Registered Number 09809428

HEREFORDSHIRE COMMUNITY NETWORKS CIC

Micro-entity Accounts

31st March 2017

THURSDAY



05/10/2017 COMPANIES HOUSE

#33

Herefordshire Community Networks CIC

Balance Sheet Report

To: 31 March, 2017

ASSETS

Fixed Assets		
0001 - Assets - Cost	62.029.89	
	Total Fixed Assets	£62,029.89
Current Assets		
	Total Current Assets	£0.08
	TOTAL ASSETS	£62,029.8§
LIABILITIES		·
Current Liabilities		
0003 - Network depreciation	310.15	
1110 - Prepayments	245.20	
1200 - Herefordshire Community Networks CIC Current	1.335.62	
2100 - Trade Creditors	-110.00	
2300 - Directors' Loans	500.00	
VAT	1.098.29	
2202 - VAT Liability	1,098.29	
	Total Current Liabilities	£3,379.26
Future Liabilities		
•	Total Future Liabilities	£0.00
	TOTAL LIABILITIES	£3,379.26
	TOTAL NET ASSETS	£58,650.63

EQUITY

	TOTAL EQUITY	£58,650.63
Net Profit / Loss (current year)	-4,361.37	
Net Profit / Loss (prior year(s))	12.00	
3100 - Profit and Loss Account	27,000.00	
Net Profit / Loss	22.650.63	
3000 - Share capital	36,000.00	

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For the year ending 31st March 2017 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the board on 28th August 2017

and signed on their behalf by:

David J Bland

Company Secretary

Herefordshire Community Networks CIC

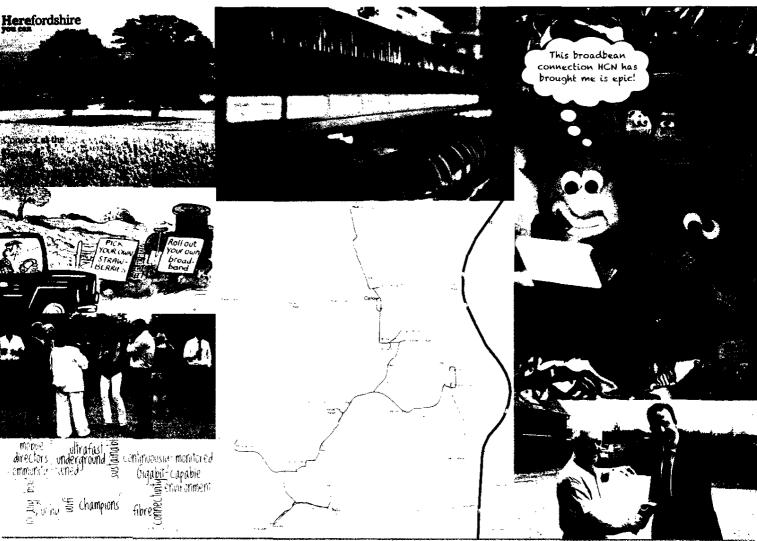
Profit and Loss Report

01 October, 2015 - 31 March, 2017

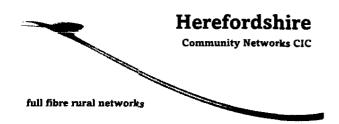
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	NET PROFIT / LOSS	-£4,349.37
	Total Overheads	£4,349.37
8200 - General Expenses	438.63	
8000 - Depreciation	310.15	
7900 - Bank charges and interest	-538.45	
7610 - Insurance	4,139.04	
Overheads		•
	GROSS PROFIT / LOSS	£0.00
	Total Direct Expenses	€5,491.45
5000 - Cost of sales - goods	5,491.45	
Direct Expenses		
	Total Sales	£5,491.45
4000 - Sales - Products	5,491.45	
Sales		

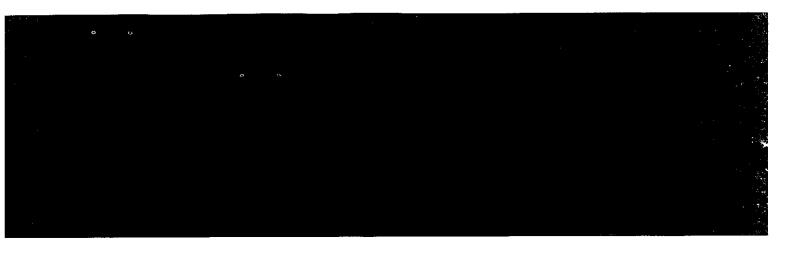




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< August 2015

The first work is undertaken on behalf of the Herefordshire Sustainable Food and Tourism Partnership to understand the problems of rural connectivity in the county, both broadband and mobile services. Survey of the Partnership indicated that Connectivity was the number 1 issue across its members.

The work noted that commercial offerings were largely confined to cities and market towns, and the Fastershire project with BT had goals to cover the urban areas around them, predominantly using Fibre to the Cabinet technology and leaving the final delivery of service over legacy copper wires. This technology does not allow for superfast speeds in rural areas (>1 km from the cabinet).

October 2015 >

Under the auspices of the Duchy of Cornwall, planning starts in earnest to define a state of the art full-fibre network for the communities of Dewsall and Callow, using Fibre to the Premise technology where services to each customer are provided solely over fibre. This allows us to serve every customer equally, no matter how far they are away from our network head-end.

On October 5th we form and register our company, Herefordshire Community Networks at Companies House.

We choose to become a Community Interest Company.



< November 2015

We register the company at New Barn, Dewsall, the regional office of the Duchy in Herefordshire. We apply to Digital Birmingham for grants for the businesses in our community under the Superfast Cities programme. While the programme terminates before all businesses are registered, we are awarded grants totalling £27,000 from the fund.

Our project gains renewed impetus as a result of the wireless broadband network, Allpay, giving notice to terminate service. We assist Architype at Upper Twyford to obtain an FTTP service from BT and this goes live at Christmas.

January – February 2016 >

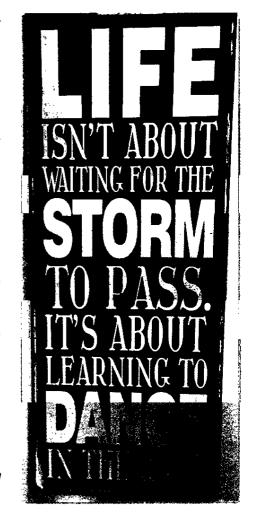
A wet and windy winter for weather, and its not the only storm we face!

We issue our Investment Memorandum in January, seeking £1,000 per premise contribution from each shareholder, in order to match fund the grant we had secured from Digital Birmingham. Simultaneously we apply to HMRC for shareholders to be eligible for SEIS relief amounting to 50% of their investment. A worrying time until pre-approval is given!

We negotiate with BT to provide our backhaul connectivity to the internet, their nearest fibre being alongside the A49 at the turn-off to Callow village. We are fortunate in that the Duchy of Cornwall decides to upgrade its own private secure services into New Barn, and Fastershire agrees to part-fund this. But BT is unable to undertake the civil works to run conduit from the A49 to New Barn, so we arrange with our local farmer, Mike Price, to do this work as it crosses his fields.

Mike and the Monkhall Farm team do a superb job of installing the conduit on time in difficult conditions. But then we get the news from BT that they believe they need to close the A49 for a week in order to complete their work, and indicate that it will take them 3 months to get permission! This would delay the project such that the Digital Birmingham grants would expire.

Thankfully, after much persuasion and discussion, BT manage to find another way to complete their work and are able to get fibre into New Barn in time!



PICK Roll out Your own broadband band

< March 2016

Work starts on our own network build from New Barn to each premise being connected.

While we have contracted with a specialist company, Fibre Options, to do the detail design of the network, we recognise that our success will be dependent on community involvement and local knowledge. This is provided through our directors – David Curtis, David Howell and Jonathan Hines – and also the great championing work from David Malins, Angie Gibbs and Sally Sargeant.

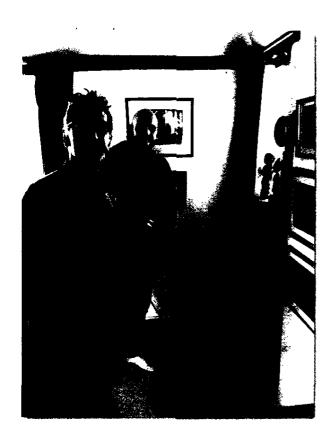
April 2016 >

During two months, we install the equivalent of 186 km of fibre strands in our backbone network (mainly in 24 and 48 strand armoured cable). We cross five roads, and undertake 2km of hand-digging to connect each premise through their gardens.

Our network is deployed 100% underground, both for environmental reasons as well as to minimise the kind of service interruptions which beset old copper cables distributed overhead via telegraph poles.

Wayleaves are agreed at peppercorn rates for all installation work while we are a community company.





< May 2016

While Andy Collins of Fibre Options works past sunset out in the fields undertaking all the fusing of fibres, Marc Harrison (seen here with Paul Murray) does the installation work in each property. Both do exceptional work for us and our customers in the community.



June 2016 >

Time to party!

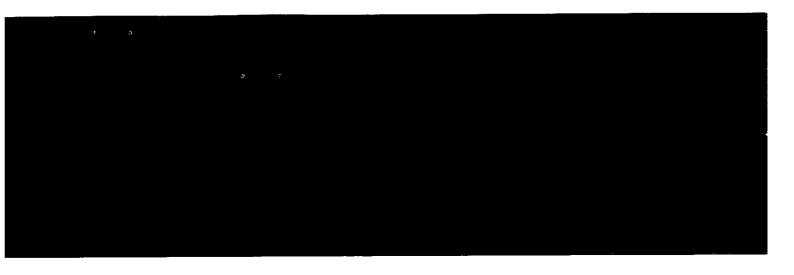
Our network goes live, and our constituency MP, Jesse Norman, undertakes the fibre cutting for us! David Curtis for the Duchy of Cornwall hosts the event.













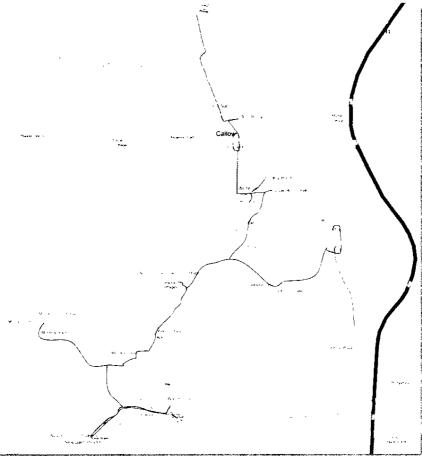
Our strategic approach towards rural broadband implementation is based on four key principles:

- local communities understand their needs, goals and ambitions for improved connectivity better than any central or county local government body
- local contractors, working across land they know, can bring major reductions in cost compared to legacy national approaches
- empowerment of individuals and local broadband champions is key
- a lead 'change agent' is of demonstrable benefit in making things happen

These then give rise to the detail shown in the word cloud above:

- the network needs to be designed to be future-proofed, allowing for major upgrades in speeds as they are needed over time
- fibre to each premise is essential
- even at the outset, ultrafast speeds of 100 Mbps should be provided
- the network should be community built and community owned. This reduces cost and increases take-up
- the network should be designed with the understanding that it is likely to be expanded and in-filled over time: we see GPON (Gigabit Passive Optical Network) technology as a major benefit
- for environmental reasons as well as reduced failures, the fibre network should be entirely underground
- communication with all community members is an on-going requirement, both in the formulation stage and in maximising the benefit people can get from their superior broadband
- customers don't just want broadband: they require voice, video, mobile and a range of OTT services
- there is a key need for management tools, 24*7 monitoring and great customer service



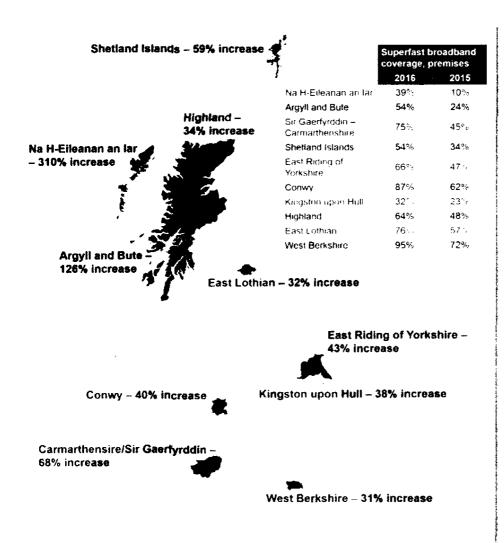


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Key statistics about our network are:

- we currently provide connections to 32 properties in Dewsall and Callow
- all our connections are full Fibre to the Premise FTTP
- all network and connections are deployed 100% underground only our GPS mapping knows where it is, there are no visible signs across our gardens and farmland
- our head-end equipment and distribution frames are based at New Barn, Dewsall, by kind permission of the Duchy of Cornwall. Form there we have a dedicated fibre path to each premise
- in total, we have some 186km of fibre strands in the network, 2 km of local tails and 12 km of fibre backhaul. Each strand of fibre could, if required, carry the entire broadband traffic of the county, and has the ability to support a simultaneous voice conversation between every single person on earth
- it is a state-of-the-art GPON network, as is now being promoted by central and local government
- it is capable of Gigabit (1,000 Mbps) speeds as currently installed: the constraints on internet traffic are occasioned by the BT backhaul of 100Mbps. This is upgradeable when required
- the network and each connection are monitored 24*7. The network management system allows us to remotely oversee the network performance down to devices connected in each property
- we provide a powerful fibre hub in each premise, which enables best in class wi-fi services at both 5Ghz (for speed) and 2.4Ghz (for penetration through walls)
- all network build was undertaken by local farmers and contractors across fields using trenching, under roads using mole ploughing and directional drilling, and in gardens by hand-digging

When we compare our network with statistics produced by OFCOM, the government agency responsible for industry regulation and monitoring, we see some interesting statistics:



Government is rightly proud of the increases in broadband speed that have been rolled out across the UK during the last year, with increases averaging 35% in England, and more in Wales, Scotland and Northern Ireland.

Our part of Herefordshire puts those statistics into context: as of May 2016 no-one in our community was receiving superfast coverage: one month later it was available to all who wanted it.

And not only at superfast speeds, which the government defines as 24Mbps download. Our users were able to receive 100 Mbps both upload and download, and more available when required.

Other OFCOM measurements are shown below in terms of percentage of properties served by FTTP (passed but not necessarily connected), and the complaints levels to the regulator.

	Premises covered, number (%)
UK	500,000 (1.7%)
England	480,000 (2.0%)
Northern Ireland	1,600 (0.2%)
Scotland	6,000 (0.2%)
Wales	11,000 (0.7%)

Broadband:	Ofcom
romphants par decision	TORKING CONTROL OF BRIDGING WEEK FOR MARRIAGON
Most complaints	
BT	1.0
TalkTalk	· , , ,
Plusnet	<u>:</u> :
EE	1.1
Virgin Media	1 4
Sky	Ç.
Fewest complaints	

OFCOM statistics for number of premises with FTTP: the figure for Dewsall and Callow is 100%

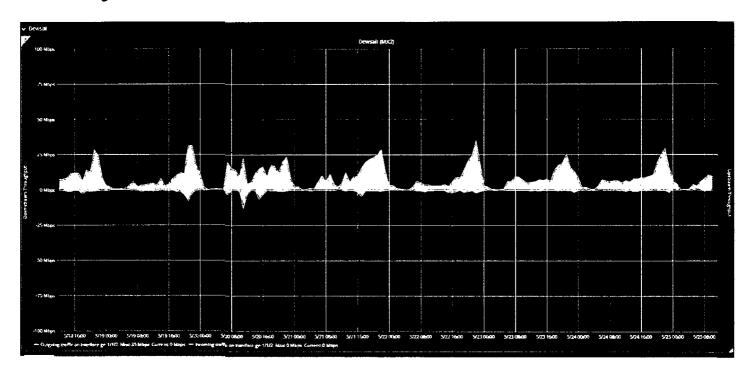
The number of complaints received by OFCOM: the figure for HCN is zero...



Overall our network has performed reliably, offering our customers uptime availability of 99.9999%:

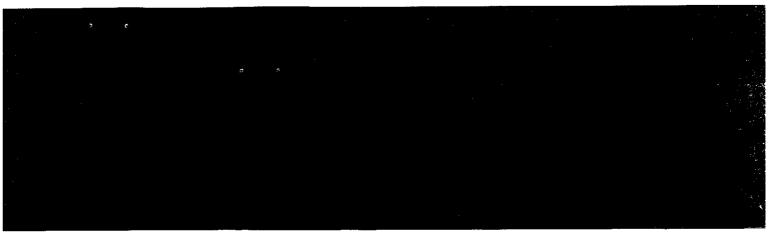
- we had two short outages in the first month of operation caused by the failure of the incoming power supply on two Sunday mornings. A new mains feed was installed, and since then no power outages have occurred
- we also installed an uninterruptible power supply and new BT equipment covering our head-end equipment. Even during a major power outage lasting some eight hours, service continued uninterrupted
- we had a short outage of 22 minutes at 2 am one Sunday morning taking down our BT backhaul service. This was caused by BT and believed to be maintenance work undertaken without prior notice: we are assured that future maintenance windows will be notified to us
- we note that several customers at different times had problems with power supplies into their own
 premises, and sometimes those of their neighbours. We are alerted to every such fault. If this continues to be
 a problem and you would like to ensure your hub and PC/phone equipment continue to work during such
 an outage, we are happy to recommend UPS equipment for your home or business

Backhaul usage over a week last month



The above graph gives a pictorial view of the entire traffic (all customers together) on our network, both for download bandwidth usage (above the axis) and upload (below the axis) for the week of May 18th.

- we have a total available bandwidth of 100 Mbps download plus 100 Mbps upload
- our peak times are evenings between approx. 6 pm and 11, plus also throughout the day on Saturday
- our total download peak bandwidth is 35 Mbps very occasionally, with it normally falling below 25 Mbps
- our upload use rarely exceeds 5 Mbps
- essentially we could support three times the current level of usage without any additional bandwidth

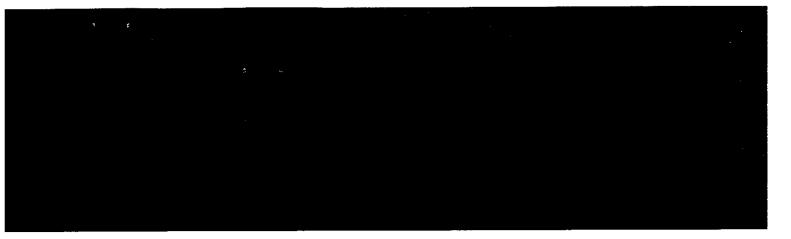






We note the following lessons learnt during our planning and first year of operation:

- getting clarity from central and local government about their policies and programmes for better rural broadband is time-consuming, complex, and not necessarily aligned to local community needs
- a prime example is regarding our initial specification which included the geographic areas across the A49
 and northwards up to Ridgehill. The first of these turned out to be ineligible for any grant aid, as BT had
 already been funded to build new network there. The second, Ridgehill, is now included in the Fastershire
 area which has been awarded to Gigaclear but faces a delay of another three years before
 implementation
- dealings with BDUK, Fastershire and Digital Birmingham have all bee significantly time-consuming, though ultimately successful (for which we are grateful)
- dealings with BT/Openreach were significantly painful, both to get quotations for the work they needed to
 do regarding backhaul, as well as the last-minute delays to their build schedule. Eventually, after a lot of
 effort on both sides, the work was completed in time for our June launch, but we were in major danger of
 our vouchers from Digital Birmingham expiring
- backbone digs by Mike Price and others were undertaken and completed on time. Within a couple of months it was virtually impossible to see where our network had been laid
- under-road digs and directional drilling across the more major carriageways was completed very satisfactorily, but getting permissions from the council delayed us. It was not uncommon for the permission to take up to eight weeks while the work itself was completed in a day
- hand-digging though gardens took time, and enormous care was shown when undertaking the work.
 Costs at times were significant for this manual work and will require more specific quotations being obtained before work commences
- the network could not have been built without the Duchy as the major landowner, the directors, the champions and all shareholders and customers. The community spirit is vital!

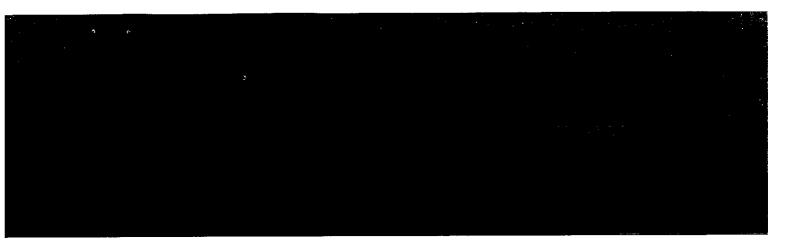


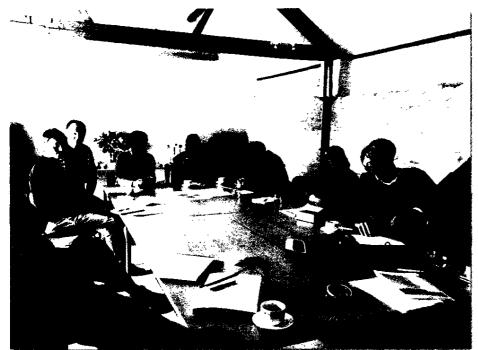
Core broadband services supplied:

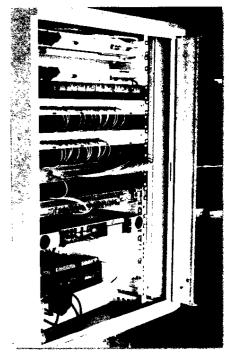
- our superfast broadband service currently runs at 30 Mbps download, 5 Mbps upload. It meets all definitions of superfast broadband both from the UK government and the EU. We do not suffer from any degradation of speeds through network congestion: they are not 'up-to' speeds as others are, but are the measured performance each of our customers receives
- our extrafast service currently runs at symmetrical speeds of 50 Mbps download, 50 Mbps upload. This fully meets the business needs of our customers as well as the heavier residential users with latest Ultra High Definition TVs etc. Again it does not suffer from network congestion or degradation
- our ultrafast service runs as a symmetric 100 Mbps service, meeting or exceeding the standard definition of ultrafast. When greater performance is required in the future, we will need to increase the backhaul bandwidth on the BT Openreach bearer, but no new engineering or build work is required
- internally across the network, all our traffic is carried at Gigabit symmetric speeds (1,000 Mbps in each direction).

Additional services offered and used:

- virtually all our customers are using the network for 'landline' voice calls using a technology known as Voice over Internet Protocol (VOIP). Calls are transported over the network via a number of VOIP providers, Draytel being the one most commonly used. Customers enjoy much better call quality at a fraction the cost of standard BT residential rates. In addition, they pay no line rental charges
- though some have experienced initial set-up problems, all report a good experience once the system is up and running. People have successfully ported their old telephone number across; others have taken one or more new numbers as the newly designated numbers do not suffer from nuisance calls as yet. Many are making successful use of additional call features such as call diversion, time of day call routing and so on and these again are available without additional charge
- to overcome call reception and initiation problems on mobiles, particularly indoors, many customers have implemented applications on their Apple or Android smartphones. The most popular software app is Bria from Counterpath software, and this gives all the flexibility of landline and mobile calling but using the HCN network for transport
- significant use is made of video calling using Skype and other services such as Facetime. This allows the user to keep in touch visually as well as via audio with business colleagues, friends and family worldwide
- extensive use is made of streaming video service both live and catch-up, including iPlayer from the BBC
 and similar services from the other networks. Customers have a choice of programming from hundreds of
 TV stations across the globe
- customers have the ability to receive streamed video content, newly released movies etc, using a variety of services such as Netflix, Amazon Prime etc. The latter has proved particularly successful in that a large library of recent movies is available without charge, as well as all the other benefits (such as free next-day delivery) available with the Prime subscription
- audio add-on services like Spotify, Apple Music and Amazon Music all are available via our network, as well as the opportunity to listen to radio stations around the world without charge
- we anticipate adding significantly to these service offerings in the next twelve months. We are particularly
 keen to expand the use of voice controlled devices such as Amazon Echo and Dot, and we look forward to
 introducing programmes to support the elderly and lonely







Equipment and materials:

• the total costs billed by and paid to Fibre Options for all head-end equipment, customer premise equipment, backbone fibre armoured cable, local connection direct access buried cable, all fusing, splicing, installation costs amounted to £36,380 excluding VAT. This sum includes both the initial customer installations plus the extensions added during the year

Civil works:

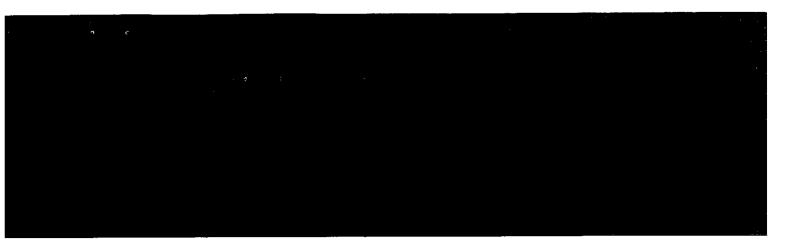
- the costs of all civil works, fibre laying and 9 road crossings including the special works for inside the curtilage of specific properties totalled £29,149 excluding VAT
- network construction and liability insurances for the first year totalled £4,000 including premium tax
- works for specific properties paid by premises owners totalled £5,639 excluding VAT

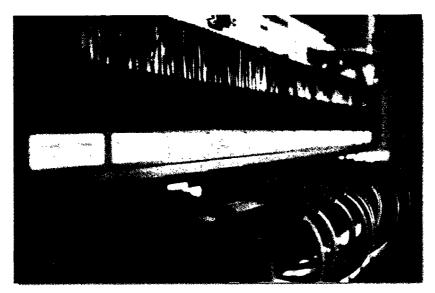
Backhaul installation

installation of backhaul by BT Openreach including civil works amounted to £21,095 excluding VAT. This
amount was not paid by HCN as the work was undertaken on behalf of the Duchy of Cornwall and part
funded from a Passport to Fastershire grant. It is included for information in that, if the work had not been
undertaken and financed separately, this would have to have been paid by HCN

Total network investment:

our total network investment equals £63,890 excluding applicable taxes





Sources of finance:

Grants:

grants received from Digital Birmingham as part of the BDUK Connected Cities scheme totalled £27,000

Shareholder investments:

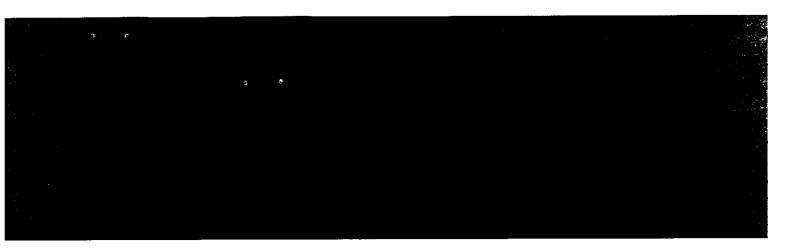
- initial shareholder investments totalled £27,000 being £18,000 from private individuals and £9,000 from the Duchy of Cornwall on behalf of their tenanted properties
- subsequent shareholder investments totalled £9,000
- all shareholder investments by private individuals were eligible for SEIS relief at 50%

Total incoming funds:

- total incoming funds to offset against network construction costs equals £63,000
- shortfall of £890 has been made up by a loan of £900 from David Bland/Wansdyke

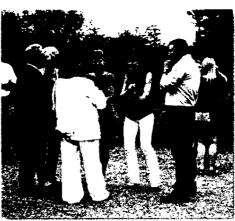
What does this mean to each shareholder?

- for each £1,000 of shareholder investment costing them £500 after SEIS tax relief
- each £1,000 shareholding now owns network assets to the value of £1,775 each, or £2,360 if the backhaul capital is taken into account
- while the value of the network asset cannot be realised at this time, it is sellable in the event that, for
 example, a property is sold. This is in addition to the increase in value of the property as a result of ultrafast
 broadband being available studies show this to be in the range of 5 20%
- hence for every £500 net cash put into HCN, you have value of £2,360 in addition to the increased value of your property
- this does not include the economic and social value you gain as a user of the network









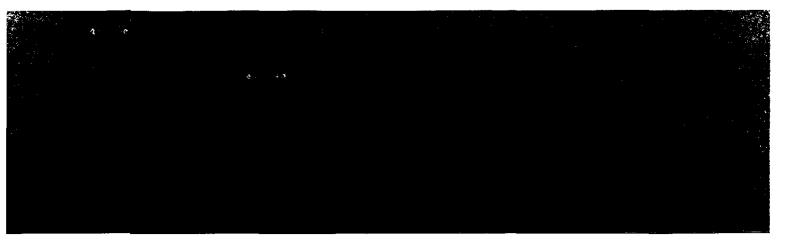


Revenue and running costs:

- our current arrangement is that Fibre Options collects (via its subsidiary, Pure Fibre) and retains all monthly income from service fees
- in return, Fibre Options bears all the monthly costs of the backhaul and all internet transit costs
- Fibre Options breaks even on the current arrangements. We have the option to bill and retain monies from service fees and pay all the backhaul/transit costs ourselves. This may become a viable option in the future if we grow the customer base by infill or serving neighbouring community schemes
- David Bland/Wansdyke currently provide first level customer support without charge. Consideration should be given to paying a contractor for such telephone service (Fibre Options would charge £5 per customer per month)
- our only outgoing continuing commitment is £40 per month for insurance
- consideration should be given to a partial refund of some of DJB/Wansdyke's expenses over the last two years. DJB/Wansdyke has received no remuneration or refund of expenses from the scheme whatsoever
- consideration needs to be given as to whether local administrative support could be provisioned by a volunteer within the community

Capital costs:

- HCN should consider the repayment of the DJB/Wansdyke loan, and should have a small float to cover minor unexpected costs
- encouragement should be given to other members of the community who we could serve by infill. Note that grants are now available from the Marches Broadband fund for small businesses





Dewsall Court Wedding Venue



Duchy of Cornwall



Wainhouse Events Venue



Juliani Waluehani & Company bespore property solutions

Julian Vaughan Property Solutions



1644



Monkhall Court



Independent Plant Science Charity



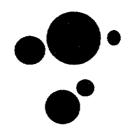
David Howell Arbitration



Monkhall Holiday Cottages



Youth Theatre in Herefordshire



Angie Martin Assessment & Development Consultant



Pupil and School Assessment

000180/15

CIC 34

Community Interest Company Report

	For official use (Please leave blank)	
Please Company Name in complete in full		Herefordshire Community Networks CIC
typescript, or in bold black capitals.	Company Number	09809428
	Year Ending	March 31 st 2017
reports must be d Investigations and Part 7 of the Com chapter 8 of the R complex company (N.B. A Filing	elivered in accordance of Community Enterprise munity Interest Compa egulator's guidance now with more detailed no Fee of £15 is payal	ed community interest company report. All such with section 34 of the Companies (Audit, e) Act 2004 and contain the information required by ny Regulations 2005. For further guidance see stes and the alternate example provided for a more tes. ble on this document. Please enclose a to Companies House)
In the space provi	ided below, please inse	THE COMPANY'S ACTIVITIES AND IMPACT ert a general account of the company's activities in the including a description of how they have benefited
A social audit re	port covering these p	oints in detail is attached

(If applicable, please just state "A social audit report covering these points is attached").

(Please continue on separate continuation sheet if necessary.)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company's stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

The Company has held regular meetings throughout the year with its shareholders, who are also its customers. In addition there has been regular correspondence by email, and many individual shareholder visits. Our largest shareholder also honoured us with a personal visit to understand the work done in, for and on behalf of the community we serve in Herefordshire.

We have made changes to the way we operate as a result of feedback, and our shareholders indicate significant satisfaction of the services they receive.

We were also honoured to receive a European Broadband Award 2016 from the European Commission for our work in community broadband, the only such community group in England to do so.

A social audit report covering these points is attached.

(If applicable, please just state "A social audit report covering these points is attached").

PART 3 – DIRECTORS' REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, "There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director's loss of office, which require to be disclosed" (See example with full notes). If no remuneration was received you must state that "no remuneration was received" below.

No remuneration of any form was received by the directors

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that "no transfer of assets other than for full consideration has been made" below.

No transfer of assets has been made whatsoever

PART 5 – SIGNATORY

The original report must be signed by a director or secretary of the company Signed Janio V. Sac

Date 27/08/2017

Office held (delete as appropriate) Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

D J Bland	
Company Secre	tary
The Lodge, New	rton St Loe, Bath BA2 9BP
	Tel 01225 945 052
DX Number	DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139 Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38 Linenhall Street, Belfast, BT2 8BG

The accounts and CIC34 cannot be filed online

(N.B. Please enclose a cheque for £15 payable to Companies House)