

WHPC Meeting 3<sup>rd</sup> June 2025

Agenda Item 25/241

EDDC's Rural Broadband Survey

**1. Purpose**

To decide a response to East Devon District Council's Rural Broadband consultation.

**2. Background**

EDDC are running a survey to understand experiences that businesses, organisations representing residents and Town and Parishes have had with broadband across East Devon. Many have raised concerns about slow, unreliable connections and missed upgrade promises.

EDDC have invited Town/Parish Councils to provide to complete the online survey on behalf of their community. They're seeking to understand how broadband impacts daily life, work, and wellbeing.

The survey closes on Friday 6th June 2025 at 5pm.

**3. The Survey** (Appendix 1 – survey questions)

**4. For consideration**

Councillors are asked to decide the Council's response and arrangements for completing the online survey.

Anne Oliver, Parish Clerk  
27<sup>th</sup> May 2025

### **Questions for businesses**

1. On a scale of 1 to 5, how 'rural' would you say your business is? 1 being not very (town centre) and 5 being very (in the open countryside)

1 2 3 4 5

2. How would you rate broadband provision in your area on a scale of 1 to 5? 1 being very bad and 5 being very good

1 2 3 4 5

3. Have you faced any specific challenges due to poor internet connectivity? If so please detail them below, and explain how you worked around them (if at all)? Free text question

4. What improvements in broadband connectivity (if any) would make the biggest positive difference to your business? What can national or local government do to help? Free text question

5. If the broadband connectivity improved, what products, services or opportunities (if any) would you consider offering? Free text question

### **Questions for town/parish council, chamber of commerce or other type of organisation representing businesses or resident's questions**

1. What is the name of the organisation you are representing? Free text question
2. From the businesses and /or residents you represent, what are the most common complaints or challenges raised about broadband connectivity in rural areas? Free text question
3. What initiatives or solutions have you seen (or would you recommend) to improve broadband services for rural communities? What can national or local government do to help? Free text question
4. If broadband infrastructure were improved in rural areas, what potential economic, social or business opportunities do you foresee for those you represent? Free text question