

## **Landewednack Parish Council (LPC) Update**

If ever there was a perfect storm, The Lizard Village saw this in January, with red danger to life warnings preceding storm Goretti. The resilience of the village was and continues to be tested and thanks must be expressed to everyone who pulled together to help during this distressing time for all concerned. Also, to those utility personnel who worked tirelessly in exceedingly difficult conditions to restore power, water, and other services to the village.

Major level complaints have been officially lodged at Openreach/BT. Given the scale of the devastation from the storm the Utility service providers worked tirelessly, and many poles had to be replaced before electricity could be restored to the village – after some 67 hours. Internet was down for 65 hours for some, and issues continued for an utterly unacceptable time beyond that, with many unfulfilled times given for the repair timescale. As at 19<sup>th</sup> January a large number of properties still have no BT/Openreach internet, and are unable to use wi-fi calling.

Lessons have been learnt and continue to be learned. The Parish Council had a Resilience Plan under construction – ironically, work on this valuable resource had stalled due to the unanswered questions around digital connectivity and reliance upon digital voice. Still, we await answers and at the time of writing this, many in the village, still have no internet connection and poor or no mobile phone coverage, especially those who rely on wi-fi calling.

This is where it is now vital that the learned experience from January is added to the body of evidence and previous warnings and we can but hope that action will result. Other isolated Cornish villages have been similarly affected, and the momentum of this groundswell must continue.

### **WE NEED YOUR INPUT:**

This may be a summary you simply jot down, or by answering the points below:

### **Please would you let the Parish Council know any of the following information, so far as you are able and willing.**

Your home location - street name or area and your name, or initials if you wish.

Did you receive the Red warning to life alert, and if so, how, and when?

Did you receive notification that the water would be cut off and if so, how?

Do you have any alternate heating or lighting or cooking facility when the electricity supply is unavailable?

Do you have an emergency medical pendant or system - Have you been provided with battery back up by your telecom provider, if so for how long was this functional?

Do you still have a copper landline, if so, did you use this during the event?

Have you moved to 'digital voice.'

Did you lose digital telephone connection?

Did you lose mobile connection?

Do you have satellite connectivity (Starlink or similar?) - how successful was this?

Were you able to travel outside the village to gain connectivity -if so, how far did you travel?

What could have been done better?

Who would you like to thank for help and services you received during the event?

Any further comments.

Please email this to The Clerk: [clerk@landewednackparishcouncil.org.uk](mailto:clerk@landewednackparishcouncil.org.uk) or if you prefer write down your response and hand it to any LPC Councillor, or use the drop off points at Tregullas Farm, Coast Coffee Bar & Bistro or The Lizard Social & Football Club on Beacon Terrace.

### **Resilience Plan**

The plan has been drafted, and further detail is being added.

Are you willing to help to distribute the Landewednack Resilience Plan?

Are you able to volunteer to be a plan co-ordinator?

**Working With You And For You**

**Landewednack Parish Council**