![Worcestershire county council logo]

The Digital Infrastructure & Connectivity Team
Worcestershire County Council

County Hall
Spetchley Road
Worcester
WR5 2NP

Date: 18 July 2025

Dear resident, business owner or visitor,

Thank you for completing Worcestershire County Council's Mobile Connectivity Problems survey.

In the period between the Autumn of 2024 and the Spring of 2025, we received over 1,000 responses.

Respondents' answers revealed a wave of frustration and anger with the performance of the mobile networks in Worcestershire. Far from wanting to report one off incidents in single locations, respondents were vociferous in telling us that problems occurred 'all day, every day' and frequently 'everywhere'.

Respondents also highlighted the importance of reliable, high quality mobile connectivity in everyday life. The long list of practical examples they provided shows a bad connection isn't just about the odd dropped phone call. It is essential for business, healthcare, leisure, transport, personal safety, and online safety. Whether you need to make a payment, phone an ambulance, complete a telephone doctor's appointment, pay for your parking, or even have a smart meter fitted, then a reliable, high quality mobile connection is essential.

Your response has helped us build compelling local evidence of why mobile connectivity is so important in today's society and how the coverage in Worcestershire is frequently not up to what you expect.

In parallel to our survey, we have also completed an innovative project with equipment mounted on bin lorries to directly measure mobile phone signals across our county. Again, this showed that mobile phone coverage is simply not meeting residents' and businesses' needs.

This means, with your help, we now have two powerful datasets, one showing where users of the networks have experienced problems, and one showing signal strength.

We are now using this valuable information as part of our ongoing campaign to;

- empower people to make the best decisions **now** by providing access to the results of our signal measurement project through the Mobile Coverage Checker. This will be available until the end of August, after which we will look to keep the data available on our website for 'archive' purposes. For the view from the regulator, Ofcom, you can check the recently updated Ofcom checker. This shows coverage estimates based on the Mobile Network Operators' (MNOs) computer models and data collected from real users' mobile phones but averaged across large post code districts (e.g. WR5 rather than WR5 2NP);

- encourage local residents and businesses to continue to report their issues in Worcestershire by completing our Mobile Connectivity Problems Survey. This data will help us demonstrate demand for improved coverage and at least one MNO has told us that this is important to them and started to respond to our queries and challenges;

- lobby Ofcom, the MNOs and Government to improve data accuracy now and actual coverage as soon as possible. Ofcom has responded to the data we have collected through the drive trials and we have already held meetings with VodafoneThree and VMO2 to share our data and understand their plans, these meetings are continuing to be scheduled on an ongoing basis; and

- facilitate improvements in the mobile networks by working with planners, making best use of our own sites and assets, and engaging with the industry. Some communities will be aware of our work with Atlas Tower Group around their investment plans into our county where we are facilitating discussions with communities and operators. We are also working with the MNOs to help locate new sites in the county, including areas in which they have had a notice to quit (take an existing mast down) by landlords. Finally, we are sharing the results of our drive trials and feedback from residents with the MNOs when we have questions as to what existing infrastructure is doing and helping to identify 'dead' or ineffective sites.

We have produced a summary report of all the responses to our survey which you can view here: Mobile Connectivity Problems – Summary Report

The report has some interactivity that allows you to explore results at a Parish level of both the survey and the mobile signal measurements. The report is best viewed on a PC, laptop or tablet and is not designed to be viewed on a mobile phone.

If you have any feedback on the report or if you use any of the information linked through this letter to try alternative networks or technologies and would like to share your experience, please just reply to this email.

Yours sincerely

The Digital Infrastructure & Connectivity Team