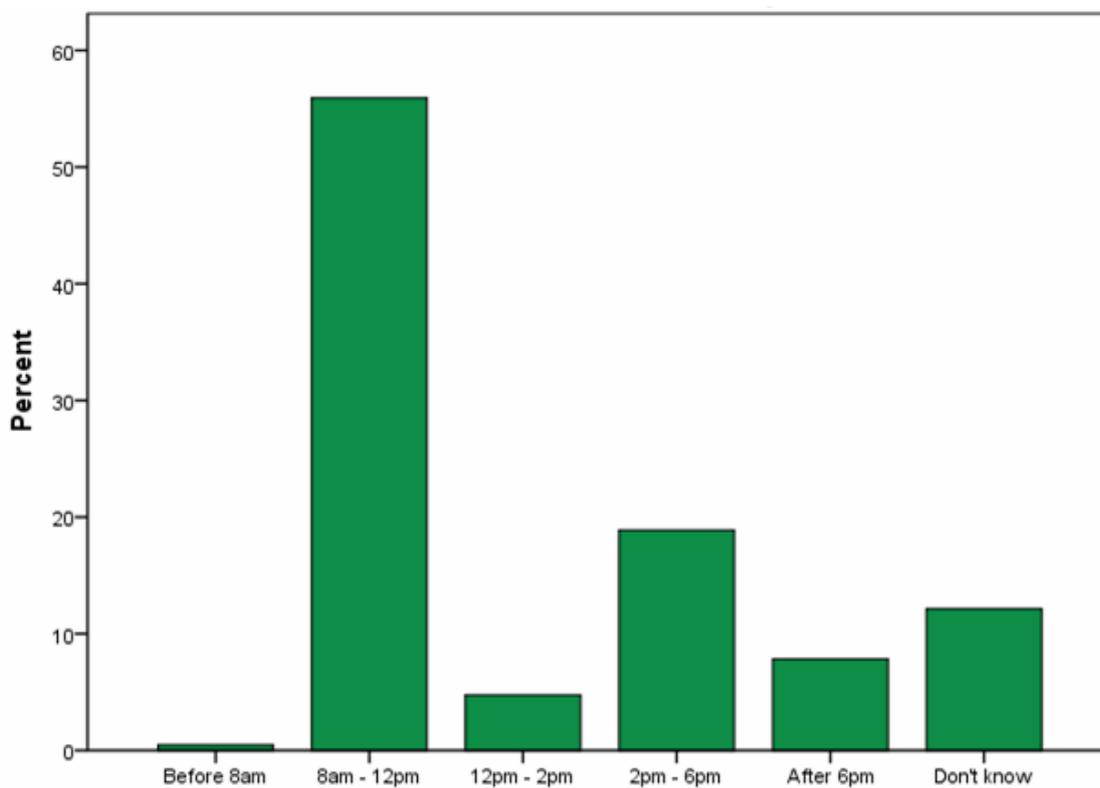
Approximately how much do you pay for your business internet connection?



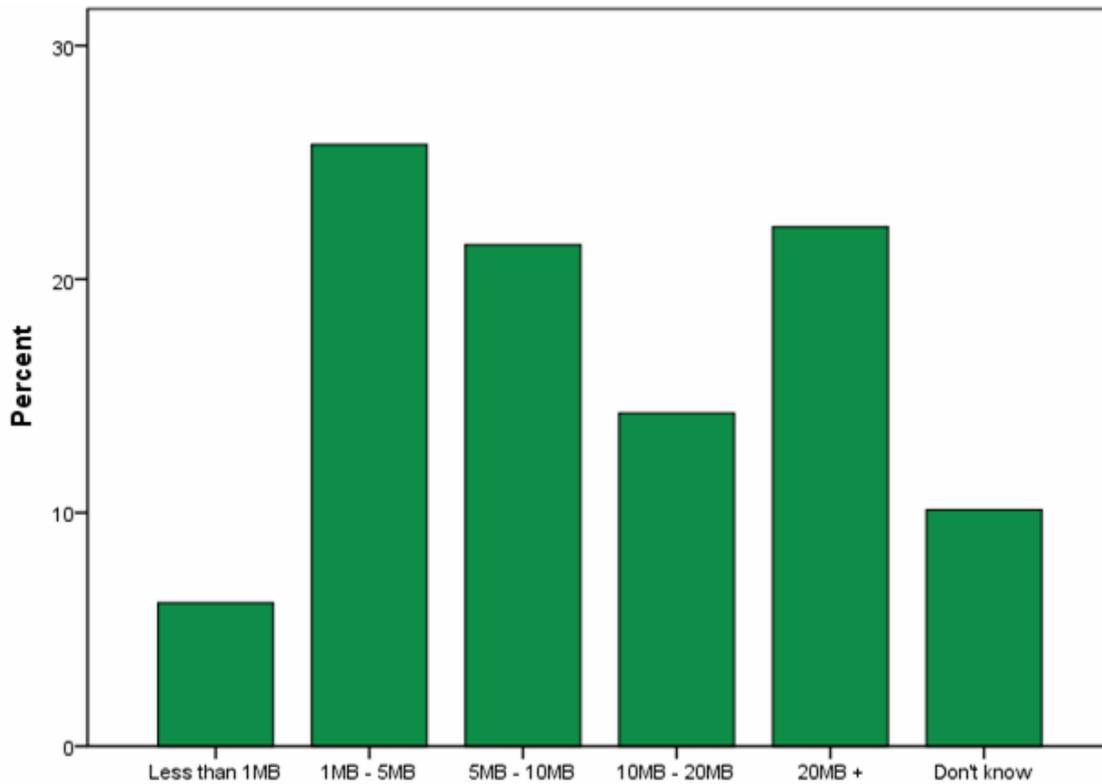
How long had you left on your existing contract?



When in the working day is your peak internet traffic?

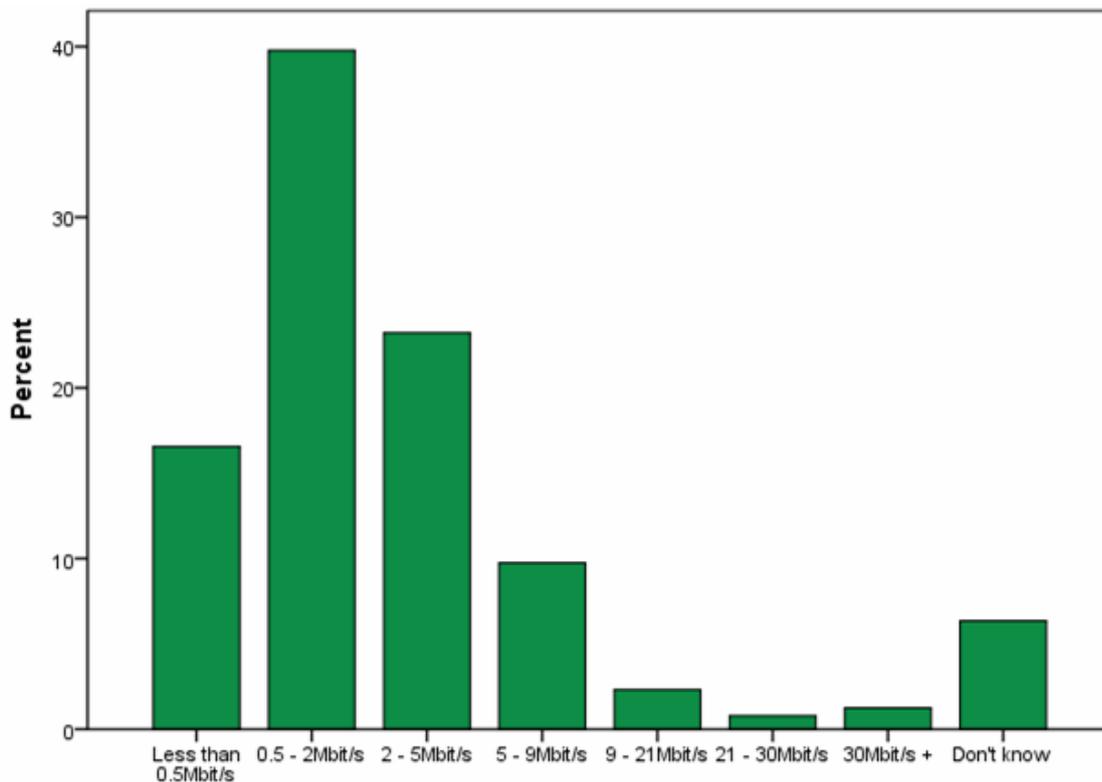


How big are the largest files that you transfer across the internet?

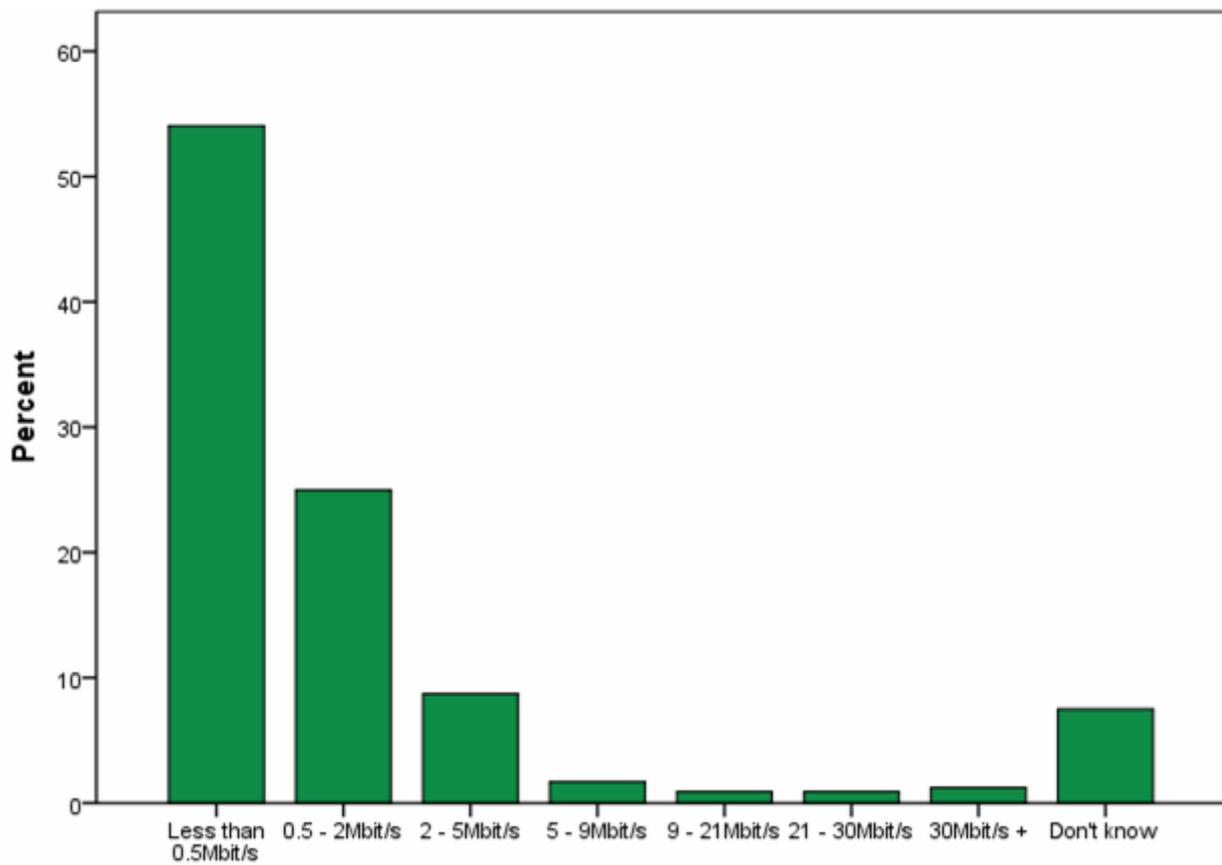


Information and communications businesses primarily transfer large files with 54% needing to transferring files in excess of 20MB. Similarly, 29% of professional, scientific and technical businesses need to transfer 20MB files. 34% of agriculture, forestry and fishery businesses primarily transfer files of 1MB-5MB.

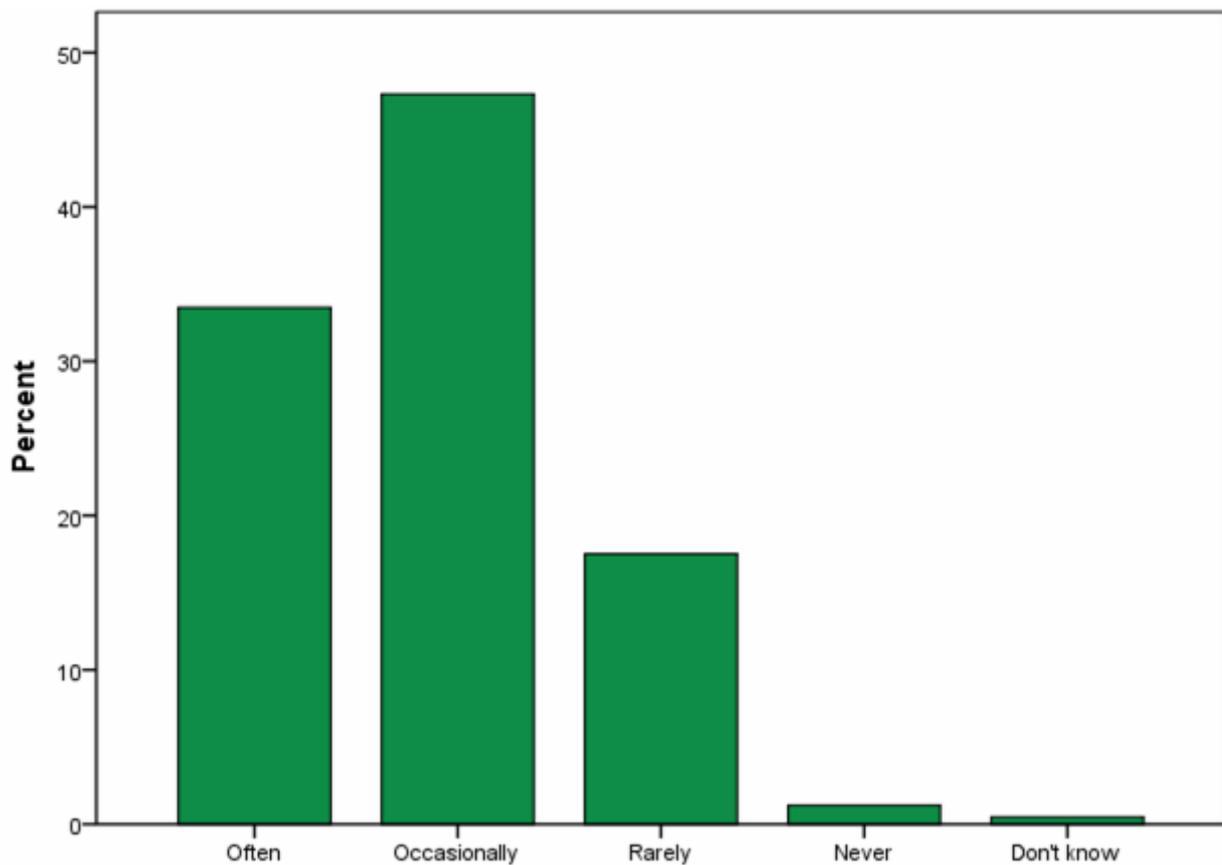
What is your typical download speed at your main business site?



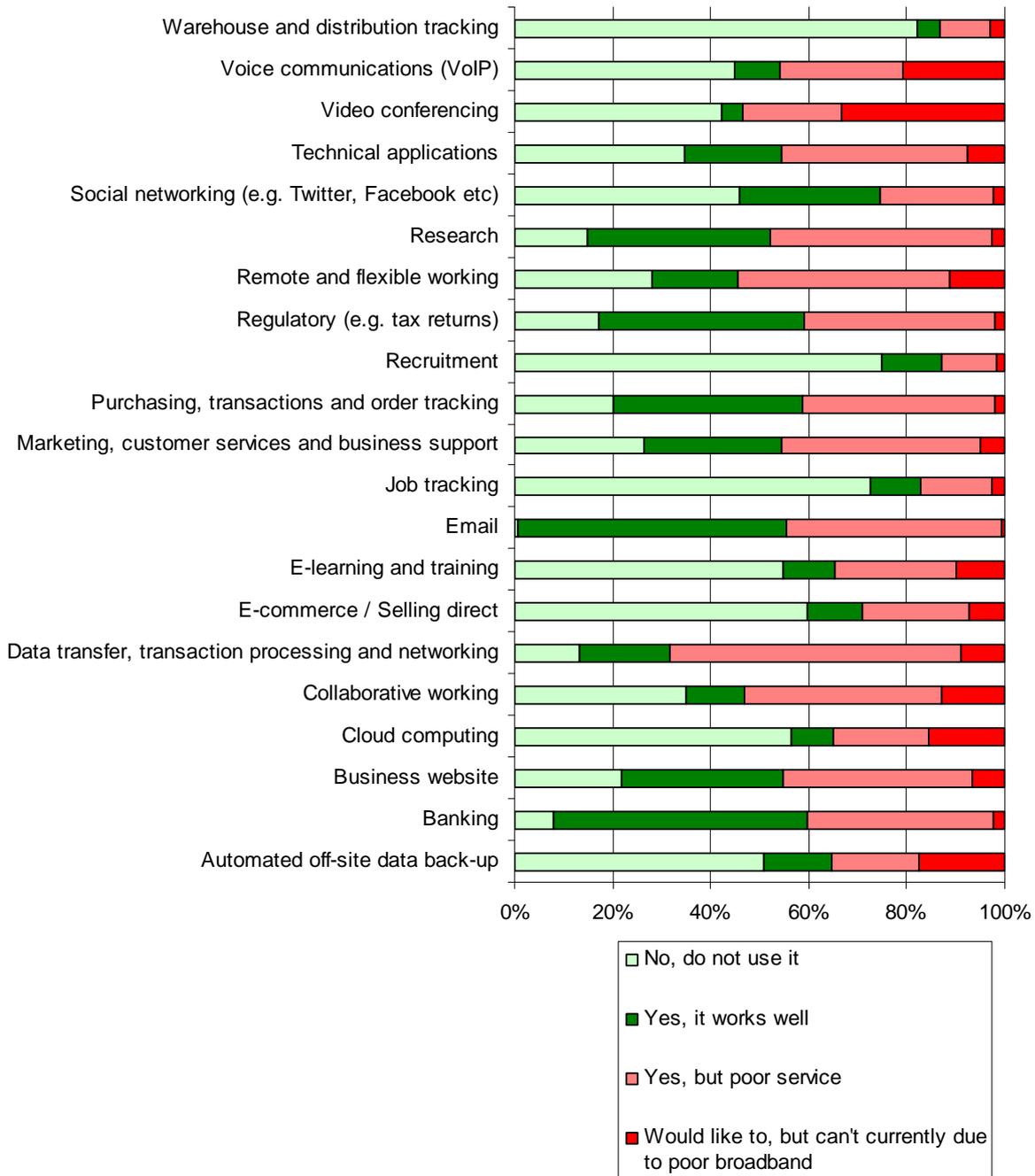
What is your typical upload speed at your main business site?



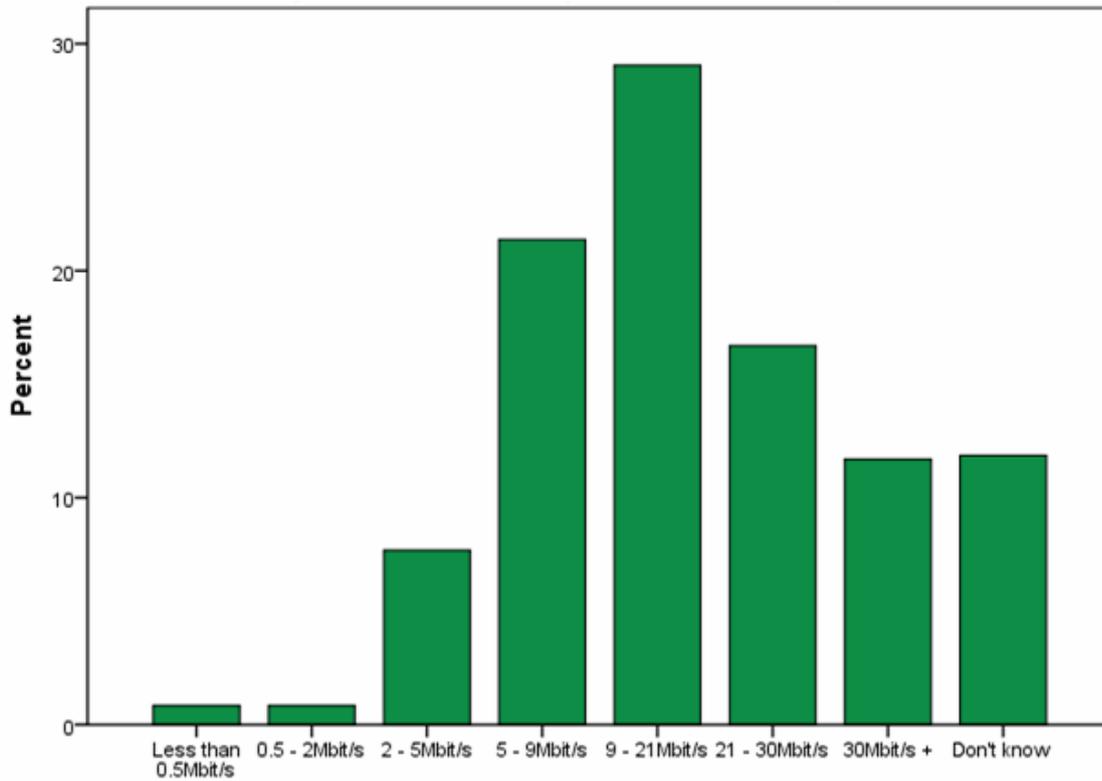
Do you lose broadband connectivity on this site?



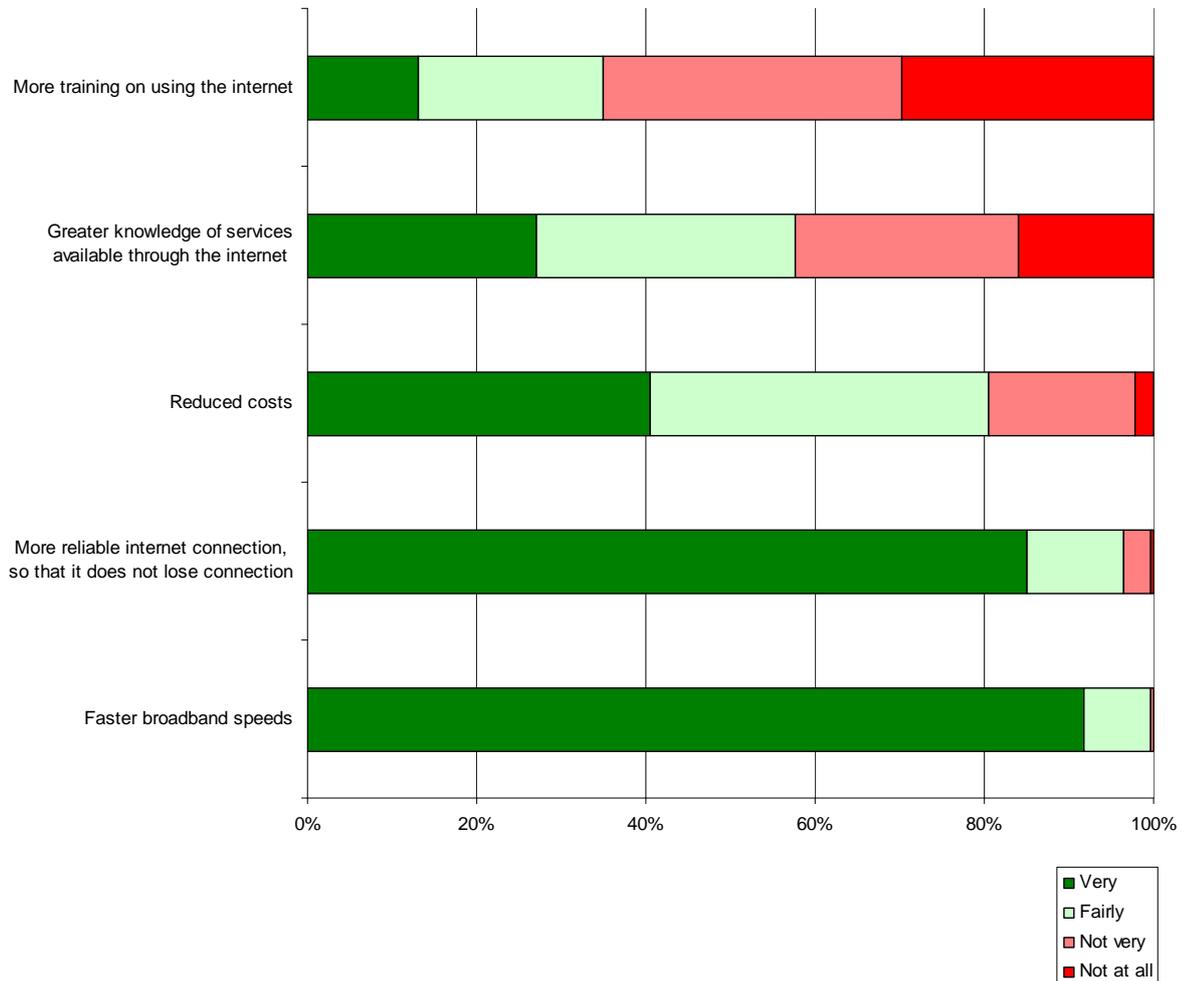
What does your business use its internet connection for?



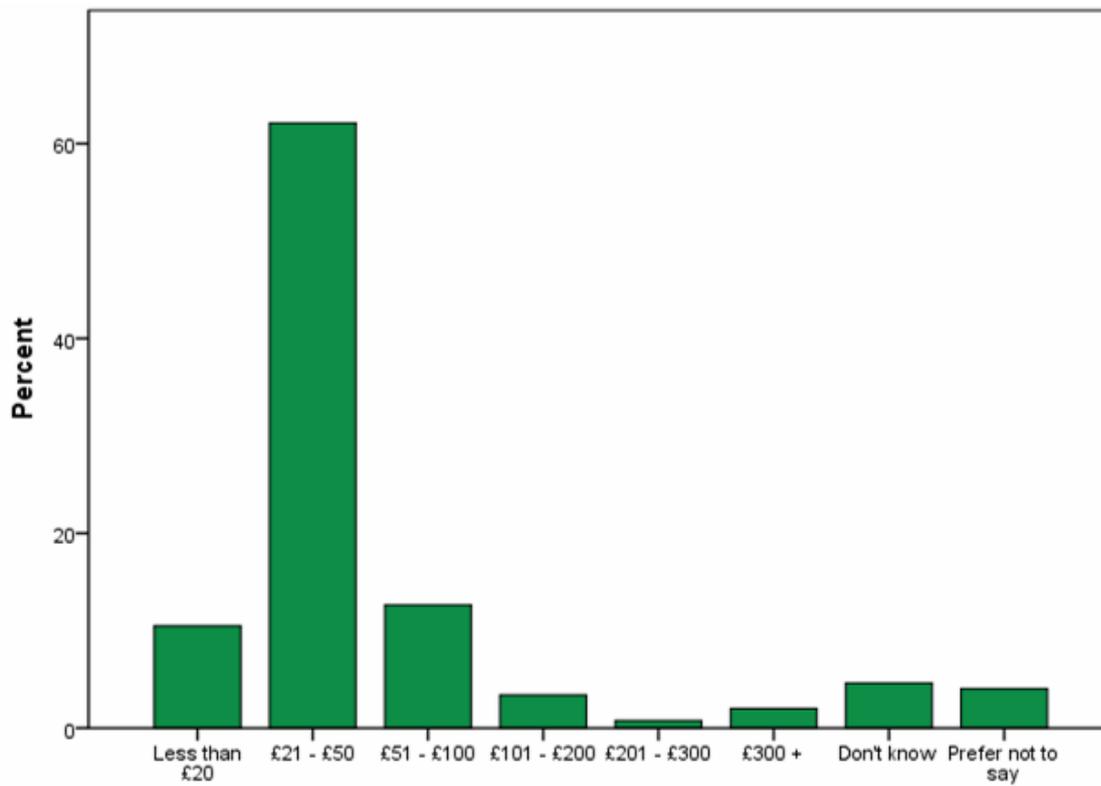
What is your minimum acceptable broadband speed?



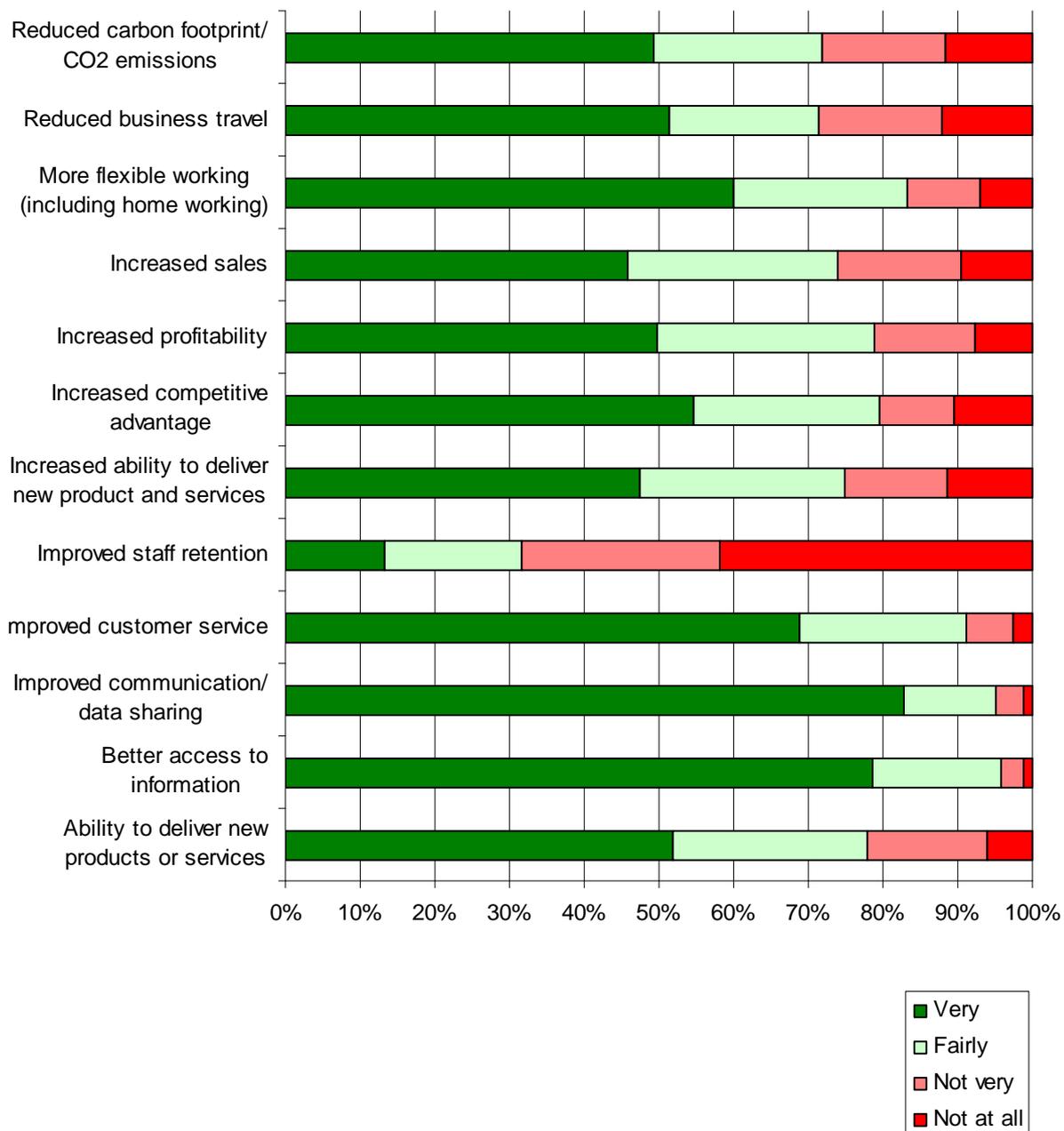
How important do you think the following are to improve your business online?



Approximately, how much are you willing to pay for your business internet connection?



What main impacts do you think a faster internet connection could have on your business?



Additional comments

879 additional comments were also received in response to both questionnaires. 25% of comments related to the prioritisation of deployment, with most commenting that broadband was an essential infrastructure which all households and businesses should benefit from. 22% addressed speed issues (download and upload) and reliability. 14% addressed access to service issues and greater opportunities for online services. 8% considered specific issues related to experiences with telecommunication suppliers. A number of additional comments considered that the UK lagged a long way behind other countries, opportunities for business growth as a result of improved connectivity and problems with working from home.

Geographical analysis

Distribution of responses by District Council area

	Household		Business		Total	
	No.	%	No.	%	No.	%
Harborough	1651	42	228	35	1879	41
Charnwood	516	13	66	10	582	13
Melton	515	13	88	13	603	13
Hinckley and Bosworth	358	9	44	7	402	9
North West Leicestershire	338	9	32	5	370	8
Blaby	242	6	25	4	267	6
Oadby and Wigston	22	1	5	1	27	1
Non-Leicestershire	327	8	165	25	492	11
Total	3969		653		4622	

Distribution of responses by Parish (Top 20)

	Parish	Number of responses
1	Ullesthorpe CP	148
2	Claybrooke Magna CP	121
3	Burton on the Wolds CP	119
4	Countesthorpe CP	89
5	Great Glen CP	79
6	Ashby Magna CP	75
7	Redmile CP	73
8	Kibworth Beauchamp CP	72
9	Loughborough	70
10	Market Harborough	69
11	Billesdon CP	64
12	Long Whatton and Diseworth CP	64
13	Leire CP	59
14	Wymeswold CP	57
15	Husbands Bosworth CP	54
16	Frolesworth CP	53
17	Walton on the Wolds CP	52
18	Groby CP	51
19	Clawson, Hose and Harby CP	50
20	North Kilworth CP	50

Distribution of responses by Community Forum area

25 Community Forums meet regularly across Leicestershire. They were established by public sector partners and play an important role in ensuring that services provided in your local areas match the needs and wants of the community. Meetings provide the opportunity to discuss local services with County, District and Parish Councillors and representatives from other agencies such as the Health Service and the Police. Most rural Community Forums have received presentations on the broadband programme. More information, and to find out which Community Forum you live within, please visit www.leicestershireforums.org.

Community Forum	Household		Business		Total	
	No.	%	No.	%	No.	%
Lutterworth, Broughton Astley and Rural West	925	23	150	23	1075	23
Harborough Central	429	11	54	8	483	10
Quorn, Barrow, Sileby & The Wolds	329	8	44	7	373	8
Rural East	291	7	32	5	323	7
Belvoir	267	7	43	7	310	7
Bosworth	242	6	27	4	269	6
Melton West & Parishes	229	6	40	6	269	6
Valley	198	5	18	3	216	5
Blaby Central	143	4	16	2	159	3
Ashby, Measham & Moira	101	3	6	1	107	2
Markfield, Ratby & Groby	94	2	9	1	103	2
Blaby South	59	1	5	1	64	1
Syston, Thurmaston and Wreake	58	1	4	1	62	1
Bradgate, Rothley, Mountsorrel etc	50	1	6	1	56	1
Loughborough North West	47	1	1	<1	48	1
Coalville	39	1	8	1	47	1
Blaby North	40	1	4	1	44	1
Hinckley Area	22	1	8	1	30	1
Melton Mowbray	19	<1	5	1	24	1
Loughborough East	13	<1	10	2	23	<1
Wigston	14	<1	3	<1	17	<1
Loughborough South West	10	<1	1	<1	11	<1
Shepshed & Hathern	9	<1	0	0	9	<1
Oadby	7	<1	1	<1	8	<1
South Wigston	1	<1	1	<1	2	<1
Unknown / Non-Leicestershire	327	8	165	25	492	9
Total	3969		653		4622	

	Community Forum	% respondents reporting download speed of <2Mbit/s
1	Belvoir	73
2	Ashby, Measham & Moira	70
3	Loughborough North West	66
4	Blaby Central	65
5	Bosworth	62
6	Melton West & Parishes	60
7	Valley	59
8	Lutterworth, Broughton Astley and Rural West	58
9	Markfield, Ratby & Groby	54
10	Quorn, Barrow, Sileby & The Wolds	52

Conclusion

With over 4600 responses, during a 2 month period, the survey has demonstrated the significant demand from households and business for improved broadband speeds and specific online services within Leicestershire. Key summary points include:

- Greatest level of demand from Harborough District with pockets of significant demand within other Leicestershire communities.
- 55% of respondents received less than 2Mbit/s
- 61% of households sought increased speeds to 5-21Mbit/s. 25% demanded super-fast broadband speeds in excess of this.
- Cost threshold of £30 per month for households and £50 per month for businesses
- Household demand for online music, TV services, video messaging, sharing photos, working from home, and gaming
- Business demand for video conferencing, data storage / cloud, collaborative working, and e-learning
- Potential business impacts include improved communications, access to information, customer service, new products and services
- Demand for training and knowledge about online services
- No district variation on demand for super-fast broadband

This report will be included as a key part of evidence submitted to telecommunication suppliers later this year. The key findings, including the level of demand that has emerged in certain areas, will be highlighted. The County Council and partner organisations will work with potential suppliers to explore how this need can be delivered.

Whilst there has been a significant response from some communities further work is required to engage residents and businesses within other areas. Working with partner organisations, this will be undertaken as part further activity within the Broadband Leicestershire programme.

Appendix: Household and Business questionnaires

Household Broadband Survey

Current internet use, speeds and costs

Q1 What is the full postcode of your residence? (e.g. LE1 1AA)

This will be essential to help us identify locations where there is poor broadband.

Q2 Do you currently have an internet connection at home through a telephone line, cable or mobile dongle?

Yes.....

No

2.a It would be helpful to know why you do not have an internet connection at home?

Please tick all that apply:

Poor/ no connection speeds available in my area.....

Cost or lack of computer equipment

Cost of internet subscription

I access the internet at work

I access the internet at my local library.....

I access the internet at school

I access the internet through my mobile phone

I have no interest in using the internet.....

I do not know how to use the internet

**If you have completed Q2.a then there is no need to fill in the questionnaire any further.
Please send to the free post address supplied at the end of the questionnaire.**

Q3 How often does your household use your home internet connection?

Everyday.....

Most days

One or two days a week

Less often.....

Q4 How important is your internet connection to your household overall?

Very

Fairly.....

Not very

Not at all

Q5 Do you feel that your home internet connection is adequate for the things you want to do?

- Yes, all the time
- Yes, most of the time
- Occasionally or for some services/ functions
- No, never

5.a If no, please briefly explain why using the box below:

Q6 What is your typical broadband download speed?

To find out your download and upload speed please use: www.mybroadbandspeed.co.uk

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s
- 2 - 5Mbit/s
- 5 - 9Mbit/s
- 9 - 21Mbit/s
- 21 - 30Mbit/s
- 30Mbit/s +
- Don't know

Q7 What is your typical broadband upload speed?

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s
- 2 - 5Mbit/s
- 5 - 9Mbit/s
- 9 - 21Mbit/s
- 21 - 30Mbit/s
- 30Mbit/s +
- Don't know

Q8 What time of day did you undertake the broadband speed test?

- 8 am - 12 pm
- 12 pm - 4 pm
- 4 pm - 10 pm
- 10 pm - 8 am

Q9 Do you have a problem with losing connectivity all together?

- Yes
- No

Q10 What kind of internet connection do you have at home?

- Telephone: Dial up internet.....
- Telephone broadband connection: Standard/ ADSL (Up to 20Mbps/ s)
- Telephone broadband connection: Super-fast fibre (Typically 30Mbit/ s +)
- Mobile (e.g. dongle or smart phone)
- Satellite (e.g. Tooway, BeyondDSL etc)
- Don't know

Q11 How many internet enabled devices within your home use your broadband connection?

	1	2	3	4 +
Computers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phones	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Games consoles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 Who is your current internet service provider?

Please select one from the list below:

- | | |
|--|---|
| 3 Mobile..... <input type="checkbox"/> | AOL..... <input type="checkbox"/> |
| BE Broadband..... <input type="checkbox"/> | BT..... <input type="checkbox"/> |
| Diret Save Telecom..... <input type="checkbox"/> | Eclipse Internet..... <input type="checkbox"/> |
| O2 Broadband..... <input type="checkbox"/> | Orange..... <input type="checkbox"/> |
| PlusNet..... <input type="checkbox"/> | Post Office..... <input type="checkbox"/> |
| Primus..... <input type="checkbox"/> | Sky Broadband..... <input type="checkbox"/> |
| Talk Talk..... <input type="checkbox"/> | Tesco Broadband..... <input type="checkbox"/> |
| T-Mobile..... <input type="checkbox"/> | Virgin Media..... <input type="checkbox"/> |
| Vodafone Mobile Broadband..... <input type="checkbox"/> | Zen Broadband..... <input type="checkbox"/> |
| Don't know..... <input type="checkbox"/> | Prefer not to say..... <input type="checkbox"/> |
| Other, please tick and specify below..... <input type="checkbox"/> | |

Q13 Approximately how much do you currently pay for your home internet connection, including line rental per month?

- Less than £20
- £21 - £30
- £31 - £40
- £41 +.....
- Don't know

Q14 Do you pay for your broadband as part of a bundle of other services?

- Yes
- No

14.a What other services do you purchase as part of your bundle?

Please tick all that apply

- Television
- Telephone calls.....
- Internet security
- Mobile telephone
- Other, please tick and specify below:.....

Q15 How long do you have left on your existing internet contract?

- Not in a contract.....
- Less than 1 year
- More than 1 year.....
- Don't know
- Prefer not to say

Q16 What services and functions does your household currently use the internet for and what would you use it for if you were able?

Please tick all that apply

	No, do not use it	Yes, it works well	Yes, but doesn't work well	Would like to, but can't currently due to poor broadband
Accessing council services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking/paying bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education (including school, college, distance learning etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health advice/diagnosis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping in touch with family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Music, TV and film (streaming and downloading)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National, regional and local news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occasional working from home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-line gaming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory functions (e.g. tax return, car tax, council tax etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Running a business from home (please complete our dedicated business questionnaire)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing photos	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video messaging (e.g. Skype)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please specify:.....

Aspirations for future internet provision and expected benefits

Q17 What would improve your online experience?

	Very	Fairly	Not very	Not at all
Faster broadband speeds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable internet connection, so that it does not lose connection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater knowledge of services available through the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More training on using the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please tick and specify below:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 What would be your minimum acceptable broadband speed?

- Less than 0.5Mbit/s.....
- 0.5 - 2Mbit/s.....
- 2 - 5Mbit/s.....
- 5 - 9Mbit/s.....
- 9 - 21Mbit/s.....
- 21 - 30Mbit/s.....
- 30Mbit/s +.....
- Don't know.....

Q20 Approximately how much are you willing pay for your home internet connection per month, including line rental if you had a reliable, faster service?

- Less than £20.....
- £21 - £30.....
- £31 - £40.....
- £41 +.....
- Don't know.....

General Questions

Q21 If you could choose which areas should get super-fast broadband first how would you prioritise them?
Please rank 1 to 5 where 1 is the most important

	1	2	3	4	5
In towns and large villages	<input type="checkbox"/>				
In small villages and remote areas	<input type="checkbox"/>				
Where speeds are currently very low	<input type="checkbox"/>				
Where demand from residents is highest	<input type="checkbox"/>				
Where demand from businesses is highest	<input type="checkbox"/>				
Where demand from businesses and residents is highest	<input type="checkbox"/>				
Where most businesses are based	<input type="checkbox"/>				
In areas of poor internet where most businesses are based	<input type="checkbox"/>				
In places where there are a lot of families with children	<input type="checkbox"/>				

Q22 Please provide any further comments you may have about broadband:

About You

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

To enable us to check that what we are providing is fair and effective, we would be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Sex

Q23 Are you male or female?

Male

Female.....

Gender Re-assignment

Q24 Do you identify as transgender? For the purposes of this question 'Transgender' is defined as an individual who lives, or wants to live, full time in the gender opposite to that they were assigned at birth

Yes

No

Age

Q25 How old are you?

Under 16

16-19

20-29

30-44

45-59

60-74

75 and over

Health, illness and disability

Q26 Do you have any long-standing illness, disability or infirmity?

Yes

No

Race and Ethnicity

Q27 What is your ethnic group? Please tick one box only

White

Mixed

Asian or Asian British

Black or Black British

Other ethnic group

Religion and Belief

Q28 What is your religion? Please tick one box only

No religion

Christian (all denominations)

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion

Sexual Orientation

Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it but we would be grateful if you could tick the box next to the category which describes your sexual orientation. Please do not answer this question if you under 18.

Q29 What is your sexual orientation?

- Bi-sexual
- Gay.....
- Heterosexual
- Lesbian.....
- Other (please tick and specify below).....

Data protection

Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998 for statistical analysis, management, planning and in the provision of services by the County Council and its partners. The County Council will treat all information as confidential.

Please refer to the County Council's Privacy Policy at www.leics.gov.uk/privacy

Further Information

The contents of this form will be emailed to a County Council officer.

For further information about Broadband Leicestershire, including responses to some Frequently Asked Questions, please visit www.leics.gov.uk/broadband or contact broadband@leics.gov.uk

**If you wish to receive further information about our broadband programme, including a quarterly e-newsletter, then please provide your contact details.
Your details will not be shared with any external organisations.**

Q30 Name:

Q31 E-mail address:

Thank you for taking the time to complete this survey

Please send your completed questionnaire, free of charge, to:

**Broadband Consultation
Have your Say,
FREEPOST NAT18685,
Leicester,
LE3 8XR**

Please note: NO stamp is required on the envelope.

Business Broadband Survey

General

1. What is the nature of your business?

Please select one from the list:

- | | | | |
|--|--------------------------|---|--------------------------|
| Agriculture, Forestry and Fishing | <input type="checkbox"/> | Financial and insurance activities..... | <input type="checkbox"/> |
| Mining and quarrying | <input type="checkbox"/> | Real estate activities..... | <input type="checkbox"/> |
| Manufacturing | <input type="checkbox"/> | Professional, scientific and technical activities | <input type="checkbox"/> |
| Electricity, Gas, Steam and air conditioning.... | <input type="checkbox"/> | Administrative and support service activities .. | <input type="checkbox"/> |
| Water supply, sewerage, waste management and remediation activities | <input type="checkbox"/> | Public administration and defence; compulsory social security | <input type="checkbox"/> |
| Construction | <input type="checkbox"/> | Education..... | <input type="checkbox"/> |
| Wholesale and retail trade; repair of motor vehicles and motorcycles | <input type="checkbox"/> | Human health and social work activities | <input type="checkbox"/> |
| Transport and storage | <input type="checkbox"/> | Arts, entertainment and recreation | <input type="checkbox"/> |
| Accommodation and food service activities | <input type="checkbox"/> | Other service activities | <input type="checkbox"/> |
| Tourism and hospitality..... | <input type="checkbox"/> | Activities of households as employers, undifferentiated goods and service producing activities of households for own use..... | <input type="checkbox"/> |
| Retail..... | <input type="checkbox"/> | Activities of extraterritorial organisations and bodies | <input type="checkbox"/> |
| Graphic design, printing and publishing | <input type="checkbox"/> | Other, please tick and specify below..... | <input type="checkbox"/> |
| Information and communication | <input type="checkbox"/> | | |

1.a If you chose manufacturing in Q1 please choose one of the following:

- | | |
|---|--------------------------|
| Food manufacturing/ production | <input type="checkbox"/> |
| Electrical/ electronic design or manufacturing | <input type="checkbox"/> |
| Chemical and pharmaceutical development/ production | <input type="checkbox"/> |
| Aerospace design/ manufacturing | <input type="checkbox"/> |
| Fashion and textile design/manufacturing | <input type="checkbox"/> |
| Automotive design/ manufacturing | <input type="checkbox"/> |
| Other, please tick and specify below: | <input type="checkbox"/> |

2. Briefly, how would you describe the nature of your business?

3. What is your position within the company?

- Owner.....
- Managing Director.....
- IT Manager.....
- Finance Manager
- HR Manager.....
- Board Member
- Other, please tick and specify below:

4. Is your business home-based?

- Yes.....
- No

5. How many people are employed in your business?

- 1.....
- 2 - 10.....
- 11 - 49
- 50 - 99
- 100 - 199
- 200+.....

6. What is your businesses approximate annual turnover?

- 0 - £49k
- £50k - £99k.....
- £100k - £249k.....
- £250k - £499k.....
- £500k - £999k.....
- £1m - £4.9m
- £5m +
- Prefer not to say

Current internet speeds, use and costs

7. How important is your internet connection to your business?

- Very
- Fairly.....
- Not very
- Not at all

8. How does your business mainly access the internet at present?

- Telephone: Dial up internet
- Telephone broadband connection: standard/ ADSL (up to 20Mbits/ s).....
- Telephone broadband connection: Super-fast fibre (typically 30Mbits/ s +).....
- Telephone broadband connection: SDSL.....
- Ethernet/ Leased line
- Mobile (e.g. a dongle or smartphone)
- Satellite (e.g. Tooway, BeyonDSL etc.)
- Don't know.....

9. Who is your current internet service provider? Please select one from the list below:

- | | |
|---|--|
| 3 Mobile <input type="checkbox"/> | Sky Broadband <input type="checkbox"/> |
| AOL..... <input type="checkbox"/> | Talk Talk <input type="checkbox"/> |
| BE Broadband <input type="checkbox"/> | Tesco Broadband <input type="checkbox"/> |
| BT <input type="checkbox"/> | T-Mobile..... <input type="checkbox"/> |
| Diret Save Telecom <input type="checkbox"/> | Virgin Media..... <input type="checkbox"/> |
| Eclipse Internet..... <input type="checkbox"/> | Vodafone Mobile Broadband..... <input type="checkbox"/> |
| O2 Broadband <input type="checkbox"/> | Zen Broadband..... <input type="checkbox"/> |
| Orange..... <input type="checkbox"/> | Don't know <input type="checkbox"/> |
| PlusNet <input type="checkbox"/> | Prefer not to say <input type="checkbox"/> |
| Post Office <input type="checkbox"/> | Other, please tick and specify below..... <input type="checkbox"/> |
| Primus..... <input type="checkbox"/> | |

10. Approximately how much do you currently pay for your business internet connection, including line rental per month?

- Less than £20.....
- £21 - £50
- £51 - £100
- £101 - £200
- £201 - £300
- £300 +
- Don't know.....
- Prefer not to say

11. How long do you have left on your existing internet contract?

- Not in a contract
- Less than 1 year.....
- More than 1 year
- Don't know.....
- Prefer not to say.....

12. When in the working day is your peak internet traffic?

- Before 8am.....
- 8am - 12pm
- 12pm - 2pm
- 2pm - 6pm
- After 6pm.....
- Don't know.....

13. How big are the largest files that you transfer across the internet?

- Less than 1MB
- 1MB - 5MB.....
- 5MB - 10MB
- 10MB - 20MB
- 20MB +
- Don't know.....

14. What is the full postcode of your main business site in Leicestershire (e.g. LE1 1AA).

This will be essential to help us identify locations where there is poor broadband.

15. What is your typical download speed at your main business site?

To find out your current download and upload speed, please use www.mybroadbandspeed.co.uk

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s.....
- 2 - 5Mbit/s.....
- 5 - 9Mbit/s.....
- 9 - 21Mbit/s.....
- 21 - 30Mbit/s.....
- 30Mbit/s +.....
- Don't know.....

15.a What is your typical upload speed at your main business site?

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s.....
- 2 - 5Mbit/s.....
- 5 - 9Mbit/s.....
- 9 - 21Mbit/s.....
- 21 - 30Mbit/s.....
- 30Mbit/s +.....
- Don't know.....

16. Do you think your typical broadband speeds meet your current and/ or future needs?

- Yes
- No
- Don't know.....

16.a If you answered no for Q16 please tell us what would be your minimum acceptable broadband speed on this site?

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s.....
- 2 - 5Mbit/s.....
- 5 - 9Mbit/s.....
- 9 - 21Mbit/s.....
- 21 - 30Mbit/s.....
- 30Mbit/s +.....
- Don't know.....

17. Do you lose broadband connectivity on this site?

- Often.....
- Occasionally
- Rarely
- Never
- Don't know.....

18. Do you have another business site in Leicestershire?

- Yes, please answer the next 6 questions
- No, please go to question 19.....

18.1 What is the full postcode of this business site in Leicestershire (e.g. LE1 1AA).

This will be essential to help us identify locations where there is poor broadband.

18.2 What is your typical download speed at this business site?

To find out your download and upload speed, please use www.mybroadbandspeed.co.uk

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s
- 2 - 5Mbit/s
- 5 - 9Mbit/s
- 9 - 21Mbit/s
- 21 - 30Mbit/s
- 30Mbit/s +.....
- Don't know.....

18.3 What is your typical upload speed at this business site?

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s
- 2 - 5Mbit/s
- 5 - 9Mbit/s
- 9 - 21Mbit/s
- 21 - 30Mbit/s
- 30Mbit/s +.....
- Don't know.....

18.4 Does the current broadband provision on this business site, in terms of speed or reliability, meet your current and future business needs?

- Yes
- No.....
- Don't know.....

18.5 If you answered no for Q18.4 please tell us what would be your minimum acceptable broadband speed on this site?

- Less than 0.5Mbit/s
- 0.5 - 2Mbit/s
- 2 - 5Mbit/s
- 5 - 9Mbit/s
- 9 - 21Mbit/s
- 21 - 30Mbit/s
- 30Mbit/s +.....
- Don't know.....

18.6 Do you lose broadband connectivity on this site?

- Often.....
- Occasionally.....
- Rarely.....
- Never.....
- Don't know.....

19. What does your business use its internet connection for?

Please tick all that apply

	No, do not use it	Yes, it works well	Yes, but poor service	Would like to, but can't currently due to poor broadband
Automated off-site data back-up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Banking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cloud computing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaborative working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data transfer, transaction processing and networking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-commerce / Selling direct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-learning and training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing, customer services and business support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing, transactions and order tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recruitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory (e.g. tax returns)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote and flexible working	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social networking (e.g. Twitter, Facebook etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video conferencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice communications (VoIP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warehouse and distribution tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please tick and specify below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Aspirations for future internet provision and expected benefits

Q20 Generally, how important do you think the following are to improve your businesses online experience?

	Very	Fairly	Not very	Not at all
Faster broadband speeds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable internet connection, so that it does not lose connection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greater knowledge of services available through the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More training on using the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please tick and specify below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. Approximately how much are you willing pay for your business internet connection per month, including line rental, if you had a reliable faster service?

- Less than £20
- £21 - £50
- £51 - £100
- £101 - £200
- £201 - £300
- £300 +
- Don't know
- Prefer not to say

Q22 What main impacts do you think a faster internet connection could have for your business?

Please identify how likely the following could be:

	Very	Fairly	Not very	Not at all
Ability to deliver new products or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better access to information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved communication/ data sharing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved staff retention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased ability to deliver new product and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased competitive advantage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased profitability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increased sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More flexible working (including home working)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced business travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced carbon footprint/ CO2 emissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please tick and specify below:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Questions

Q23 If you could choose which areas should get super-fast broadband first how would you prioritise them?

Please rank 1 to 5 where 1 is the most important

	1	2	3	4	5
In towns and large villages	<input type="checkbox"/>				
In small villages and remote areas	<input type="checkbox"/>				
Where speeds are currently very low	<input type="checkbox"/>				
Where demand from residents is highest	<input type="checkbox"/>				
Where demand from businesses is highest	<input type="checkbox"/>				
Where demand from businesses and residents is highest	<input type="checkbox"/>				
Where most businesses are based	<input type="checkbox"/>				
In areas of poor internet where most businesses are based	<input type="checkbox"/>				
In places where there are a lot of families with children	<input type="checkbox"/>				

24. Please provide any further comments you may have about the internet-based services or your internet connection:

Data protection

Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998 for statistical analysis, management, planning and in the provision of services by the County Council and its partners. The County Council will treat all information as confidential.

Please refer to the County Council's Privacy Policy at www.leics.gov.uk/privacy

Further Information

The contents of this form will be emailed to a County Council officer.

For further information about Broadband Leicestershire, including responses to some Frequently Asked Questions, please visit www.leics.gov.uk/broadband or contact broadband@leics.gov.uk

**If you wish to receive further information about our broadband programme, including a quarterly e-newsletter, then please provide your contact details.
Your details will not be shared with any external organisations.**

Q25 Name:

Q26 E-mail address:

Thank you for taking the time to complete this survey

Please send your completed questionnaire, free of charge, to:

**Broadband Consultation
Have your Say,
FREEPOST NAT18685,
Leicester,
LE3 8XR**

Please note: NO stamp is required on the envelope.