

GRADE RUAN PARISH COUNCIL

MOBILE PHONE MAST SURVEY RESULTS

12 April 2015

Introduction

The Government is trying to improve the mobile phone signal in remote areas such as our parish and have offered to put a new mobile phone mast in Ruan Minor in order to solve once and for all all the dead or "not-spots" in remote locations. The objective is to improve the signal in the whole of our parish, including Cadgwith and Poltesco, and to also offer a good signal from all mobile operators, including EE, Vodafone, O2 and Three.

Currently the nearest mobile phone mast is at Trethvas at The Lizard. The solution proposed by the Government is to put up a new mobile phone mast in Ruan Minor, and in studying the technical details they have determined that a 30m (98 feet) mast will be needed to make it viable.

The Parish Council and Cornwall Council must weigh up the impact of a mobile phone mast upon the AONB (Area of Outstanding Natural Beauty) against the need for improved mobile communications.

Our member of parliament, Mr Andrew George has been pressing the Government for some time for improved mobile communications and was recently asked by the Government minister responsible to seek the opinion of the local parish councils. In Mr George's recent press release he asked the people of Ruan Minor to decide, and has also consulted both Grade Ruan Parish Council and Landewednack Parish Council on this.

In response, the Parish Council decided to perform this mobile phone mast survey in order to establish the view of the people on this matter.

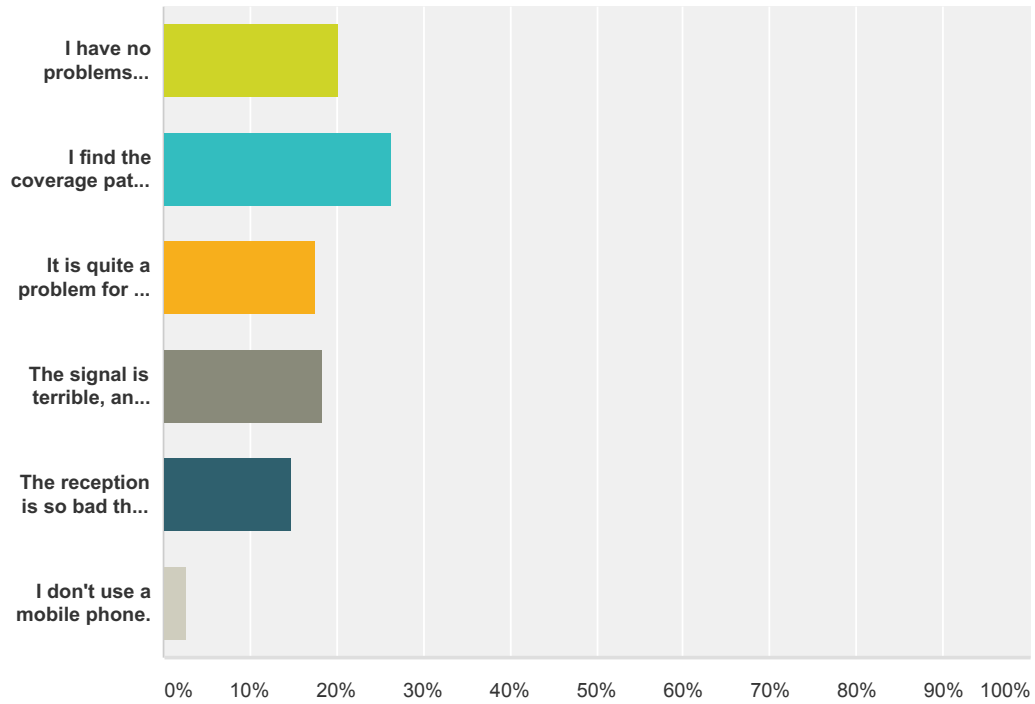
The survey was open for 1 month from 10 March 2015 to 10 April 2015. It was publicised in the Grade Ruan Gazette, the Parish Council website and on the Ruan Minor Noticeboard group in Facebook. Paper copies were available throughout this period in Ruan Minor village shop for those without Internet access, and the paper copies received were manually entered into the online system.

All respondents were validated and a validation report was produced which was distributed to the Chair, Vice Chair and Clerk of the Parish Council.

This document contains the results of the survey, excluding all personal or private information in order to prevent respondents being identified.

Q1 What is your experience of the mobile phone signal in the parish?

Answered: 114 Skipped: 0

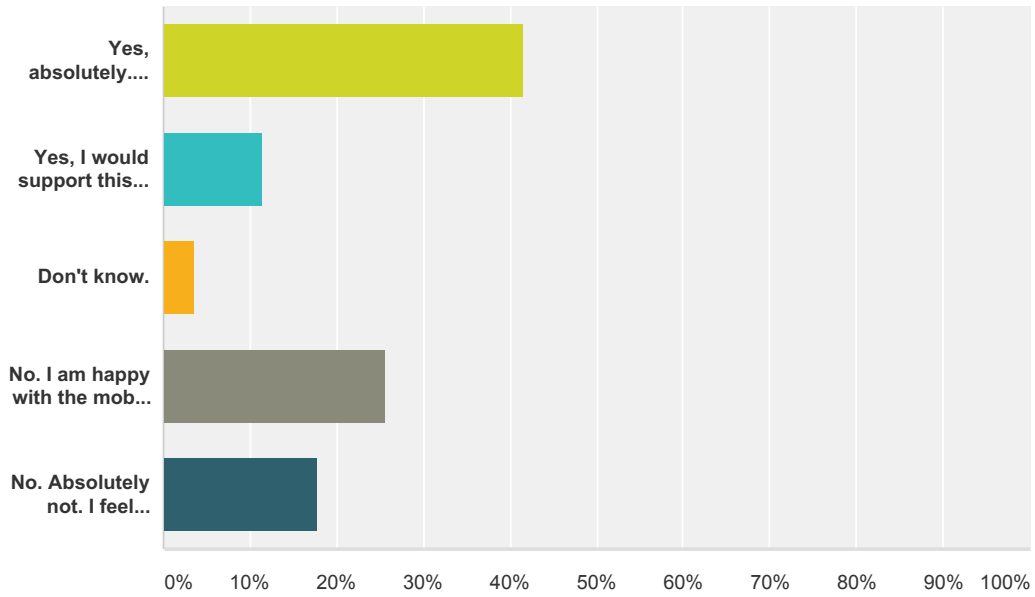


Answer Choices	Responses
I have no problems anywhere I want to use my phone in the parish.	20.18% 23
I find the coverage patchy at times, but I generally use it with little problem.	26.32% 30
It is quite a problem for me, as the signal keeps dropping out and I have to keep finding a better reception spot.	17.54% 20
The signal is terrible, and I find it difficult to use my phone in the parish.	18.42% 21
The reception is so bad that I have given up using it whilst in the parish.	14.91% 17
I don't use a mobile phone.	2.63% 3
Total	114

Experiencing some problems: **77.19%**
 Not experiencing any problems: **20.18%**
 Do not use a mobile phone: **2.63%**

Q2 Would you like the mobile phone signal to be improved?

Answered: 113 Skipped: 1

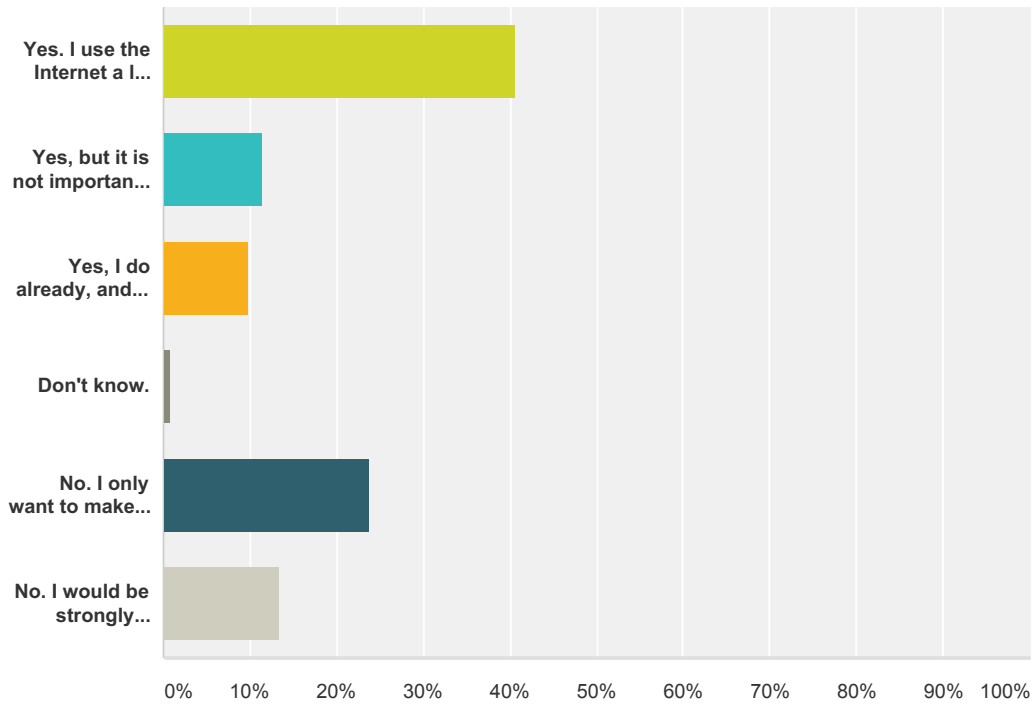


Answer Choices	Responses
Yes, absolutely. This is very important to me.	41.59% 47
Yes, I would support this, but I am not too worried by it.	11.50% 13
Don't know.	3.54% 4
No. I am happy with the mobile signal as it is.	25.66% 29
No. Absolutely not. I feel very strongly about this.	17.70% 20
Total	113

YES 53.09%
NO 43.36%
Don't know 3.54%

Q3 Would you like to be able to use a smartphone or tablet on a 3G or 4G network to access the internet?

Answered: 113 Skipped: 1

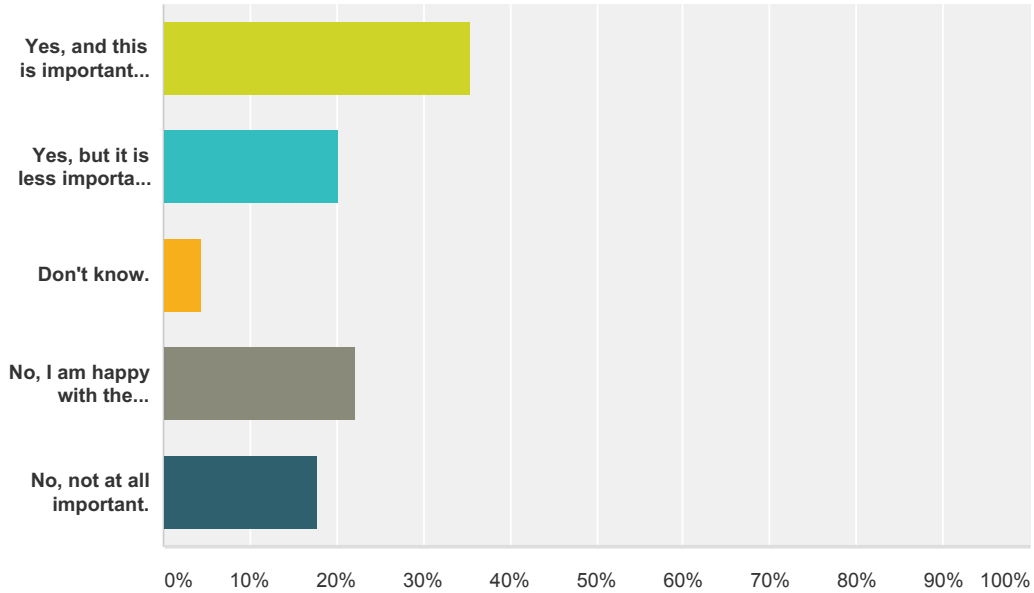


Answer Choices	Responses
Yes. I use the Internet a lot, and would like to be able to do more on my phone.	40.71% 46
Yes, but it is not important to me.	11.50% 13
Yes, I do already, and don't need anything to change.	9.73% 11
Don't know.	0.88% 1
No. I only want to make phone calls with my phone.	23.89% 27
No. I would be strongly opposed to this.	13.27% 15
Total	113

YES 61.94%
NO 37.16%
Don't know 0.88%

Q4 Is it important to you to have a good signal from all network operators (i.e. EE / Orange, Vodafone, O2, 3)? Would you like to be able to have a true choice between all the operators when renewing your contract?

Answered: 113 Skipped: 1

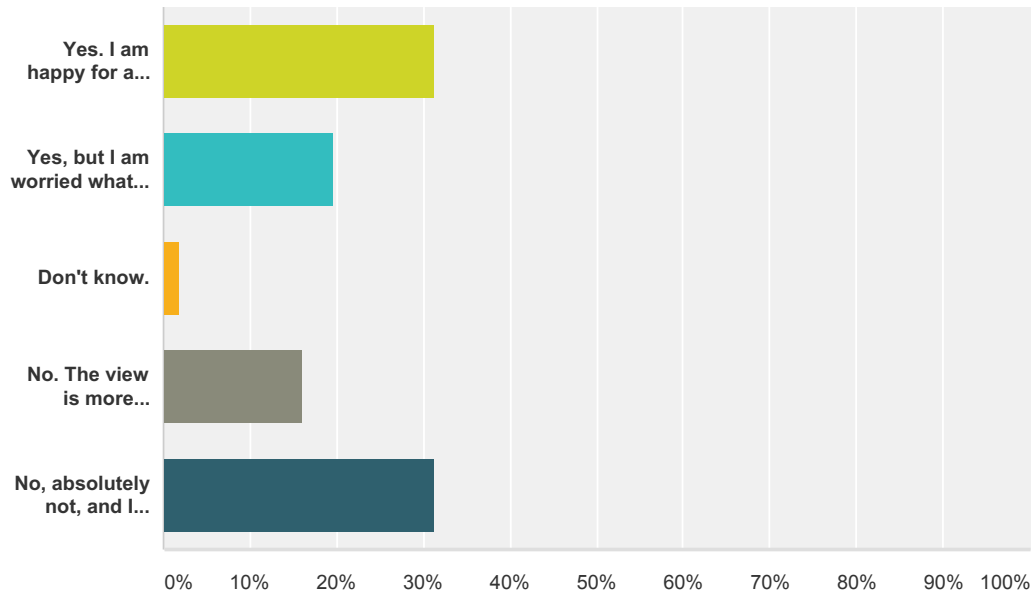


Answer Choices	Responses
Yes, and this is important to me.	35.40% 40
Yes, but it is less important to me.	20.35% 23
Don't know.	4.42% 5
No, I am happy with the network I am on at the moment.	22.12% 25
No, not at all important.	17.70% 20
Total	113

YES 55.75%
NO 39.82%
Don't know 4.42%

Q5 Are you prepared to accept a mobile phone mast in the parish if it gives you a better mobile phone signal?

Answered: 112 Skipped: 2

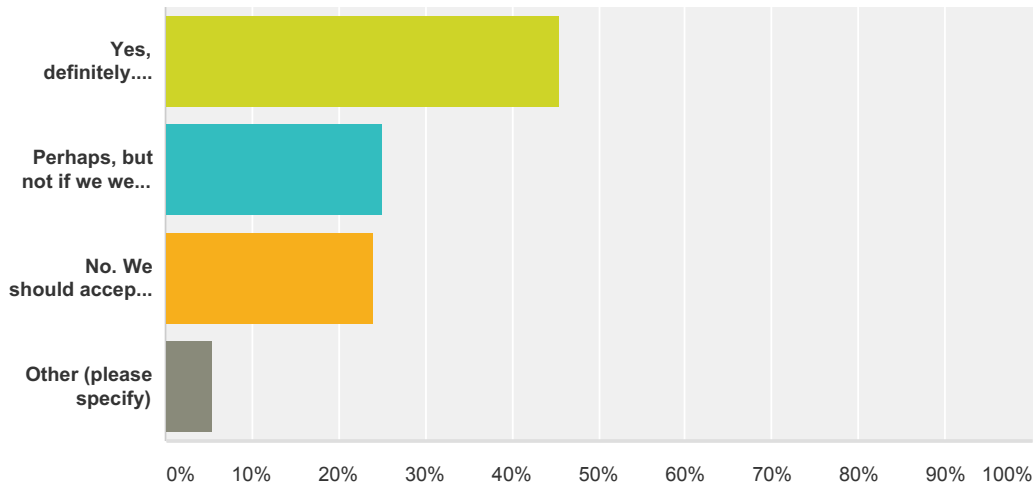


Answer Choices	Responses	
Yes. I am happy for a mobile phone mast to be put up, and don't mind where it goes.	31.25%	35
Yes, but I am worried what it will look like. I will put up with it for a better mobile phone signal.	19.64%	22
Don't know.	1.79%	2
No. The view is more important to me, and I am happy to live with the current mobile coverage.	16.07%	18
No, absolutely not, and I would actively oppose a mobile phone mast.	31.25%	35
Total		112

YES 50.89%
NO 47.32%
Don't know 1.79%

Q6 Do you think more research should be done into alternative options e.g. use of existing infrastructure?

Answered: 112 Skipped: 2



Answer Choices	Responses
Yes, definitely. There has to be a better alternative to a mobile phone mast.	45.54% 51
Perhaps, but not if we were to lose the chance of an immediate solution such as this.	25.00% 28
No. We should accept this offer and get it built as soon as possible.	24.11% 27
Other (please specify)	5.36% 6
Total	112

#	Other (please specify)
1	I am totally opposed to putting up a mast in this area which is an AONB
2	Unsure
3	The siting and height of the mast is critical to the impact it would have. This should be worked up better before opinion is sought.
4	Happy not to have coverage in Cadgwith but the signal is now very patchy on the way out which used to be reliable
5	Sites 1km away from housing
6	I'd rather not have a mobile signal than have a mast

If in doing so we were to lose the immediate chance of a mast:

YES 45.54%
NO 49.11%
Other 5.36%

If in doing so we were NOT to lose the immediate chance of a mast:

YES 70.54%
NO 24.11%
Other 5.36%

Q7 Do you have any comments or concerns about a mobile phone mast ?

Answered: 112 Skipped: 2

#	Responses
1	As this is an AONB, introducing a 30m telephone mast is not the way to ensure this status is met or or ensured for the future. All across Cornwall, wind farms, acres of solar panels etc. have changed the landscape forever. Let's cherish this beautiful area. This could set a dangerous precedent, and to what advantage? The phone cover is good; far better than other areas. Leave well alone, and protect this unique and beautiful environment.
2	I think the offer should be accepted. This does not preclude further research; another solution may be found in 10 - 20 years time. In the meantime the signal needs improving. I am not a permanent resident of the Parish but have owned a holiday caravan in Kuggar for 15 years and visit frequently, as do friends and family who also complain about the poor signal. I have to travel out of the Parish at times to make calls. To access the Internet, I have to travel to Helston to use the library computers, or sometimes a local wifi hotspot. I have always thought it is ironic that the first wireless communications was sent by Marconi from The Lizard in 1901 and now it is not possible to get a useable mobile phone signal.
3	Accept the offer but still look into other alternatives for the future, rather than losing the opportunity to site a mast. We have owned a caravan here for 15 years, so we are not permanent residents but "frequent visitors". We have always had to go to the library to use a computer when we are here (in Helston) as the signal is too unreliable for the internet, even though I can use it elsewhere on my phone. We have always been amazed by the fact that Marconi first sent radio signals from the Lizard but it is the worst area for mobiles in the 21st century. Please don't lose this opportunity to get a mast. I am sure that the siting of it will be discussed sensitively.
4	It would be good to have a choice of operators but particularly as visitors to the area sometimes have difficulties with reception but the placing of the phone mast needs to be thought about carefully.
5	The health dangers of radio frequency energy are largely undefined. "average power" values do NOT tell the whole story. Proximity to school playground should be avoided. I have some experience of working with RF energy vs. human tissues.
6	There is no information or a map of likely sites proposed or being considered. How is this an informed basis for a survey? Presumably, planning would need to be applied for. More info would have been useful.
7	Needs to be sited taking account of AONB. We would like a reliable signal around Ruan Minor & the main road to ensure that when travelling we can summon emergency assistance. Having a signal in Cadgwith Cove itself is not imperative for us.
8	Why here? Why not by the windmills etc.? Such a huge eyesore. Is not wanted or needed here. We already have excellent mobile coverage.
9	Yes the AONB should be preserved in the face of modern technology. This includes not having a mobile phone mast in the area.
10	This area which is an AONB must be preserved. I find this proposal absolutely hideous and my family and me will sell up and vacate this area if it goes ahead. We have also looked into the effects of radiation which these masts emit and the horrific physical and visual effect a mast will have on this beautiful landscape. A definite way to stop the tourist industry which so many locals depend upon out here for their livelihood.
11	Really don't feel it is necessary for a phone mast as it will ruin the view and the historical value of this area.
13	A very BAD idea !
14	A 30mtr mast seems unnecessary in an area of outstanding natural beauty where the national trust is removing the electric and telegraph wires and poles.
15	I would like to see it built as soon as possible.
16	Please build it as soon as possible.
17	
18	Skyline view from Kuggar towards mast site and closeness of mast site to new development in Ruan of some concern in AONB

Mobile Phone Mast Survey

19	I don't live in the village so feel it would be unfair to comment either way about whether a mast should be installed. I do, however, work in the village one day a week and find it quite frustrating that I am unable to use my phone during this time
20	Visual impact on the village would be terrible such a high mast would be very ugly and would be seen for miles. In an area of outstanding beauty it would be criminal to put up such a ugly structure. Plus the health issues
21	I think it is important to have coverage in this area whatever that takes
22	It is far from clear whether the number of 'not-spots' really justifies a tower such as this. This is a central government initiative with a ministers portfolio standing to benefit from the number of masts built, to say nothing of the financial benefit to the company contracted to build the masts.
23	my only concern is where it will be sited.
24	
25	
26	
27	The benefits of having a signal will be huge for residents, tradesmen and visitors alike
28	this area is a Site of Special Scientific Interest, an Area of Outstanding Natural Beauty and a Special Area of Conservation and building a phone mast in such a unique and fragile habitat would irreversibly damage it and visibly blot the landscape for miles around. it is in my opinion totally unnecessary.
29	the area is designated Special Area of Conservation, a Site of Special Scientific Interest and an area of Outstanding Natural Beauty and as such it doesn't need such an intrusive installation constructed.
30	visual impact main concern - from roads, villages and coast in particular. Also would be keen that it does not encourage creeping development - eg by creating new trackway off road which gets used for other purposes. Best sited against farm buildings utilising existing trackways. Do we have reassurance that it will definitely bring coverage to the valley bottoms at Cadgwith and Poltesco?
31	
32	
33	Goonhilly earth station would be an appropriate place to put a high power mast
34	A mast is unnecessary. Orange, 3 and EE provide sufficient coverage and where there is not you can use a plug in range extender which utilises your broadband connection
35	
36	Is one or multiple masts needed. Could the impact be reduced by having smaller but shorter masts?
37	We need to catch up with the rest of the UK
38	Will this mast cause health problems? If so, what. Why must everything be put in Ruan Minor? Why not Cadgwith for a change? They can have any radiation.
39	
40	I do not want a mobile phone mast in the village. They are an eyesore and this is a beautiful area, an area of outstanding beauty and a mobile phone mast would spoil the village totally.
41	I really think we can all manage fine without it.
42	yes damage to people from rays
43	
44	
45	Essential for safety's sake as well as economic reasons.
46	
47	Visual impact.....depending on where it is sited.
48	IT WOULD BE BEST IF IT COULD BE DISGUISED
49	Quite clearly we need better communications but outside of the normal precautions about not being too close to habitation and schools I don't see any real problem.
50	Good idea long overdue

Mobile Phone Mast Survey

51	I live in St Ruan and have enough mobile coverage to cope with the calls I get. I have a landline so that works perfectly for people to call me and I have Infinity broadband which gives me great internet access, and I'm sure all my neighbours have the same. I don't think people come on holiday down here to use their tablet or want 4G constantly and if they do then maybe they should stay in Falmouth or Helston. We are 'out of the way', in the countryside so perhaps people can manage for a few days without constant mobile phone access. There are payphones in an emergency
52	The ability to use a mobile phone in an emergency is far more important than the view. Mobile phone masts can be disguised as trees if people think the view is that important.
53	Speaking as a "young person" who uses a phone as a main means of communication; I live in an area with no mobile signal but believe that mobile signal is a lot less important than our beautiful countryside and also that sometimes it's nice to be without signal! It makes our countryside a lot more peaceful. Also most people have access to the Internet, some businesses offer public wifi & not forgetting the trusty landline so there are still plenty of ways to communicate mobile signal is not a necessity.
54	
55	On a personal level, I recently had a heart attack at home, my wife was away for a few days, and only contactable by mobile phone, whilst waiting for the ambulance to arrive I tried several times with out success because of no mobile signal to text her. The opportunity to let her know what was happening was lost as I was rushed to hospital and straight into surgery.
56	
57	We rely more and more on our mobile telephones, including the emergency services. People who are negative about this will likely be older and less reliant on mobiles and may not realise that the need far outweighs the negatives.
58	There is no reason for a phone mast. Why ruin the beauty of the countryside?
59	Nobody should need to spend their time staring at iPads and phones when living in such a beautiful part of the world.
60	it may be a health hazard and the area is currently one of outstanding beauty. Such an eyesore would be intrusive and have a negative impact on any property values in its immediate area.
61	
62	There is not the research done yet on the risk to health due to the fact mobile phones have not been around long enough to build data on the health effects! Cancer rates are rising no one knows why whether we're better at spotting it or there is modern life to blame
63	So far, this survey hasn't made it clear where the mast would be. Wherever, the size is going to be an eyesore.
64	I think that a better signal is a must in this area not just for personal reasons but for safety reasons especially for people with a health problem.
65	I have very strong concerns about the installation of a new mast. Visually I think it's imperative to preserve this beautiful landscape, personally I am worried about the health of the community and think we should work according to the precautionary principle. I also feel it is a totally unnecessary addition and instead we should be pushing for all networks to be able to share the masts that exist already to give us better all round signal.
66	I have two major concerns 1 - health risks 2 - aesthetics this is an ANOB!!!! We get around the sometimes patchy sign by using domestic signal boosters.
67	Not enough is known about the dangers (Cancer) from Mobile Phone Masts. Also it could potentially spoil the view of a lovely parish
68	If Cadgwith residents need it then we need to find a site that is away from where people live as they are eyesores. Personally the signal in Ruan Minor where I live is fine and I don't need it improved.
69	
70	It's simply not needed in a rural area, does not guarantee coverage anyway and would be a blot on an AONB.
71	It has to be put in the right place and not too close to the village as this might put some people off .
72	Making sure it isn't too close to housing around
73	Certainly do not want one in this small and beautiful village.
74	It can go next to my shed!
75	

Mobile Phone Mast Survey

76	No I just think it would be good to take up this offer. It would improve most people's well being in this community.
77	
78	Not needed. Don't want it.
79	Why do we need it. My mobile works OK.
80	There is no need for one. The signal here is good enough and if somewhere people can't phone me then good.
81	Please no this is not the appropriate landscape for it.
82	
83	Visual impact must be weighed against improved signal profile.
84	health risk concerns outweigh any benefits in my opinion
85	I am very concerned about a helicopter crashing into it, especially as it won't have a red light on top. A helicopter which hits it could then crash on homes in the village with fatalities. I do not believe all research is understood yet about the risk of radiation - and there are lots of families with young children in the village. I am worried about it attracting lightning strikes and we get a lot of lightning as it is.
86	I hope everyone will be given more information about the improvement for each user.
87	No village should be allowed to have such a very high structure that is so non-aesthetically pleasing. Try and find somewhere else OUTSIDE the village.
88	The survey does not ask if you have a mobile signal at your address at the moment
89	Ambiguous really as I don't have problems with a mobile signal but know that Cadgwith residents do.
90	Just impact on view and environment.
91	
92	I previously lived in an inner city area where a mobile phone mast was successfully opposed on health grounds - initially the phone companies tried to make the case for improved signal benefitting local business etc. but in the end in this case it was acknowledged that siting a mast close to where people live poses an unacceptable health risk, and the proposal was withdrawn. Given this precedent, I would strongly oppose siting a mast here and hope that the Council will take the longer-term interests of the people of this parish into account and do likewise. I would also like to add that my phone receives perfectly adequate signal as it is, in fact better than in some more built-up parts of the country, so the suggestion that we are a 'not-spot' is a bit misleading - surely we don't qualify under that criteria? Certainly there are areas of the parish where signal is poor, but this is a minor inconvenience to some and a positive benefit to others, and perhaps a bit like complaining that not all the roads in the Parish are motorways?! On a serious note, I would like to see the Council protecting local people's health, and preserving this AONB, as I believe that sort of action is your role. I really cannot think of one positive aspect of the proposed mast - it's not clear who would benefit financially from such a proposal, but even if installing a mast here would generate money for the parish, I don't think that can mitigate the health and environmental impact, and I sincerely hope that the Council will see off this threat to our health and local landscape. I am very pleased to hear that if we see this 'offer' off once we are unlikely to have to do so again.
93	I believe a phone mast in the area is imperative but the sighting of the mast is very important!
94	
95	
96	goonhilly 1962 windfarms/ windmills 2000 next, mobile phone mast. thanks, it's simple really !!
97	
98	
99	
100	
101	
102	Everyone moans about not having a mobile signal, it's important for social and emergency reasons for everyone to have good coverage and this is an offer we would be wrong to refuse. Please do not let the NIMBY's win this one.

Mobile Phone Mast Survey

103	It is a huge problem in this area which does need to be addressed. Whether people like it or not, mobile phones ARE part of most peoples everyday life nowadays. Unfortunately, due to the visual appearance of a mast wherever a mast is located it will have an impact in some way. However, a lack of signal could actually have an impact on a life or death situation.
104	just not needed.
105	Can't think of anywhere suitable in the Parish to put a mast. Certainly not in Cadgwith or anywhere near the coast.
106	
107	Though I don't mind where the mast goes careful consideration should be given to where it does go, I.e. On the cliff tops ruining the seascape would not be a good thing.
108	
109	
110	Please confirm its location and the effects that cellular radiation will have on our community.
111	They are an eyesore and would ruin a beautiful place
112	I would be concerned if it was built too close to houses (particularly my house). I am worried about what it will look like, and the impact it may have on the view from my property.