



# ***Mike Dolan***

## ***Executive Director***

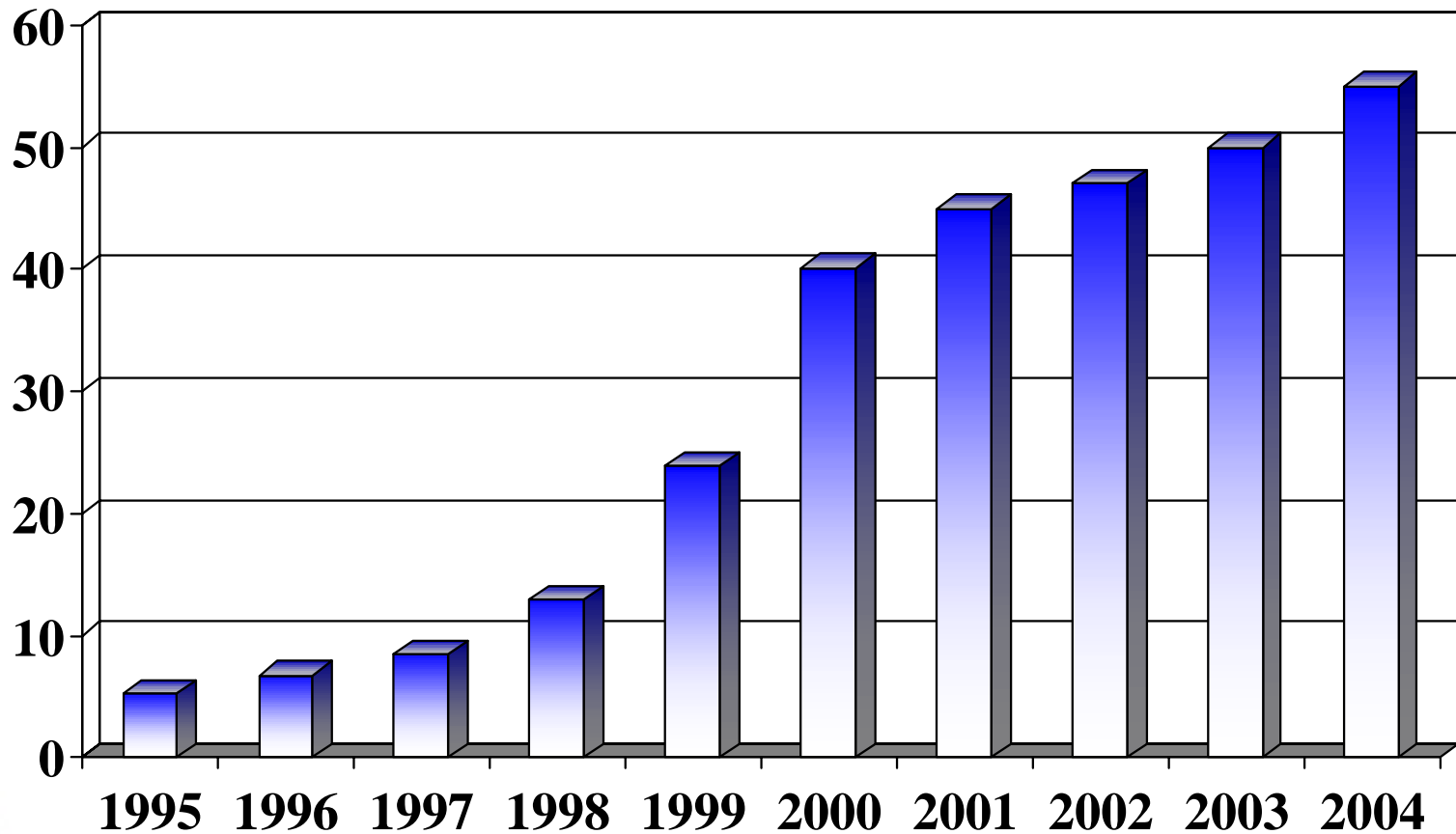
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# Increase in subscriber demand

UK totals 1995 - 2004



Source: industry

June 2005





# Outline

- Update of MOA Activity since 2002
- Publication of 1<sup>st</sup> Implementation Review
- Post publication Stakeholder input
- 2<sup>nd</sup> Implementation Review – underway





# Update on MOA Activity (1)

- Series of 5 MOA Factsheets
- Joint MAUK/MOA Information leaflet
- ‘Working with the Community’ Handbook
- Improved MOA website
- Planning system information written by specialist barrister
- MORI – annual local planning officers surveys
- Industry MTHR funding





## Update on MOA Activity (2)

- Commitment 4 Presentations (57 over the past two years)
- Annual CoSLA Seminars & Ongoing LGA interaction
- Participation in the ODPM Code of Best Practice Steering Group
- 2<sup>nd</sup> Deloitte and Touche Implementation Review





# 1<sup>st</sup> Implementation Review

- In order to maintain confidence in the Ten Commitments, in August 2002 the operators engaged Deloitte & Touche to review progress. The Implementation Review aimed to:
  - provide guidance to operators
  - help establish best practice
  - involve multiple stakeholders
  - create a foundation for future assurance
  - facilitate improvements in processes





# 1<sup>st</sup> Implementation Review Outcomes

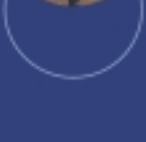
- The D&T report was published in July 2003
- D&T report in public domain since then
- Blueprint for improvement with 47 recommendations – operators had made “demonstrable progress”
- Operators have accepted all recommendations
- A Stakeholder Meeting chaired by Professor Durant was held to discuss the recommendations and a report circulated





# 2<sup>nd</sup> Implementation Review

- The MOA has commissioned Deloitte and Touche to carry out a 2<sup>nd</sup> Implementation Review
- The review will look at the six month period from 1<sup>st</sup> April to 30<sup>th</sup> September 2004
- Interviews have been held with operators, planning officers and community groups
- 475 individual site files have been inspected.
- The Report is due to be published on the MOA website by 31<sup>st</sup> January 2005





# Moving into 2005

- Operators will continue to develop new services and their networks to meet increasing demand for services and finite capacity of cells
- To address community concerns the operators are keen to work with local authorities and communities
- The future development of the networks will be driven by customer demand and use of the technology





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