

From: SRN Info info@dmsluk.com
Subject: Re: Coverage improvement enquiry - Limpsfield Chart, Surrey
Date: 2 February 2024 at 15:12
To: SRN Info info@dmsluk.com
Cc: LPC Clerk clerk@limpsfield.org

SI

Dear Sophie

Thank you for your email. Unfortunately I can't answer his wider queries around connectivity matters within Limpsfield, I can only comment on the position of the Shared Rural Network (SRN) programme.

Sites for the programme are chosen to achieve the Shared Rural Network's focus of improving coverage in areas that have limited or no outdoor 4G coverage. The starting point for improvements delivered by the Shared Rural Network is the coverage data as published in Ofcom's Connected Nations Reports. This data is made up of mobile signal coverage predictions supplied directly from the mobile network operators to Ofcom. The suppliers share their data with Ofcom on a monthly basis, who then compile the information into an easy to use search tool - the Mobile Coverage Checker.

<https://checker.ofcom.org.uk/en-gb/mobile-coverage>

I see that the area around Limpsfield is showing as already having 4G mobile coverage outdoors and therefore, is unlikely to be considered for further improvements as part of the Shared Rural Network.

These coverage predictions are generated using computer programs that simulate the way mobile signals travel from mobile masts. These signals can vary if blocked by any obstructions such as hills, trees and buildings; or how the signal is picked up, depending on the handset being used. Ofcom's measurements of mobile signals in different parts of the UK have shown that the predictions from computer models are generally accurate but cannot guarantee coverage is present in a certain area.

Whilst I appreciate the checker's reported coverage may not be reflective of your personal experiences, it is this data that will be used as the starting point for the Shared Rural Network, and unfortunately we are not able to influence it.

It is important to recognise that the Shared Rural Network is not the only focus for infrastructure investment for mobile connectivity. Mobile network operators independently invest around £2 billion annually in enhancing and improving their networks across the country. You may find the information provided by Ofcom on ways to improve mobile signal here helpful: <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/improving-mobile-phone-reception>

Kind regards

Louise

On Tuesday 30 January 2024 at 08:40:05 UTC LPC Clerk wrote:

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Hello,

In Limpsfield Chart, Surrey, RH8 0TR we currently have zero indoor coverage from the main providers and limited outdoor coverage.

It is a sensitive Green Belt area with tricky landscape factors (a lot of dense woodland and hills) and AONB / AGLV designation and tight planning restrictions. Main Landowners, aside from private residents on Limpsfield Chart are the National Trust and the Titsey Foundation.

Residents are very unhappy that we have such bad coverage here, given we are only really semi-rural and that planning has knocked back a couple of masts due to their sensitive location.

I wondered how we find out where we are on the improvement timeline and whether we are non-spot or partial non-spot area.

Can anything be done to encourage comms contractors to look in our area or to suggest potential landowners and sites? How does mast site location work?

I know Waldon Telecom seems to be active in our area.

Thanks for any advice. I would just like to be able to give some feedback to local residents about how the process works and if there is anything in our power to be done or if we have to just trust the process of the SRN improvements schedule.

All the best

Sophie

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