

Council officers and the general public covered a range of issues including temporary traffic management setup, site safety and resident communication. I have also complained to Greg Mesch, City Fibre's Chief Executive Officer, and attach my letter of 20th October and his reply of 4th November.

City Fibre and Instalcom should now be very clear about the level of dissatisfaction with their operations to date and the reputational damage that this will be causing them.

They have been given a short opportunity to rectify matters, failing which we would seek to exclude Instalcom from conducting further works in Reading. Both City Fibre and Instalcom made a commitment at senior level to address all the concerns and reiterated their strong desire to work positively with the Council and its residents. They have also provided an improvement plan that includes additional staff training, increased supervisory site cover and an improved communication plan and we would expect to see a speedy improvement over the coming weeks.

They have a multiple-year delivery programme affecting Reading that we will seek to co-ordinate with our own extensive residential road resurfacing and pavement improvement programmes. Officers are in discussions with City Fibre and have requested their full Reading delivery programme to ensure that the necessary improved coordination can be achieved. To date this request has not been met.

Officers will continue to meet regularly with City Fibre and Instalcom and the Council's Highway Inspectors will continue to monitor their performance on our highway network and will raise defects and issues with them, as and when they occur. I would again urge colleagues and residents to report any further concerns.

City Fibre also confirmed that some of their current Reading workforce will be deployed to other areas of new fibreoptic rollout and that the current amount of work in Reading would reduce considerably as a result.

ENDS