



July 2011

# The Yew Tree

Special Edition - Broadband Services in Keele  
From Keele Parish Council

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## Keele Parish Councillors

Graham Bibby

John Downing

Duncan Hindmarch

Sue Hughes

Wenslie Naylor (Chair)

Val Newman

Lyn Skinner

Angela Studd

Robin Studd

Jane Tillier

Sue Wedgwood (Vice-Chair)

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## **Broadband Services in Keele Parish**

This edition of The Yew Tree is asking for action from our residents re broadband service levels in the parish.

If you are a computer user, you may have noticed that your Internet speed is very slow. In Keele we can't get the fast broadband connection speeds they get down the hill in Newcastle, even though we pay the same tariffs. This is a problem for people who work from home, even if only occasionally; or those running a small business; or for people with kids who need Internet access for homework or studies; and for anyone wanting to use popular services such as BBC iPlayer or Skype.

If you aren't a computer user, this still affects you because poor broadband access can impact house desirability: recent research shows that nearly 70% of people say that lack of fast broadband would put them off buying a beautiful new house and about 50% say they would pay more for a house with fast broadband.

## **How can we get faster broadband for Keele?**

The Parish Council has identified three concrete steps:

### **1: Take part in the Staffordshire County Council survey**

Staffordshire County Council are running a survey on poor Internet access and the problems it is causing. We need to let them know that there is a problem in Keele. To participate in the survey use Google (or your standard search engine) to find 'Staffordshire County Council broadband consultation' and that should get you to the site. The survey closes on 31st July, **so please do this as a matter of urgency.**

### **2: Make BT aware that residents in Keele want a better service**

Tell BT that Keele wants to be considered now for any improvements they are offering, such as BT Infinity, a new service which delivers high-speed broadband via fibre-optic cables. Use Google and find 'BT Infinity super fast' which should take you to a site where you can check if your line can receive it by checking the speed of your line. You won't be able to but you can register your interest in the product, which commits you to nothing but simply shows BT that a commercially interesting number of people at Keele care about faster access speeds.



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### **3: Tell your local borough councillors that you want improvements**

There are funds available nationally to improve Internet access and we would like our local representatives to argue that some of the money should be spent on us.

If you can give examples of economic impact – e.g. how poor Internet connection is hampering your work or your studies, that is great, but if it is affecting your quality of life, please say so, too: you are probably paying for certain services which you can't enjoy fully. Your councillors' emails are:

Cllr Tony Kearon: [tony.kearon@newcastle-staffs.gov.uk](mailto:tony.kearon@newcastle-staffs.gov.uk)

Cllr Robin Studd: [rstudd@btinternet.com](mailto:rstudd@btinternet.com)

Cllr Simon Tagg: [simon.tagg@newcastle-staffs.gov.uk](mailto:simon.tagg@newcastle-staffs.gov.uk)

Letters to your councillors can be sent to them c/o Civic Offices, Merrial St, Newcastle, Staffs. ST5 2AG.

### **Facebook Group**

Finally, if you are a Facebook user, there is a new group devoted to this matter: search for 'Faster broadband for Keele' and please join.

If you would like this message in electronic format with links to click, please email Sarah Graham [srhgrhm@gmail.com](mailto:srhgrhm@gmail.com), who will send you an online version

Thank you for taking the time to read this newsletter and hopefully for taking part in the survey and letting BT know that you would like a better service from them.

These are the first steps towards getting faster Internet access for Keele, which will benefit all residents, both current and future.

Wenslie Naylor

Chair Keele Parish Council: Phone me for further explanation 01782 627243