

Full Fibre Internet for Social Housing Residents Consultation Report

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EXECUTIVE SUMMARY

- 151 people responded to the survey, of whom 94 were Council tenants and 22 were Council leaseholders.
- A clear majority of respondents supported the proposals to install full fibre internet to Council housing - 81% were in favour, while only 11% disagreed. There were no major differences in views across demographic groups.
- For respondents who supported proposals, the top priorities were fast connectivity (which they expected as standard), affordability, and digital inclusion.
- For respondents who opposed proposals, the main concerns were potential costs for residents, and questions around use of public money - will this cost me, isn't this work outside the Council's remit?
- For a small number of respondents, there was confusion about the Council's role - they seemed to be under the misapprehension the Council would be delivering infrastructure or services directly.
- The proposed community benefits were very well received by respondents.
- The most common barriers that impacted respondents' ability to access the internet at present were cost and availability of decent connectivity. Tenants were more likely than leaseholders to report barriers around internet access at home, devices, and digital skills.
- It seems that internet connectivity is particularly important for people with disabilities, or who are housebound or have mobility issues.
- The findings of the survey should reinforce confidence in the Council's proposed approach. They suggest that digital inclusion and affordability are key issues for tenants and leaseholders. In response to the consultation, the Council may wish to explore how community benefits can be most effectively leveraged to support the digital inclusion agenda, and explore mechanisms for mitigating costs for financially vulnerable residents.

AIM OF THE CONSULTATION

Hackney Council is developing plans to have full fibre internet connections installed to Council homes in Hackney, working together with broadband providers to make this happen.

The Council intends to enter into a non-exclusive agreement with providers, which will allow them to access Council-owned properties to install new connections for residents. This will provide more choice to residents, who will be able to switch to one of the new providers if they wish to (paying a monthly fee for the service). There will be no installation cost to the Council or to residents.

In addition, the Council aims to secure a range of community benefits for residents through negotiations with providers. These include apprenticeships, employment opportunities, digital skills training, and free internet connections to community halls. Again, there will be no cost to the Council or to residents - these community benefits will be funded by providers.

The consultation sought the views of Council tenants and leaseholders on these proposals via a survey, so that their feedback can be used to inform the plans that are taken forward. Specifically, the consultation aimed:

- To understand overall levels of support or opposition to the proposals, and the reasons behind this
- To understand views on the proposed community benefits, and to ask for other ideas and suggestions
- To understand any barriers that people face currently face in accessing the internet

For more information on the full fibre internet proposals, please refer to the supporting summary document (appendix 1).

METHOD

When did the consultation take place?

The consultation ran for approximately 8 weeks, from 29 October to 22 December 2019.

How could people respond to the consultation?

The consultation took the form of a self-selecting survey aimed at Council tenants and leaseholders. The survey was available both online and in hard copy (an exact replica of the online survey and supporting summary document). The survey is included as appendix 2.

The online survey was made available via the Council's consultation tool, 'Citizen Space': <https://consultation.hackney.gov.uk/ict/full-fibre-internet-for-social-housing-residents>

250 hard copies of the survey were made available after the online survey had been launched (the survey was launched online at the earliest possible opportunity, in order to avoid running the consultation over the Christmas period and to allow sufficient time for responses). These were distributed from 27 November 2019 and could be picked up from the following Council sites: Hackney Town Hall, Hackney Service Centre, Shoreditch and Stamford Hill Neighbourhood Offices, 3 Hackney Works hubs, and 8 libraries. They were also available at 3 public events, (where residents could take them away or complete them on the spot): 100 Years of Social Housing celebration (29 October), Winter Warmer (28 November), and Our Homes Festival (28 November).

Communications

The consultation was advertised via the following channels:

- Advertisement in [Hackney Life](#) (free publication with 108,000 copies distributed across the borough)
- [News piece](#) on the Hackney Council website
- [Hackney Matters](#) e-newsletter (online citizens' panel)
- [Estates and Homes e-newsletter](#)
- Hackney Council social media channels (Twitter, Facebook, and Instagram)
- Information sent by email to [Tenants & Residents Associations](#) and [Neighbourhood Panels](#) to pass on to residents
- Information sent by email to Councillors to pass on to residents
- A small number of digital notice boards (part of a digital notice boards pilot)
- Posters at Hackney Council sites
- Public events: 100 Years of Social Housing event (29 October), Winter Warmer (28 November), Our Homes Festival (28 November).

Data analysis and reporting

Quantitative data and qualitative data (comments) were analysed using the Citizen Space tool.

Not all respondents chose to give comments in response to every open question, meaning some questions yielded more qualitative data than others (though a very high proportion of respondents provided comments - 86% provided comments in relation to their views on the overall proposals, and 90% provided comments in relation to the proposed community benefits). Comments in response to open questions were grouped according to common themes. This report does not address every single comment but focuses on the main themes. Where themes have been highlighted, it is because there were a relatively high number of comments related to those themes. Where individual comments are highlighted, it is where these exemplify common themes.

All comments will be made available to decision-makers to review.

WHO RESPONDED?

151 people responded to the survey, of whom 142 (94%) completed the online survey, and 9 (6%) completed paper surveys.

The following tables show the breakdown of respondents according to different characteristics. Where a baseline is provided for comparison, this is usually the figure for the overall Hackney population. This will differ from the population of Council tenants and leaseholders; however, detailed and accurate demographic information on tenants and leaseholders is not available.

| Tenure | Count | % of total respondents |
|---|--------------|-------------------------------|
| Council Tenant | 94 | 65% |
| Council Leaseholder | 22 | 15% |
| Other (e.g. tenants of other social landlords, home owners, private renters)* | 29 | 20% |
| Total | 145 | 100% |

*The survey was aimed at Hackney Council tenants and leaseholders, though as it was open and self-selecting, in practice anyone could submit a response (and many respondents added comments explaining their tenure status or connection to Hackney).

| Property type | Survey respondents | Council housing stock breakdown |
|-------------------------|---------------------------|--|
| Block of flats (estate) | 77% | 87% |
| Street property | 23% | 13% |

| Ages | Survey respondents | Hackney population |
|-------------|---------------------------|---------------------------|
| Under 18 | 0% | 23% |
| 18 - 24 | 4% | 8% |
| 25 - 34 | 13% | 25% |
| 35 - 44 | 20% | 18% |
| 45 - 54 | 31% | 11% |
| 55 - 64 | 19% | 8% |
| 65 - 74 | 8% | 4% |
| 75+ | 5% | 3% |

| Ethnicity | Survey respondents | Hackney population |
|-----------------------|---------------------------|---------------------------|
| White | 52% | 55% |
| Black / Black British | 18% | 23% |
| Asian / Asian British | 12% | 11% |
| Mixed | 5% | 6% |
| Other | 13% | 5% |

| Disability | Survey respondents | Hackney population |
|-----------------------------------|---------------------------|---------------------------|
| Identifies as having a disability | 39% | 15% |
| No disability | 61% | 85% |

| Caring responsibilities | Survey respondents | Hackney population |
|--------------------------------|---------------------------|---------------------------|
| Carer | 18% | 7% |
| Non-carer | 82% | 93% |

| Gender | Count | Percentage |
|----------------------|--------------|-------------------|
| Male | 75 | 50% |
| Female | 70 | 46% |
| Not Answered / Other | 6 | 4% |

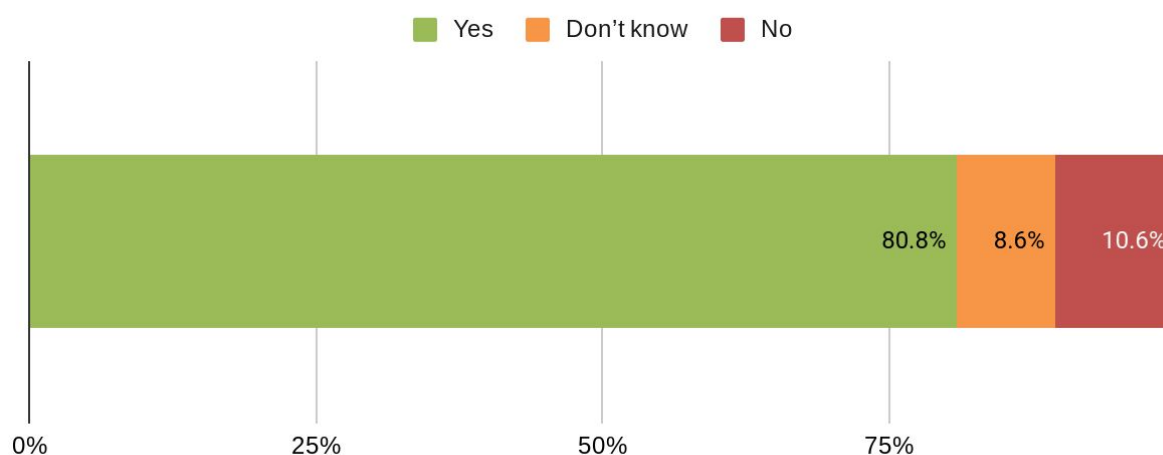
| Level of digital skills | Count | Percentage |
|--|--------------|-------------------|
| Internet user with basic digital skills | 138 | 91% |
| Internet user but without basic digital skills | 9 | 6% |
| Non-user | 2 | 1% |
| Not Answered | 2 | 1% |

SURVEY RESULTS

Q1 - Overall support and opposition to proposals

The chart below shows the proportion of respondents who supported or opposed the Council's proposals (which were outlined in the supporting summary document). A clear majority of respondents, 122 (81%), said they supported the proposals, compared to just 16 (11%) who disagreed. 13 respondents (9%) answered 'don't know'.

Do you support Hackney Council's plans to have full fibre internet installed to social housing? (n = 151)



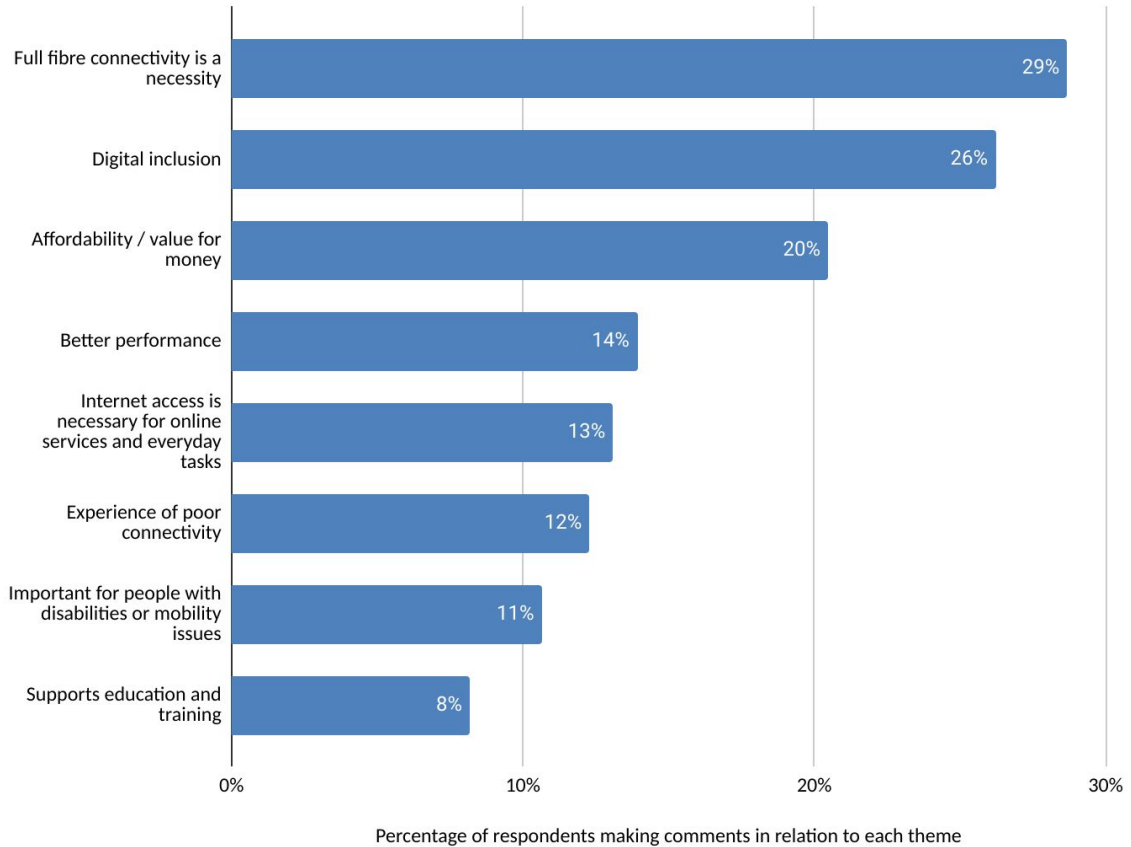
There were no major differences in views across different demographic groups - for all groups a clear majority of respondents were supportive of proposals, regardless of age, gender, ethnicity, disability, caring responsibilities, tenure, or property type.

Q2 - Comments explaining support or opposition

Comments made by respondents supporting the proposals

Of the 122 respondents who supported the proposals, 113 provided comments explaining their views. The chart below shows themes that were touched on most frequently.

Common themes touched on by respondents in support of proposals (n = 122)



The themes in the chart above are to some extent interrelated and overlapping: all effectively relate to the benefits that come from using the internet. Where full fibre connectivity was mentioned, respondents often linked this to the outcomes it could support or the things you could do with it (for example, using it for learning/education, access to employment, or home entertainment). Similarly, the importance of digital inclusion was linked to the positive outcomes it could support, and digital inclusion was often linked to affordability. The other side of the coin to these benefits was the negative impact associated with digital exclusion and poor connectivity, which many respondents also highlighted. The combination of 'push' and 'pull' factors associated with poor and good connectivity respectively meant that respondents generally viewed it as being essential, and many cited examples to support this.

The most common consistent theme was that 'full fibre connectivity is a necessity', with 35 (29%) of the respondents in support of proposals making comments in this vein. Respondents felt it was an essential utility that everyone needed in order to get by, live well, and participate in society.

The second most common theme was 'digital inclusion'. Respondents who made comments related to this theme were concerned about inequalities in access to the internet. Many thought it should be 'for everyone', i.e. that access should be universally available (particularly in light of the benefits and outcomes the internet supports, and how essential it

has become). Some highlighted that the digital divide could perpetuate other inequalities. Others raised concerns about vulnerable residents and those less able to pay for internet access, and some suggested specific interventions such as subsidies. Almost all respondents citing digital inclusion were positive about the emphasis on digital inclusion in the Council's proposals.

Linked to this, was 'affordability / value for money', the third most common theme. Respondents were concerned about costs, whether in general, for themselves, or for others. Some were positive about the plans because they felt that the new providers and services would be more affordable or offer better value, while others simply stated that new services should be affordable, or that they would be supportive of plans as long as services were affordable. Others commented that the services currently available to them were expensive. Some respondents linked affordability to digital inclusion, and raised concerns about vulnerable residents and those less able to afford an internet service.

Leaseholders were slightly more likely to make comments around full fibre being a necessity, while tenants were more likely to make comments related to affordability and digital inclusion.

Outside the top three themes, it is worth noting a couple of points. 16 respondents (13%) commented that having internet access is necessary in order to use/access online services, including government/council services and advice; some noted growing expectations around digital channel shift, and commented that this needed to be matched by greater digital inclusion.

13 respondents (11%) commented on the importance of connectivity for people with disabilities or mobility issues, that is, people who are in some way isolated or housebound (e.g. older people, people with disabilities, carers). Some of the comments were very emotive, suggesting internet access is a particularly important issue for these respondents.

Full fibre internet is an essential element of modern living where you need on-line access to almost everything from shopping to booking a travel ticket.

I agree that it is the 4th utility and that everyone should be entitled to access. It would allow people to socialise if unable to do so physically, apply for jobs or work from home and stay entertained amongst many other advantages.

Being connected to the internet is part of society today - it makes all daily routines and necessities much faster, e.g. paying bills, accessing services etc.

Currently, the network on BT Openreach is not very good at all. Mine often cuts out and is not very quick. Fibre broadband is much faster! And that has all kinds of untold benefits.

Everyone deserves high speed internet and as time moves forward and more people use the internet for more of the time Hackney should be ensuring this is available within all of their properties

I love using the internet and it's my main point of contact with the rest of the world and if you can install it for us all at a fair price [then] please do.

It's essential for living, as a freelancer who lives week-to-week, internet is very important but also expensive so this would be very very welcome.

As a resident who also works in the borough with disabled, vulnerable, and often destitute, residents I fully support this proposal as it will help reduce a current gap which is [ever] growing between those who are able to connect digitally and those who are not. It will also help address debts caused by big variations in cost (and quality) of access to the internet, and the inability of the most vulnerable and poorest to shop around for better deals. It will also allow staff of statutory and voluntary services to have access to online services and info when out in the community, supporting residents.

Absolutely essential for the disabled and for pensioners providing access to healthcare, shopping and wider social interaction.

This proposal would allow those of us who are less able to afford to pay for such facilities, to have easier, cheaper access to the internet. Disabled and elderly residents who are more isolated from the community and others who may be reliant on benefits, will have more money to spare on other important things if internet access is cheaper.

Comments made by respondents opposing the proposals or answering 'don't know'

16 respondents (11%) opposed the proposals, and 13 (9%) answered 'don't know'. Combining these two groups, in total 29 respondents either opposed the proposals or were unsure. 27 of these respondents provided comments explaining their views. **The single clear theme was 'Concern about cost to the Council or to residents / competing spending priorities'** - 15 respondents (52%) made comments relating to this theme. These respondents were concerned about the Council spending money from the public purse on the full-fibre proposals, or passing on costs to residents. Some did not see value in the proposals, while others thought it was outside the Council's remit or that there were other more important things that public money could be spent on.

The summary document provided with the survey states 'There will be no cost to the Council, tenants, or leaseholders.' That a number of respondents raised concerns about cost suggests that it may be incumbent upon the Council to provide reassurances and greater clarity in relation to costs, and to explain that the installation of new infrastructure is intended to be cost-neutral to the Council. If this objection were to fall away, it seems likely there would be overwhelming support for the proposals.

Why hackney council wasting tax payer money

More cost to leaseholders. Sick of it.

There are more important things to spend money on. Having access at libraries, community centres etc is a good idea though.

Confusion about the Council's role

The wording of some comments (from both respondents in favour of and against proposals) suggests there may be some confusion about the Council's role in delivering full fibre to social housing. A small number of respondents seemed to think that the Council would be delivering infrastructure or services directly, perhaps acting as an internet provider or some kind of intermediary. For some, this was a good thing; reasons included viewing the Council as a trusted organisation, having a simple and standardised service, not needing to navigate the market as a consumer, and believing the Council would offer an affordable service. Other respondents were strongly opposed to the Council acting as a provider; reasons included viewing this as outside the Council's competence and capabilities, concerns about financial implications, and doubts about the affordability and quality of service the Council would provide.

It is not the case that the Council will be installing full fibre connections or delivering services directly, as the summary document explains. It may be that this point needs greater clarity and emphasis in future communications.

Standardised broadband services from the Council will be much [more] reliable than those currently provided by companies solely motivated by profits making.

I think LBH will provide a more affordable solution.

The council is not a utility services provider and should not be spending money on this

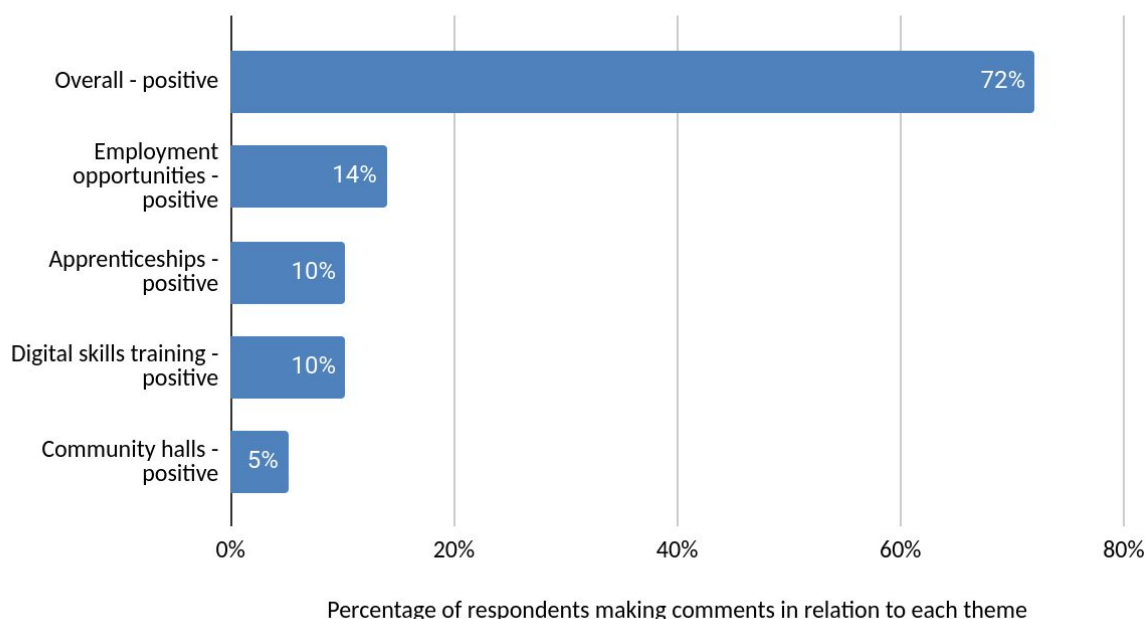
I believe hackney council will not provide a full value for money service and I believe hackney council will over charge for this service. I also believe if there are problems down the line hackney council will not respond quick enough leaving us without an internet connection for too long a time

Do we need to do this? There are lots of private providers of fibre broadband. Not sure why tenants cannot use this. If it is proposed to give incentives to private companies to do this then yes.

Q3 - Views on proposed community benefits

Of the total 151 respondents, 136 provided comments in response to the question about the proposed community benefits. The chart below shows the themes that were most frequently touched on by respondents.

Common themes touched on by respondents (n = 136)



Of those respondents who answered the question, 98 (72%) made positive comments about the proposed suite of community benefits as a whole (i.e. they commented that this was a good selection overall), compared to only 3 respondents (2%) who expressed negative sentiments. Not all respondents gave detailed reasons for their views, but many commented that these benefits would support digital inclusion, provide a safety net for those without internet access at home, or help specific groups (e.g. young people, job seekers, and older people).

The question did not seek to understand respondents' order of preference for the 5 proposed community benefits. However, some respondents did choose to comment on individual benefits. A number of options received positive feedback: employment opportunities was the most commonly highlighted option (mentioned by 19 respondents or 14%), followed by apprenticeships (14 respondents or 10%), digital skills training (14 respondents or 10%), and free connections for community halls (7 respondents or 5%). IT equipment was least often mentioned (6 responses or 4%), and comments in relation to this option were both positive and negative.

Q4 - Suggestions for other community benefits

97 of 151 respondents provided comments in response to the question asking for suggestions for other community benefits. A wide variety of suggestions were offered by respondents. Many of these were related to connectivity or social/economic/digital inclusion; some were on unrelated topics, e.g. requests for improvements to other Council services. There were few standout themes or instances where similar suggestions were put forward by multiple respondents, but some emergent themes included:

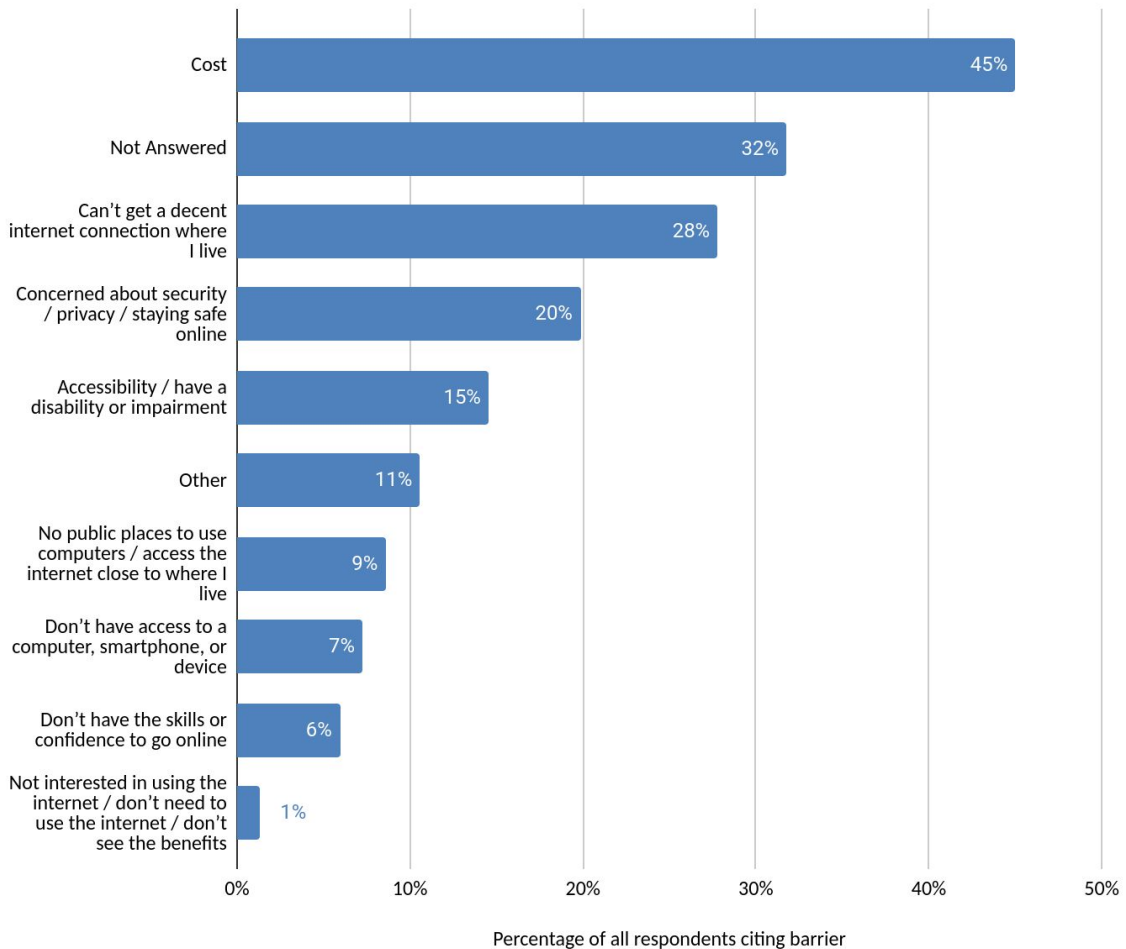
- Public places/facilities to use computers and access the internet
- Outreach activities to drive greater digital inclusion
- Wi-Fi in public/communal spaces
- Free services or subsidies
- Digital skills training, especially in employment skills and safe internet use
- Focus on children and young people
- Focus on older people
- Support for social / community activities
- Green spaces and the environment

Given the range and diversity of suggestions, not all of these can be covered in this report. It is recommended that decision-makers review the full list of comments separately.

Q5 - Barriers or issues impacting respondents' ability to access the internet

The chart below shows the breakdown of answers from all 151 respondents in response to a question seeking to understand any barriers impacting their ability to access the internet. Respondents could select more than one option, or none.

Barriers impacting respondents' ability to access the internet (n = 151)



The most common barrier was 'cost', which was reported by 68 respondents (45%). This was followed by 'can't get a decent internet connection where I live' (42 respondents or 28%), 'concerned about security / privacy / staying safe online' (30 respondents or 20%), and 'accessibility / have a disability or impairment' (22 respondents or 15%). A number of respondents commented on other barriers that were not specified in the question, but there were no common themes emerging from these comments.

A small minority of respondents highlighted issues around access to the internet or devices: 13 respondents (9%) said that not having nearby public places to use computers and access the internet was a barrier (by implication, these respondents are unlikely to have access to the internet at home), and 11 respondents (7%) said they didn't have access to a device.

Similarly, a small minority highlighted issues around digital skills: 9 respondents (6%) said not having the skills or confidence to go online was a barrier. However, a greater number were 'concerned about security / privacy / staying safe online' (30 respondents or 20%), which may be related to skills and confidence.

The top two barriers - cost and availability of connectivity - were the same for tenants and leaseholders. However, tenants were much more likely to highlight other barriers than leaseholders: almost all the respondents who highlighted barriers around digital skills or access to the internet or devices were tenants. Respondents reporting accessibility/disability as a barrier were also far more likely to be tenants (no leaseholders reported accessibility/disability as a barrier). These differences may reflect differences in the demographic make-up and circumstances of leaseholder and tenant populations.

CONCLUSIONS

The survey results show that an overwhelming majority of respondents support proposals to roll-out of full fibre internet to social housing. The comments provided suggest that internet connectivity is very important to tenants and leaseholders (especially given the proportion of respondents providing comments, and the strength of feeling expressed), and that they have raised expectations around connectivity - that is, they expect good connectivity as standard.

We might also infer from the data that internet connectivity is particularly important for people with disabilities or mobility issues. A number of respondents stated this explicitly, some providing very emotive comments. This chimes with the relatively high proportion of respondents reporting a disability. This highlights the importance of internet connectivity from an equalities and inclusion perspective.

Digital inclusion and the related issue of affordability were key concerns for respondents. Many were pleased about the focus on digital inclusion in the Council's proposals. This suggests that there is broad support among tenants and leaseholders for the Council seeking to drive greater digital inclusion - in this respect, the Council's vision is aligned with the priorities of tenants and leaseholders. Given the relatively high number of comments in relation to affordability and value for money, the Council may wish to be mindful of the cost of new connectivity services. From these results, we might hypothesise that if new connectivity services are to have good take up, they will need to be competitively priced; and that if services are to be inclusive, the Council may need to find ways to mitigate the costs for those least able to pay.

Respondents were extremely positive about the proposed suite of community benefits focused on digital inclusion and opportunity, likely because of the concerns around digital inclusion and affordability mentioned above. This suggests that by and large the proposed community benefits are 'the right ones', and would be well-received by tenants and leaseholders. However, a number of respondents also provided other suggestions, which should be given further consideration.

In terms of barriers that impact ability to access the internet, respondents highlighted cost (again reiterating the importance of affordability) and being unable to get decent connectivity in their local area as the main barriers. Relatively few respondents reported not having a device, a lack of public places to access the internet, or lacking digital skills and confidence as barriers. Nevertheless, a small minority of respondents (usually tenants) did say these were barriers; this could be seen as a good reason to provide additional support for those that need it, to help them get online. Disability/accessibility was a barrier reported almost exclusively by tenants.

Finally, the comments indicate two points where there may be potential for confusion, which Council could seek to address in its communications. First, the cost of the work to the

Council or residents. Some respondents were concerned about the proper use of public money and didn't think spending money to deliver full fibre broadband was justified, while others were concerned that residents would end up footing the bill. If the Council is to address these concerns, it may wish to emphasise that all installation costs will be borne by providers, and that overall it is intended that the full fibre roll-out will be close to cost-neutral to the Council. Second, some respondents were under the misapprehension that the Council would be delivering internet services directly. It may therefore be helpful to focus on clearly explaining the Council's role in future communications with tenants, leaseholders, and other residents.

Full fibre internet for social housing residents

Summary Sheet

Internet is now the ‘fourth utility’, an everyday necessity alongside water, electricity, and gas. Hackney Council is working to enable the installation of modern full fibre internet connections to all social housing in the borough, so that tenants and leaseholders will have access to some of the fastest and most reliable connections in London at some of the most affordable prices.

We are seeking the views of Council tenants and leaseholders regarding this work to install full fibre internet to social housing, so that we can use your input to shape the plans we take forward. We will take your priorities into account in negotiations with internet providers, and we will share your responses with the Mayor and Councillors. **The consultation runs until 22 December 2019.**

Please read the information in this summary sheet before completing the survey and returning in the pre-paid envelope provided.

What is full fibre and why is it important?

Full fibre describes the material (optical fibre) used to connect internet to homes. Old networks run on copper wiring, or a mix of copper and fibre (so are not ‘full fibre’). Full fibre is considered the gold standard for internet connections as it is fast, reliable, and ‘future proof’ - it will cope with growing demands and won’t need to be replaced or upgraded in the foreseeable future.

Full fibre allows households to use data-intensive services (such as gaming, video calls, and streaming video services like BBC iPlayer, Netflix and Amazon Prime Video) across multiple devices without a drop in service, and makes it easier to work from home. Very competitive full fibre packages are available which are often just as affordable as those over slower connections.

At present only around 9% of households in Hackney have access to full fibre. Most households only have access to ‘fibre to the cabinet’ - this is where fibre only runs as far as the exchange cabinets in the street and customers have to rely on old copper wiring for the ‘last mile’, which reduces speeds dramatically.



If you would prefer to complete the survey online, please go to:
consultation.hackney.gov.uk/ict/full-fibre-internet-for-social-housing-residents

How we will improve internet connectivity for tenants and leaseholders in social housing

The Council is planning to work with fibre internet providers to enable the installation of full fibre internet to social housing residents. This will be done in a way that minimises disruption and provides choice to residents.

There will be no cost to the Council, tenants, or leaseholders: all the new infrastructure and services will be funded and managed by the providers. The Council will not be sponsoring any of the providers. Our role is simply to facilitate access for providers so that they can install new connections, under a non-exclusive agreement (so neither the Council nor residents will be locked in to a single provider). We will make sure that works are completed to the highest standards in accordance with best practice, are safe and compliant with all regulations, and are carried out in a way that is sensitive to residents.

Once connections have been installed, tenants and leaseholders will be able to take up or switch to a package offered by the new providers if they want to. There is no obligation to switch: if you are happy with the service from your current provider, you can continue your contract with them. However, the new providers and the fibre connections they install will likely offer far better performance and value-for-money than any other services currently available.

The Council's research suggests there will be around 2-3 fibre internet providers interested in working with us. Having at least 2 providers installing fibre connections should ensure that tenants and leaseholders have more choice and prices are kept competitive.

This is for everyone

This work represents a significant commercial opportunity for fibre internet providers, as they will get access to many new customers. In return, the Council will be seeking commitments from providers to:

- Install connections to as many homes as possible, without cherry-picking only those buildings which are easy to connect to.
- Offer low-cost, subsidised packages for those least able to pay, and options which do not require credit checks or fixed-term contracts.

Community benefits

The Council will also aim to secure additional community benefits for residents, in line with the Mayor's manifesto commitments to improve economic opportunity and digital inclusion (ensuring the internet is for everyone in Hackney and that everyone can use, understand and access it easily and safely).

We will ask providers to deliver or contribute to initiatives such as:

- Installing free internet connections to community halls
- Providing IT equipment for community use
- Digital inclusion / digital skills training
- Apprenticeships for local people
- Employment opportunities for local people

It may not be possible to secure all the community benefits listed above but we are keen to ensure that we realise as many of these benefits as possible through negotiations with the internet providers.

Full fibre internet for social housing residents

Tenant and leaseholder survey

Tell us what you think

Q1. Do you support Hackney Council's plans to have full fibre internet installed to social housing as outlined in the summary sheet?

- Yes
- No
- Don't know

Q2. Please explain your answer

Q3. Community benefits

Hackney Council will ask fibre internet providers to contribute to community initiatives. Some of the possible initiatives under consideration are:

- Free internet connections to community halls
- Provision of IT equipment for community use
- Digital and online training for residents
- Apprenticeships for Hackney residents
- Employment opportunities with fibre internet providers for Hackney residents

Please tell us what you think of the community benefits above

Q4. Are there any other community benefits you would like to suggest?

Q5. Are there any barriers or issues that impact your ability to access the internet?

Tick all that apply

- Accessibility / have a disability or impairment
- Don't have access to a computer, smartphone, or device
- Cost
- Can't get a decent internet connection where I live
- No public places to use computers / access the internet close to where I live
- Don't have the skills or confidence to go online
- Not interested in using the internet / don't need to use the internet / don't see the benefits
- Concerned about security / privacy / staying safe online
- Other

If other, please tell us

About You

This section is optional. We are asking these questions so that we can understand the views of different groups of people and how they may differ.

Q1. Age: what is your age group?

- | | | |
|-----------------------------------|----------------------------------|----------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 25 – 34 | <input type="checkbox"/> 55 - 64 |
| <input type="checkbox"/> 16 – 17 | <input type="checkbox"/> 35 – 44 | <input type="checkbox"/> 65 – 84 |
| <input type="checkbox"/> 18 – 24 | <input type="checkbox"/> 45 – 54 | <input type="checkbox"/> 85+ |

Q2. Caring responsibilities: A carer is someone who spends a significant proportion of their time providing unpaid support to a family member, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. Do you regularly provide unpaid support caring for someone?

- Yes
 No

Q3. Disability: Under the Equality Act you are disabled if you have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on your ability to do normal daily activities. Do you consider yourself to be disabled?

- Yes
 No

Q4. Ethnicity: Are you...

- | | | |
|---|---|---|
| <input type="checkbox"/> Asian or Asian British | <input type="checkbox"/> White or White British | <input type="checkbox"/> Other, please state if you wish: <input type="text"/> |
| <input type="checkbox"/> Black or Black British | <input type="checkbox"/> Mixed background | |
| <input type="checkbox"/> Other ethnic group | | |

Q5. Gender: Are you...

- Male Female

If you prefer to use your own term please provide this here: _____

Q6. Religion or belief: Are you or do you have...

- | | | | |
|--|------------------------------------|--|---|
| <input type="checkbox"/> Atheist/no religious belief | <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim | <input type="checkbox"/> Other, please state if you wish: <input type="text"/> |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Secular beliefs | |
| <input type="checkbox"/> Charedi | <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh | |

Q7. Sexual orientation: Are you...

- | | | |
|-----------------------------------|---|---|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Lesbian or Gay woman | <input type="checkbox"/> Other, please state if you wish: <input type="text"/> |
| <input type="checkbox"/> Gay man | <input type="checkbox"/> Heterosexual | |

Q8. Which of the following best describes how you occupy your home?

- Hackney Council Tenant Hackney Council Leaseholder Other, please specify:

Q9. Do you live in a block of flats (estate) or a street property?

- Block of flats (estate) Street property

Q10. What is your postcode?

- | | | |
|------------------------------|------------------------------|--|
| <input type="checkbox"/> E1 | <input type="checkbox"/> N1 | <input type="checkbox"/> EC1 |
| <input type="checkbox"/> E9 | <input type="checkbox"/> E5 | <input type="checkbox"/> N16 |
| <input type="checkbox"/> EC2 | <input type="checkbox"/> E15 | <input type="checkbox"/> Other, please specify |
| <input type="checkbox"/> E2 | <input type="checkbox"/> N4 | <input type="text"/> |
| <input type="checkbox"/> E10 | <input type="checkbox"/> E8 | |

Q11. How do you use the internet?

I use the internet for:

- Reading news
- Watching TV/films
- Instant messaging (e.g. Whatsapp, Messenger)
- Sending / receiving emails
- Online shopping
- Government services (e.g. reporting housing repairs, or paying council tax)
- Online banking
- I don't access the internet