

# 2G/3G switch off impact survey

September 2023



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## Summary

### Background

From July 2023 to September 2023 the Local Government Association (LGA) conducted a survey of local authorities to identify the impact that is likely to result from the UK's mobile network operators' confirmation to the Government that they do not intend to offer 2G and 3G mobile networks past 2033 at the latest. A total of 47 responses were received which covered the views of 53 councils (some respondents provided the same response for multiple councils).

### Key Findings

- **Awareness:** Around two-fifths (38 per cent) of respondents said they were fully aware of the upcoming switch off of the UK's 2G and 3G mobile networks.
- **Awareness:** A quarter (27 per cent) of respondents said they were partially aware of the upcoming switch off of the UK's 2G and 3G mobile networks whilst seven per cent of respondents said they were not aware at all.
- **Senior/Executive Management Team:** Half of the respondents (48 per cent) said their Senior/Executive Management Teams were partially aware of the upcoming switch off of the UK's 2G and 3G mobile networks whilst 14 per cent were not at all aware.
- **Elected Members:** Almost half of the respondents (45 per cent) said their Elected Members were partially aware of the upcoming switch off of the UK's 2G and 3G mobile networks whilst two-fifths (39 per cent) said they were not at all aware.
- **Operational Staff:** Two-fifths of respondents (42 per cent) said their Operational Staff were partially aware whilst a further thirteen per cent said they were not at all aware.
- **Reliance:** Almost two-thirds of respondents (63 per cent) said their authority was still using devices and systems that were reliant on 2G and 3G networks to at least a small extent.
- **Confidence:** Around a third of respondents (32 per cent) said they feel very confident about their authority's ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services. Two-fifths of respondents (38 per cent) said they were fairly confident whilst a fifth (18 per cent) said they were not very confident.

- **Costs:** Under a fifth of respondents (17 per cent) said their council had incurred costs already in switching from 2G and 3G in the last six months whilst three fifths (60 per cent) said they had not yet incurred costs.
- **Costs:** Around a quarter of respondents (23 per cent) said they were confident that no additional costs would be incurred by the transition from 2G and 3G networks. A tenth of respondents (nine per cent) said they believed that there would be costs incurred by the switch off but that they had accurately estimated those costs and secured funding to cover all of them.
- **Costs:** A further nine per cent of respondents said they believed there would be costs incurred by the switch off and that they have accurately estimated them, but have not yet secured funding to cover them. Around a third (29 per cent) said they believed there will be costs incurred by the switch off, but they have not yet accurately estimated how much they are likely to be. A quarter of respondents (23 per cent) said they didn't yet know if there would be costs incurred by the switch off.
- **Support:** A fifth of respondents (19 per cent) said they would value support from the LGA in managing the 2G and 3G switch-off to a great extent. Around a third of respondents (31 per cent) said to a moderate extent whilst a further 19 per cent said to a small extent. A quarter of respondents (25 per cent) said not at all.
- **Support:** Almost three-quarters of respondents (72 per cent) said they would value online resources from the LGA. Around two-fifths of respondents (41 per cent) said they would like events and webinars with a further 41 per cent choosing policy and campaigning.

## Introduction

In July 2023, the LGA conducted an online survey of local authorities regarding the impact of the 2G/3G switch off. The survey gathered the views of respondents in regards to how the switch off will impact authorities, allowing the LGA to gain a greater and more targeted understanding of what support the sector needs to enable a smooth transition and ensure councils are supported through the process.

## Methodology

The survey was open between 25<sup>th</sup> July to 15<sup>th</sup> September 2023 as an online unique form sent to the Heads of IT for all authorities. A total of 47 responses were received which covered the views of 53 councils (some respondents provided the same response for multiple councils).

The full set of survey questions is included in Annex B for information and all open text box question answers (e.g. other, please specify) can be found in Annex A.

In addition, the following points should be noted about the research methodology:

- Please note that the bases from which percentages were calculated vary throughout the survey, as not all respondents were shown all questions, and all questions were optional, meaning that some respondents chose not to answer them.
- Throughout the report percentages in figures and tables may add to more than 100 per cent due to rounding. Percentages are rounded to the nearest whole per cent.
- Where the response base is less than 50, care should be taken when interpreting percentages, as small differences can seem magnified. Therefore where this is the case in this report, absolute numbers are reported alongside the percentage values.

## Response rates

There was a broadly representative response across all authority types, as shown in Table 1 which compares the authority type of our achieved sample with the actual number of authority types. An under-representation can be seen for Unitary Authorities whilst a slight over-representation can be seen for Districts and London Boroughs.

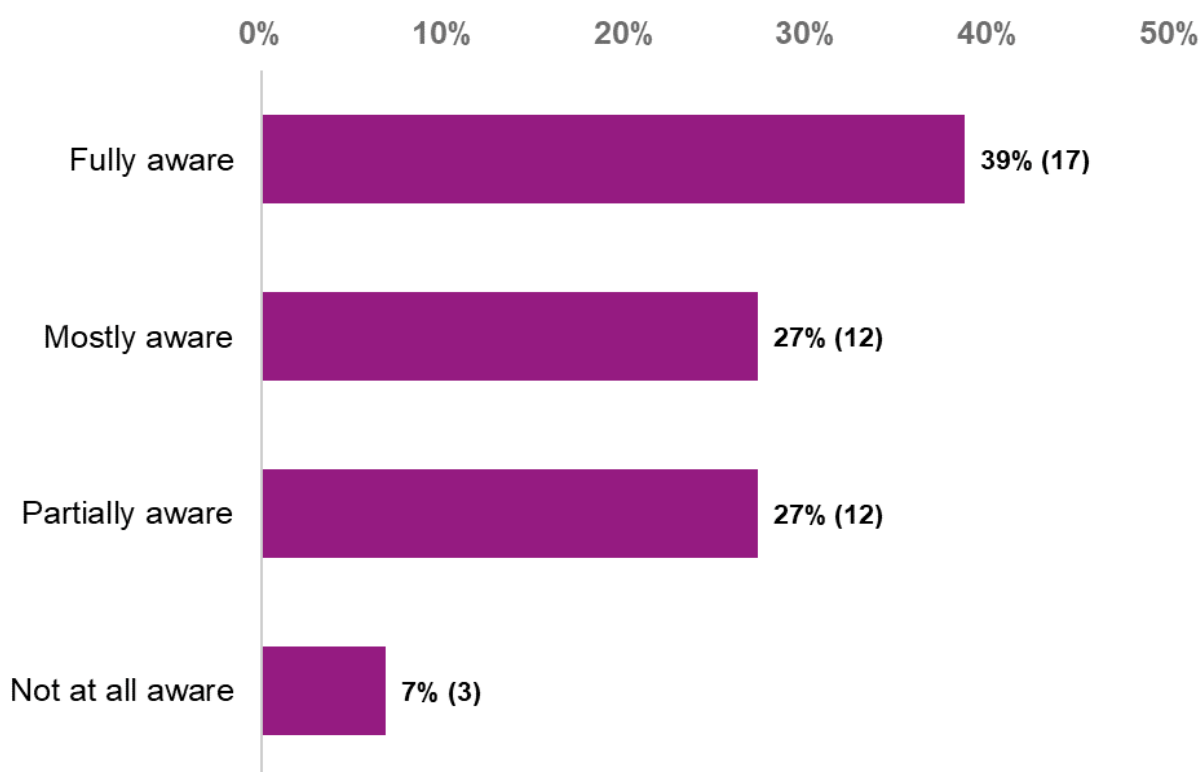
	Number		Achieved Sample	
	Number	Per cent	Number	Per cent
County	21	6%	5	9%
District	164	48%	28	53%
London Borough	33	10%	9	17%
Metropolitan district	36	11%	4	8%
Unitary	85	25%	7	13%
Total	339	100%	53	100%

## Full Results

### Awareness

Respondents were firstly asked how aware their local authority was of the upcoming switch off of the UK's 2G and 3G mobile networks. Around two-fifths (39 per cent) of respondents said they were fully aware. Almost a third (27 per cent) said they were mostly aware whilst just over a quarter (27 per cent) said they were partially aware. Seven per cent of respondents said they were not aware at all. The results for this question are shown in Figure 1.

**Figure 1: Overall, how aware is your local authority of the upcoming switching off of the UK's 2G and 3G mobile networks?**



Base: All respondents who answered the question (44 respondents).

Respondents were then asked about the levels of transition among various groups of people in their authority including senior/executive management teams, elected members and operational staff.

Around a fifth of the Senior/Executive Management teams (19 per cent) were fully aware of the level of awareness of this transition. A further fifth (19 per cent) were mostly aware whilst around half (49 per cent) were partially aware. Fourteen per cent were not at all aware. The results for this question can be seen in Table 2.



**Table 2: What is the level of awareness of this transition among the following groups of people in your authority? – Senior/Executive Management Team**

Awareness	Number	Percentage
Fully aware	8	19%
Mostly aware	8	19%
Partially aware	21	49%
Not at all aware	6	14%

Base: All respondents who answered the question (43 respondents).

Sixteen per cent of elected members were mostly aware of the upcoming transition. Almost half (47 per cent) were partially aware whilst around two-fifths (37 per cent) were not at all aware. No respondents said their elected members were fully aware of the upcoming transition.

**Table 3: What is the level of awareness of this transition among the following groups of people in your authority? – Elected members**

Awareness	Number	Percentage
Fully aware	0	0%
Mostly aware	7	16%
Partially aware	20	47%
Not at all aware	16	37%

Base: All respondents who answered the question (43 respondents).

Just under a fifth of operational staff (16 per cent) were fully aware. Around a third (30 per cent) were mostly aware whilst two-fifths (41 per cent) were partially aware. A further 14 per cent were not at all aware. The results for this question can be seen in Table 4.

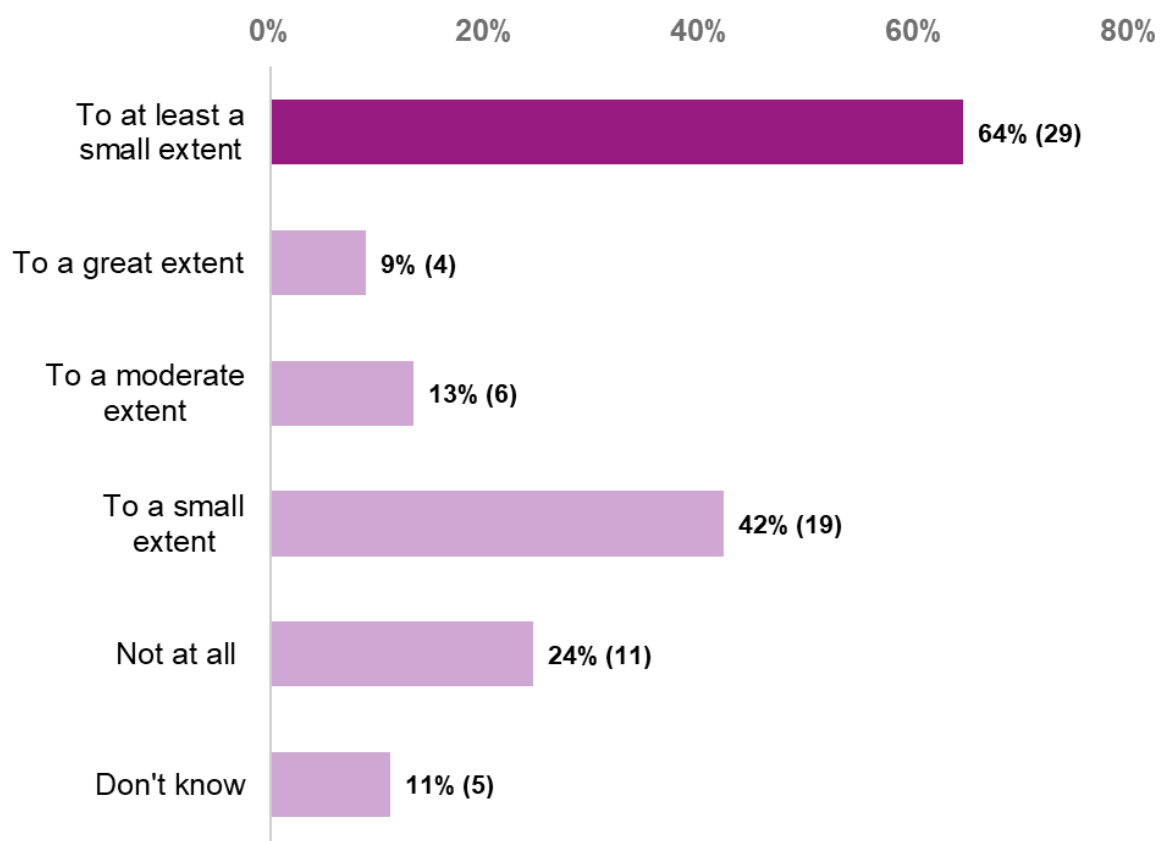
**Table 4: What is the level of awareness of this transition among the following groups of people in your authority? – Operational staff**

Awareness	Number	Percentage
Fully aware	7	16%
Mostly aware	13	30%
Partially aware	18	41%
Not at all aware	6	14%

Base: All respondents who answered the question (44 respondents).

Respondents were then asked to what extent their authority was still using devices and systems that are reliant on 2G and 3G networks. Around a tenth of respondents (nine per cent) said their authority still used these devices and systems to a great extent. A further 13 per cent answered to a moderate extent whilst two-fifths (42 per cent) said to a small extent. A quarter of respondents (24 per cent) said they were not using devices and systems still reliant on 2G and 3G networks and these respondents were therefore not asked any further questions in the survey. A further 11 per cent of respondents answered don't know. The results for this question are displayed in Figure 2.

**Figure 2: To what extent is your authority still using devices and systems that are reliant on 2G and 3G mobile networks?**



Base: All respondents who answered the question (45 respondents).

### Confidence

Respondents were then asked how confident they feel about their authority's ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services. Around a third of respondents (32 per cent) said they feel very confident. Two-fifths of respondents (38 per cent) said they were fairly confident whilst a fifth (18 per cent) said they were not very confident. A further 12 per cent of councils were unsure.

**Table 5: How confident do you feel about your authority’s ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services?**

<b>Confidence</b>	<b>Number</b>	<b>Percentage</b>
Very confident	11	32%
Fairly confident	13	38%
Not very confident	6	18%
Not at all confident	0	0%
Don't know	4	12%

Base: All respondents who answered the question (34 respondents).

Respondents were then asked to explain their reasons for the level of confidence they gave. The results for this can be seen in Table A1, Table A2, Table A3 and Table A4 in Annex A.

## Reliance

Respondents were then asked to what extent certain divisions or service areas of their authority were still reliant on 2G and 3G mobile networks. The results for this question can be seen in Table 6. For each service area, if the respondent answered to at least a small extent they were then asked follow up questions specifically about that service area. For the purposes of this survey, only service areas which had at least ten responses referring to at least a small extent have been reported about – these are highways, transport and parking, environment and waste, housing and central services.

**Table 6: To what extent are the following divisions or service areas of your authority still reliant on 2G and 3G?**

Services	Great extent		Moderate extent		Small extent		Not at all		Don't know		N/A	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Highways, transports and parking	2	7%	5	17%	10	33%	2	7%	8	27%	3	10%
Environment and waste	0	0%	4	14%	7	31%	9	31%	7	24%	2	7%
Housing	0	0%	2	7%	10	32%	11	36%	4	13%	4	13%
Central services	0	0%	2	7%	8	26%	12	39%	8	26%	1	3%
Adult social care	1	3%	2	7%	5	17%	3	10%	4	13%	15	50%
Culture, tourism and sport	0	0%	0	0%	7	28%	9	36%	7	28%	2	8%
Public health	0	0%	0	0%	7	23%	8	27%	7	23%	8	27%
Planning	0	0%	0	0%	6	20%	15	50%	6	20%	3	10%
Children's social care	0	0%	1	3%	5	17%	3	10%	6	20%	15	50%
Education	0	0%	0	0%	3	10%	3	10%	8	27%	16	53%

Base: All respondents who answered for each service area (varying number of respondents for each service area).

### Highways, transport and parking

Respondents were asked how aware their highways, transport and parking services department were of the upcoming switch off of the 2G and 3G networks. Nearly half of the respondents (47 per cent) said they were fully aware, whilst a quarter (24 per

cent) said they were mostly aware. A further 29 per cent said they were partially aware. The results for this question are shown in Table 7.

**Table 7: How aware is your authority’s highways, transport and parking services department of the upcoming switch-off of the 2G and 3G networks.**

Awareness	Number	Percentage
Fully aware	8	47%
Mostly aware	4	24%
Partially aware	5	29%
Not at all aware	0	0%

Base: All respondents who answered the question (17 respondents).

Respondents for this service area were then asked to provide comments on the specific aspects that might require funding. The open-ended responses for this question can be seen in Table A5 in Annex A.

Respondents for this service area were then asked to explain how confident they felt about their authority’s highways, transport and parking services department’s ability to manage the switch off of the 2G and 3G networks. Around a third (35 per cent) said they were very confident whilst three fifths (59 per cent) said they were fairly confident. One respondent (six per cent) said they were not very confident. Respondents were then also asked to explain their reasons for the level of confidence they gave which can be seen in Table A6 and Table A7 in Annex A.

**Table 8: How confident do you feel about your authority’s highways, transport and parking services department’s ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services ?**

Confidence	Number	Percentage
Very confident	6	35%
Fairly confident	10	59%
Not very confident	1	6%
Not at all confident	0	0%
Don’t know	0	0%

Base: All respondents who answered the question (17 respondents).

Respondents for this service area were finally asked to provide any further comments on the impact of the switch off which are shown in Table A8 in Annex A.

## Environment and waste

Respondents were asked how aware their environment and waste services department were of the upcoming switch off of the 2G and 3G networks. One respondent (9 per cent) said they were mostly aware, whilst over four fifths (82 per cent) said they were partially aware. A further respondent (nine per cent) said they were not at all aware. The results for this question can be seen in Table 9.

**Table 9: How aware is your authority's environment and waste services department of the upcoming switch-off of the 2G and 3G networks?**

Awareness	Number	Percentage
Fully aware	0	0%
Mostly aware	1	9%
Partially aware	9	82%
Not at all aware	1	9%

Base: All respondents who answered the question (11 respondents).

Respondents for this service area were then asked to provide comments on the specific aspects that might require funding. The open-ended responses for this question can be seen in Table A9 in Annex A.

Respondents for this service area were then asked to explain how confident they felt about their authority's environment and waste services department's ability to manage the switch off of the 2G and 3G networks. Just over a quarter (27 per cent) said they were very confident whilst almost half (45 per cent) said they were fairly confident. Three respondents (27 per cent) said they were not very confident. Respondents were then also asked to explain their reasons for the level of confidence they gave which can be seen in Table A10, Table A11 and Table A12 in Annex A.

**Table 10: How confident do you feel about your authority's environment and waste services department's ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services?**

Confidence	Number	Percentage
Very confident	3	27%
Fairly confident	5	45%
Not very confident	3	27%
Not at all confident	0	0%
Don't know	0	0%

Base: All respondents who answered the question (11 respondents).

## Housing

Respondents were asked how aware their housing services department were of the upcoming switch off of the 2G and 3G networks. A quarter of the respondents (25 per cent) said they were fully aware, whilst nearly a fifth (17 per cent) said they were mostly aware. Half of the respondents (50 per cent) said they were partially aware whilst one further respondent said they were not at all aware. The results for this can be seen in Table 11.

**Table 11: How aware is your authority's housing services department of the upcoming switch-off of the 2G and 3G networks?**

Awareness	Number	Percentage
Fully aware	3	25%
Mostly aware	2	17%
Partially aware	6	50%
Not at all aware	1	8%

Base: All respondents who answered the question (12 respondents).

Respondents for this service area were then asked to provide comments on the specific aspects that might require funding. The open-ended responses for this question can be seen in Table A13 in Annex A.

Respondents for this service area were then asked to explain how confident they felt about their authority's housing services department's ability to manage the switch off of the 2G and 3G networks. A third (33 per cent) said they were very confident whilst two fifths (42 per cent) said they were fairly confident. Two respondents (17 per cent) said they were not very confident, whilst one further respondent said they didn't know. Respondents were then also asked to explain their reasons for the level of confidence they gave which can be seen in Table A14 and Table A15 in Annex A.

**Table 12: How confident do you feel about your authority's housing services department's ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services?**

Confidence	Number	Percentage
Very confident	4	33%
Fairly confident	5	42%
Not very confident	2	17%
Not at all confident	0	0%
Don't know	1	8%

Base: All respondents who answered the question (12 respondents).

Respondents for this service area were finally asked to provide any further comments on the impact of the switch off which are shown in Table A16 in Annex A.

## Central Services

Respondents were firstly asked how aware their central services department were of the upcoming switch off of the 2G and 3G networks. Around a third of the respondents (30 per cent) said they were fully aware, whilst a fifth (20 per cent) said they were mostly aware. Half of the respondents (50 per cent) said they were partially aware. The results for this question can be seen in Table 13.

**Table 13: How aware is your authority's central services department of the upcoming switch-off of the 2G and 3G networks?**

Awareness	Number	Percentage
Fully aware	3	30%
Mostly aware	2	20%
Partially aware	5	50%
Not at all aware	0	0%

Base: All respondents who answered the question (10 respondents).

Respondents for this service area were then asked to provide any comments on the specific aspects that might require funding. The open-ended responses for this question can be seen in Table A17 in Annex A.

Respondents for this service area were then asked to explain how confident they felt about their authority's central services department's ability to manage the switch off of the 2G and 3G networks. Two-fifths of respondents (40 per cent) said they were very confident whilst three-fifths (60 per cent) said they were fairly confident. Respondents were then also asked to explain their reasons for the level of confidence they gave which can be seen in Table A18 and Table A19 in Annex A.



**Table 14: How confident do you feel about your authority’s central services department’s ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services?**

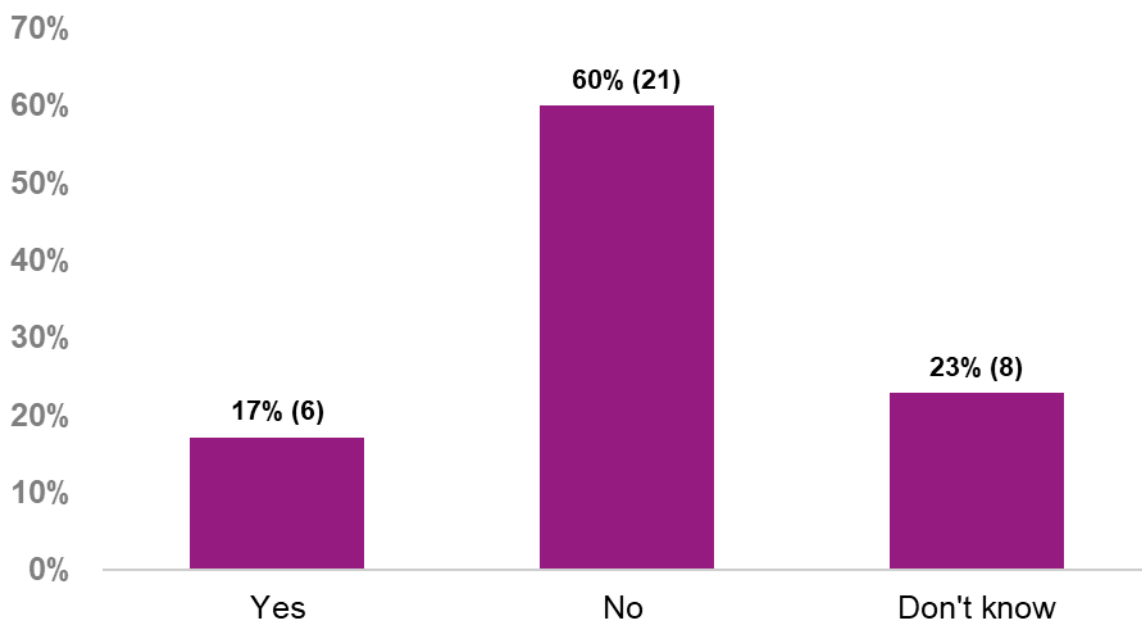
Confidence	Number	Percentage
Very confident	4	40%
Fairly confident	6	60%
Not very confident	0	0%
Not at all confident	0	0%
Don't know	0	0%

Base: All respondents who answered the question (10 respondents).

### Costs

Respondents were then asked whether their council had already incurred costs in switching in the last six months. Under a fifth of respondents (17 per cent) said their council had incurred costs whilst three-fifths (60 per cent) said they had not yet incurred costs. A further quarter of respondents (23 per cent) were unsure. The results for this question are displayed in Figure 3.

**Figure 3: Has your council already incurred costs in switching in the last 6 months?**



Base: All respondents who answered the question (35 respondents).

The six respondents who said their council had already incurred costs when switching in the last 6 months were then asked to share estimate of how much it had cost in total. Five respondents gave answers which were '£1000', '£50,000, combination of staff time and changes to different contracts', 'replacing 1000 staff mobile devices - £65,000', '£1.5m' and 'TBC'.

Respondents were then asked how well their authority understands any costs that it would incur in the transition from the 2G and 3G networks. Around a quarter of respondents (23 per cent) said they were confident that no additional costs would be incurred by the switch off. A tenth of respondents (nine per cent) said they believed that there would be costs incurred by the switch off but that they had accurately estimated those costs and secured funding to cover all of them. A further nine per cent of respondents said they believed there would be costs incurred by the switch off and that they have accurately estimated them, but have not yet secured funding to cover them. Around a third (29 per cent) said they believed there will be costs incurred by the switch off, but they have not yet accurately estimated how much they are likely to be. A quarter of respondents (23 per cent) said they didn't yet know if there would be costs incurred by the switch off whilst three respondents (nine per cent) gave an 'other' reason which can be seen in Table A20 in Annex A.

**Table 15: How well does your authority understand any costs that it will incur in the transition from the 2G and 3G networks?**

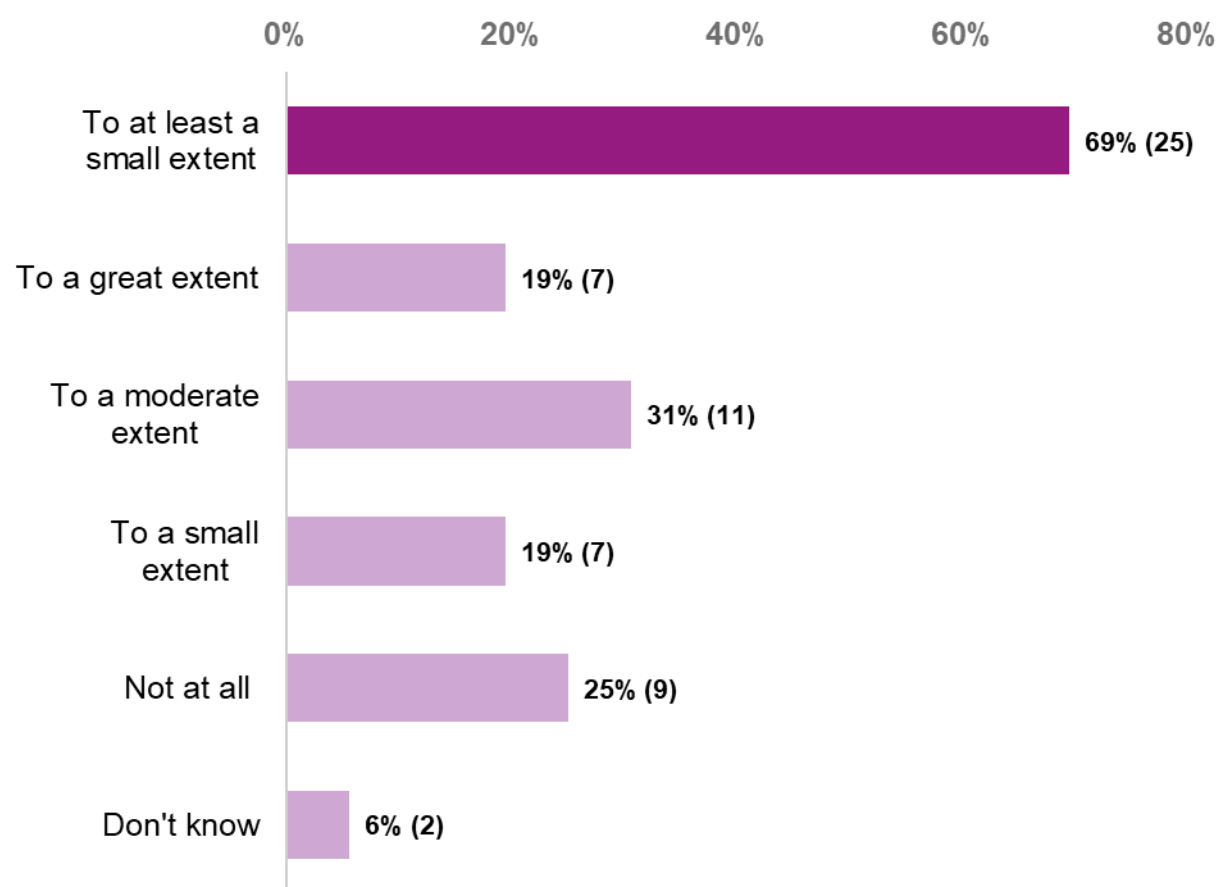
	Number	Percentage
Confident that no additional costs will be incurred by the switch off	8	23%
Believe there will be costs incurred by the switch off, but we have accurately estimated these costs and secured funding to cover them all	3	9%
We believe there will be costs incurred by the switch off and we have accurately estimated them, but have not yet secured funding to cover them.	3	9%
We believe there will be costs incurred by the switch off, but we have not yet accurately estimated how much they are likely to be.	10	29%
We don't yet know if there will be costs incurred by the switch off.	8	23%
Other	3	9%

Base: All respondents who answered the question (35 respondents).

## Support

Respondents were then asked to what extent their authority would value support from the LGA in managing the 2G and 3G switch off. A fifth of respondents (19 per cent) answered to a great extent. Around a third of respondents (31 per cent) said to a moderate extent whilst a further 19 per cent said to a small extent. A quarter of respondents (25 per cent) said not at all whilst six per cent of respondents were unsure. The results to this question are displayed in Figure 4.

**Figure 4: To what extent would your authority value support from the LGA in managing the 2G and 3G switch-off?**



Base: All respondents who answered the question (36 respondents).

Respondents were then asked which forms of support from the LGA their authority would value. Almost three-quarters of the respondents (72 per cent) said they would value online resources. Around two-fifths of respondents (41 per cent) said they would like events and webinars with a further 41 per cent choosing policy and campaigning. Ten per cent of respondents selected bespoke support whilst 17 per cent answered 'other' – their open-ended answers can be seen in Table A21 in Annex A.

**Table 16: Which of the following forms of support from the LGA would your authority value?**

	<b>Number</b>	<b>Percentage</b>
Online resources	21	72%
Events and webinars	12	41%
Policy and campaigning	12	41%
Bespoke support	3	10%
Other	5	17%

Base: All respondents who answered the question (29 respondents). Please note: Respondents were able to select more than one answer.

Respondents were finally asked to provide any further comments or suggestions on the topics covered by the survey which can be seen in Table A22 in Annex A.

## Annex A: Open ended questions

**Table A1: Respondents reasons for saying they are very confident about their authority's ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services.**

All devices used in the main authority services (either owned or leased) are 4G compatible as standard. The small amount of 2G/3G only kit is in the fire service and they have their own plans to manage change, as/when 2G/3G is no longer available for emergency services
No core Council services rely on 2G or 3G connectivity. The services that are likely to use 2G and 3G services are alarms in lifts which are located in two sites only, some CCTV remote monitoring where SIM cards provide access and potentially some electrical charging points. It is likely that most, if not all of these SIMS, have 4G connectivity.
Only 2g/3g reliance is on pay and display parking meters
Our mobile network devices will all be refreshed over the next 12 Months
There is minimal remaining devices reliant on 2G and 3G limited to less than 200 phone SIMs and as backup to our 4G public safety cameras.
Two applications reliant on 2G/3G SIMS which are being replaced
Very limited uses of the devices and with the timelines would be expecting to have moved to new devices / connections by that time anyway.
We know what to do, i.e upgrade all parking meters (modems) to 4G devices to enable continued use
We only have 13 sims affected by this switchover
We only have 4 connections in place, with plans to change these
we only have 4 parking machines to switch from 3G to 4G, the rest have already good to go. we don't have anything else on 3G

**Table A2: Respondents reasons for saying they are fairly confident about their authority's ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services.**

3G is a relatively old technology and a lot of service providers have moved away from it over the years. the bigger challenge will be 2G that reaches out to hard-to-get areas.

Comfortable everything we know about is 4G already, but an exercise is being undertaken to ensure there are no unknowns.

Inbuilt 3Gg modems in Parking payment meters require replacement affecting income, so is a priority to ensure income stream for the council.

It's unlikely that we are reliant on 2g or 3g for anything significant, that can't also be reconfigured.

Little usage of 2G/3G - 4G is standard. Have checked with Service Areas on any non-compliant areas

Most of our mobile devices now 4G and 5G enabled.

Multiple services to be involved, not just about ICT, but about facilities supporting alarm systems or lift monitoring, parking supporting car park machines etc

Project already initiated to manage the switch off and mitigate the impacts across our estate (IT)

The handful of non-compatible staff phones and lone working devices are scheduled for replacement over the coming months. There is a small number of proprietary systems still making use of 2G/3G are being confirmed and plans put in place to resolve

The timeline, which is potentially 10 years, the oversight by Ofcom over the replacement with newer services and the progressive phasing out of the use of 2g/3g as equipment and services are refreshed.

We are aligning our PSTN switch off project with the 2G/3G switch off which means people are already aware of the impact of the changes however this could be improved through improved awareness of current infrastructure which is solely operating on 2G/3G.

We're currently migrating PSTN services to 2G based services as it is given the way the device market works in that sector. The 2G switch off is nigh on 10 years away yet PSTN is 2 and nationally the industry engagement with the public has been woefully inadequate so far on PSTN.

Whilst there are some 2/3G devices, the update of these is nowhere near unsurmountable.

**Table A3: Respondents reasons for saying they are not very confident about their authority’s ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services.**

Large rural county, many areas only have 3G service (i.e. not currently covered by 4G or 5G). We are undertaking some specific survey work to understand the extent of this issue
Multiple functions relying on the technology for which responsibility does not sit within my service area (ICT)
Recent unitary merge - shadow ICT - unknown level of devices. Require audit activity
The supplier market in some areas is a concern
We have knowledge of certain areas that are using 2G or 3G SIM cards for communications, but it is possible that there are numerous other devices with embedded cellular radios using 2G/3G services which we are not aware of

**Table A4: Respondents reasons for saying they are unsure about their authority’s ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services.**

A switch off in 10 years’ time isn’t high on the awareness levels of people.
Our district is rural and has patchy 4G coverage (next to no 5G). Staff rely on 3G for mobile comms. And even this has notspots
We need additional support, as we have been given by BT to manage out the 2025 analogue shutdown, to identify the services we offer that are dependent on this technology.

**Table A5: Please provide further information about the specific aspects of highways, transport and parking services that require funding.**

A larger number of older devices / usage in this area and more organically grown that may need upgrading and exploratory work to confirm all connections.
All parking meters will need their old 2G/3G devices upgraded to 4G/5G devices.
Car Park barriers, some signalling and roadside furniture
For parking machines of which we 174.

No funding required
Parking pay machines x 4 need upgraded hardware
Replacement of modems in Parking meters throughout the Borough.
Replacement of pay and display parking terminals
The switch off of PSTN will have an impact on UTMC and circuits into street assets.
unknown

**Table A6: Respondents reasons for saying they are very confident about their authority's highways, transport and parking department's ability to manage the switch off of the 2G and 3G networks.**

A very straight forward process easy to manage, however the difficulty is finding the funds at short notice.
already underway. only 4
Mobile device refresh due in the next 12 Months
Parking services impact already assessed, and plans in place to fully manage migration
Remaining 3G mobile SIMs (subject to a nearly completed refresh) in this department are the only known impact.
work undertaken already

**Table A7: Respondents reasons for saying they are fairly confident about their authority's highways, transport and parking department's ability to manage the switch off of the 2G and 3G networks.**

If connections / devices can be confirmed alternatives will be possible with 4g/5g connectivity
Lack of 4G coverage makes mobile comms patchy for staff in the field
Supplier market - is the infrastructure compatible with 4G and above?
Systems already planned to be replaced / upgraded



The capita cost of replacement is large, so to protect a valuable income stream, the council must fund modem replacement. It may be that not all meters can be replaced.

Timescales for 2G

**Table A8: Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's highways, transport and parking services.**

2G may remove the ability to monitor equipment and affect serviceability and customer confidence

Unless we obtain/find funding to do this we will need to look at how many parking meters we currently can afford to manage and upgrade, potentially resulting in reduced access to parking machines provide.

**Table A9: Please provide further information about the specific aspects of environment and waste services that require funding.**

Loss of car park machine credit card payments

No impact beyond any outstanding 3G SIMs in phones. These SIMs are subject to a refresh programme which has less than 200 SIMs to go of which some may be 4G already. \*However, when 2G goes off in 2033 then our older phones will no longer work for text or calls (by which point all should have been replaced).

Refuse collection vehicle in-cab displays. Diesel fuel pumps in depot.

**Table A10: Respondents reasons for saying they are very confident about their authority's environment and waste department's ability to manage the switch off of the 2G and 3G networks.**

Remaining 3G mobile SIMs (subject to a nearly completed refresh) in this department are the only known impact.

The service is outsourced

There are little or no 2/3g services in this area.

**Table A11: Respondents reasons for saying they are fairly confident about their authority’s environment and waste department’s ability to manage the switch off of the 2G and 3G networks.**

Already planned service reduction, but public backlash expected
Confident we can tackle everything we know about - may be some local services we are unaware of.
Mobile network refresh in the next 12 months
Support will be provided by the digital transformation team where necessary.
Very minimal reliance on 3G

**Table A12: Respondents reasons for saying they are not very confident about their authority’s environment and waste department’s ability to manage the switch off of the 2G and 3G networks.**

Too many unknowns – need to complete audit to understand impact.
--

**Table A13: Please provide further information about the specific aspects of housing services that require funding.**

Currently no costs expected due to previous fibre rollout.
No additional funding required
No resources currently identified that need funding
Smart sensors in housing stock. Emergency auto diallers in lifts and sheltered housing schemes

**Table A14: Respondents reasons for saying they are very confident about their authority’s housing department’s ability to manage the switch off of the 2G and 3G networks.**

Managed Service
Remaining 3G mobile SIMs (subject to a nearly completed refresh) in this department are the only known impact.

Strong engagement with providers and migration to fibre has been completed or in final stages.

**Table A15: Respondents reasons for saying they are fairly confident about their authority's housing department's ability to manage the switch off of the 2G and 3G networks.**

Alarm providers have switched to GSM based technology but we will need to asses that those devices are 4G compatible

Lack of 4G coverage makes mobile comms patchy for staff in the field

Mobile device refresh due in the next 12 Months

no devices currently identified that cannot be migrated in time

**Table A16: Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's housing services.**

Systems already planned to be replaced/upgraded.

**Table A17: Please provide further information about the specific aspects of central services that require funding.**

no resources currently identified that need funding

One lift, two fire alarm panels and one emergency contact panel

SIM refresh (controlled by Digital Services) is taking place and budgeted irrespective of the 3G switch off

Unknown

**Table A18: Respondents reasons for saying they are very confident about their authority's central services department's ability to manage the switch off of the 2G and 3G networks.**

Minimal reliance on 2G and 3G connectivity

Remaining 3G mobile SIMs (subject to a nearly completed refresh) in this department are the only known impact.

We have limited connections

**Table A19: Respondents reasons for saying they are fairly confident about their authority's central services department's ability to manage the switch off of the 2G and 3G networks.**

Mobile device refresh due in the next 12 Months

Small volume of devices utilising 2/3G

The team will be supported, where necessary, by the digital transformation team.

**Table A20: 'Other' answers for how well does your authority understand any costs that it will incur in the transition from the 2G and 3G networks.**

Switch off will reduce service levels in areas without 4G coverage in our district

We are moving to remove all PSTN 2G and 3G services and 'Carephones' remains the biggest issue because the cost to replace those services will be incurred again over the next 7-10 years.

We believe that no additional costs (or negligible costs) will be incurred by the 2g and 3g switch off. All staff and lone working devices will be capable of 4G onwards. It is unlikely, but possible, that there may be some minor items that have not been identified. We are working to confirm and close this risk.

**Table A21: 'Other' answers for what forms of support respondents would value from the LGA.**

Create a knowledge base of - Services used in our sector that have known issues

Funding

Funding (other ticks relate to point made on digital TV switch off)

Grant

Identification of potential government funding streams

**Table A22: Please provide any further comments or suggestions on the topics covered by this survey.**

An overview of where the costs have been identified in regards to 2G/3G switchover would be helpful.

As per previous questions, increasing the appropriate level of awareness

Focus has been around PSTN less so on 2G/3G

I would welcome the LGA seeking assurances from Ofcom that it will ensure appropriate 4G/5G coverage in rural areas.

Mobile comms was moved to 4g/5g platforms pre-2019

Potential to develop a case study based on [council name] mobile library and different levels of service it can offer in areas depending on signal (it utilises mobile network for connectivity at present) - if this may be of interest let me know and we can work on something jointly

Right now 2G/3G switch off is a long way off. Nevertheless it would make sense to fund direct support for this change. We need national campaigns on PSTN and 2G/3G. Most BT customers who don't have broadband will probably have been BT customers for 20 years or more. They are our current or future vulnerable residents. Many will have a mobile phone too but we need the industry to tell us where the legacy traffic is and to what density. We need to share data to inform a better future and switch over.

Support with PSTN Digital Switchover

We are often asked by the public for advice on these topics, so content that covers some of the basic things that people and companies need to consider and check, that we could readily share or link to via our website would be useful.

We have migrated equipment away from 2/3G dependency over the last 18 months

We knew about the 3G switch off via Vodafone. WBC does not have any 3G SIM cards which use data, only voice, therefore we will not be affected by the change.

## Annex B: Questionnaire

### **2G-3G Switch-off impact survey**

This survey asks about the impact on your authority that is likely to result from the UK's mobile network operators' [confirmation to the Government](#) that they do not intend to offer 2G and 3G mobile networks past 2033 at the latest. This will support the roll-out of the 4G and 5G networks, which will offer faster and more reliable services for customers. The switch-off will impact customers using older mobile devices and services – customers already using 4G (and increasingly 5G) capable devices won't have their services affected.

The LGA hopes to gain a greater and more targeted understanding of what support the sector needs to enable a smooth transition when 2G and 3G is switched off and ensure councils are supported through the process.

We would be grateful if you would complete the survey at the earliest opportunity and by **Friday 15<sup>th</sup> September 2023** at the latest.

If you stop before completing the return, you can come back to this page using the link supplied in the email and you will be able to continue where you left off. To ensure your answers have been saved, click on the 'next' button at the bottom of the page that you were working on before exiting.

All responses will be treated confidentially. Information will be aggregated, and no individual or authority will be identified in any publications without your consent. Identifiable information may be used internally within the LGA but will only be held and processed in accordance with our [privacy statement](#). We are undertaking this survey to aid the legitimate interests of the LGA in supporting and representing authorities.

If you would like to see an overview of the questions before completing the survey online, you can access a PDF here:

The survey will take about 12 minutes to complete, depending on the answers you provide. If you have any queries regarding the content of the survey, please email [esther.barrott@local.gov.uk](mailto:esther.barrott@local.gov.uk). For queries about completion of the survey, please email [keiron.watt@local.gov.uk](mailto:keiron.watt@local.gov.uk).

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Page Break

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End of Block: Introductory and privacy text

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Start of Block: Demographics question



Please amend the details we have on record if necessary.

If you are responding on behalf of more than one authority please note this in the 'authority' box below, but please check with us first whether a separate return is needed for each authority.

- Name (1) \_\_\_\_\_
- Authority (2) \_\_\_\_\_
- Job title (3) \_\_\_\_\_
- Email address (4) \_\_\_\_\_

**End of Block: Demographics question**

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**Start of Block: Strategic Overview**

**Strategic overview**

This part should be completed by a senior council officer with oversight of the council's digital operations.

Overall, how aware is your local authority of the upcoming switching off of the UK's 2G and 3G mobile networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

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What is the level of awareness of this transition among the following groups of people in your authority?

	Fully aware (1)	Mostly aware (2)	Partially aware (3)	Not all aware (4)
Senior/Executive Management Team (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elected Members (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operational Staff (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Page Break

To what extent is your authority still using devices and systems that are reliant on 2G and 3G networks?

This could include any forms of technology that rely on the 2G and 3G networks in order to function.

- To a great extent (1)
- To a moderate extent (2)
- To a small extent (3)
- Not at all (4)
- Don't know (5)

*Skip To: End of Block If To what extent is your authority still using devices and systems that are reliant on 2G and 3G ne... = Not at all*

Page Break



How confident do you feel about your authority's ability to manage the switch off of 2G and 3G networks with minimal impact on its operations and services?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

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Page Break

Please explain your reasons for the level of confidence you gave.

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Page Break

To what extent are the following divisions or service areas of your authority still reliant on 2G and 3G?

	Great extent (1)	Moderate extent (2)	Small extent (3)	Not all all (4)	Don't know (5)	Not applicable (6)
Central services (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult social care (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children's social care (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public health (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Highways, transport and parking (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culture, tourism and sport (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment and waste (10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other service area (please specify in the box below) (11)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other service area (please specify in the box below) (12)

Other service area (please specify in the box below) (13)

**End of Block: Strategic Overview**

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**Start of Block: Environment and Waste**

**These questions should be completed by someone familiar with the digital infrastructure in your authority's environment and waste services.**

How aware is your authority's environment and waste services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

What is the estimated cost of the switch off for your environment and waste services team?

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Page Break

Please provide further information about the specific aspects of environment and waste services that require funding.

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Page Break

How confident do you feel about your authority's environment and waste services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

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Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's environment and waste services.

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**End of environment and waste section**

End of Block: Environment and Waste

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Start of Block: Culture, Tourism and Sport

**These questions should be completed by someone familiar with the digital infrastructure in your authority's culture, tourism and sport services.**

How aware is your authority's culture, tourism and sport services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

What is the estimated cost of the switch off for your culture, tourism and sport services team?

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Page Break

Please provide further information about the specific aspects of culture, tourism and sport services that require funding.

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Page Break

How confident do you feel about your authority's culture, tourism and sport services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's culture, tourism and sport services.

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**End of culture, tourism and sport services section**

End of Block: Culture, Tourism and Sport

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Start of Block: Highways, Transport and Parking

**These questions should be completed by someone familiar with the digital infrastructure in your authority's highways, transport and parking services.**

How aware is your authority's highways, transport and parking services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

What is the estimated cost of the switch off for your highways, transport and parking services team?

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Page Break

Please provide further information about the specific aspects of highways, transport and parking services that require funding.

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Page Break

How confident do you feel about your authority's highways, transport and parking services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

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Please explain your reasons for the level of confidence you gave.

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Page Break



Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's highways, transport and parking services.

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**End of highways, transport and parking services section**

End of Block: Highways, Transport and Parking

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Start of Block: Planning

**These questions should be completed by someone familiar with the digital infrastructure in your authority's planning services.**

How aware is your authority's planning services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

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What is the estimated cost of the switch off for your planning services team?

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Page Break

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Please provide further information about the specific aspects of planning services that require funding.

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Page Break

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How confident do you feel about your authority's planning services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
  - Fairly confident (2)
  - Not very confident (3)
  - Not at all confident (4)
  - Don't know (5)
- 

Please explain your reasons for the level of confidence you gave.

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Page Break

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Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's planning services.

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**End of planning services section**

End of Block: Planning

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Start of Block: Housing

**These questions should be completed by someone familiar with the digital infrastructure in your authority's housing services.**

How aware is your authority's housing services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

What is the estimated cost of the switch off for your housing services team?

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Page Break

Please provide further information about the specific aspects of housing services that require funding.

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Page Break

How confident do you feel about your authority's housing services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

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Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's housing services.

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**End of housing services section**

End of Block: Housing

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Start of Block: Public Health

**These questions should be completed by someone familiar with the digital infrastructure in your authority's public health services.**

How aware is your authority's public health services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
  - Mostly aware (2)
  - Partially aware (3)
  - Not at all aware (4)
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Page Break

What is the estimated cost of the switch off for your public health services team?

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Page Break

Please provide further information about the specific aspects of public health services that require funding.

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Page Break

How confident do you feel about your authority's public health services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
  - Fairly confident (2)
  - Not very confident (3)
  - Not at all confident (4)
  - Don't know (5)
- 

Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's public health services.

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**End of public health services section**

End of Block: Public Health

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Start of Block: Education

**These questions should be completed by someone familiar with the digital infrastructure in your authority's education services.**

How aware is your authority's education services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

What is the estimated cost of the switch off for your education's services team?

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Page Break

Please provide further information about the specific aspects of education services that require funding.

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Page Break

How confident do you feel about your authority's education services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

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Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's education services.

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**End of education services section**

End of Block: Education

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Start of Block: Central services

**These questions should be completed by someone familiar with the digital infrastructure in your authority's central services.**

How aware is your authority's central services department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
  - Mostly aware (2)
  - Partially aware (3)
  - Not at all aware (4)
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Page Break

What is the estimated cost of the switch off for your central services team?

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Page Break

Please provide further information about the specific aspects of central services that require funding.

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Page Break

How confident do you feel about your authority's central services department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
  - Fairly confident (2)
  - Not very confident (3)
  - Not at all confident (4)
  - Don't know (5)
- 

Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's central services.

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**End of central services section**

End of Block: Central services

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Start of Block: Children's Social Care

**These questions should be completed by someone familiar with the digital infrastructure in your authority's children social care services.**



How aware is your authority's children's social care department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

What is the estimated cost of the switch off for your children's social care team?

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Please provide further information about the specific aspects of social care that require funding.

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Page Break

How confident do you feel about your authority's children's social care department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's children's social care services.

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**End of children's social care services section**

**End of Block: Children's Social Care**

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**Start of Block: Adult Social Care**

*Display This Question:*

*If To what extent are the following divisions or service areas of your authority still reliant on 2G... = Adult social care [ Great extent ]*

*Or To what extent are the following divisions or service areas of your authority still reliant on 2G... = Adult social care [ Moderate extent ]*

*Or To what extent are the following divisions or service areas of your authority still reliant on 2G... = Adult social care [ Small extent ]*

**These questions should be completed by someone familiar with the digital infrastructure in your authority's adult social care services.**

How aware is your authority's adult social care department of the upcoming switch-off of the 2G and 3G networks?

- Fully aware (1)
- Mostly aware (2)
- Partially aware (3)
- Not at all aware (4)

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Page Break

What is the estimated cost of the switch off for your adult social care team?

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Please provide further information about the specific aspects of social care that require funding.

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Page Break

How confident do you feel about your authority's adult social care department's ability to manage the switch off of the 2G and 3G networks?

- Very confident (1)
- Fairly confident (2)
- Not very confident (3)
- Not at all confident (4)
- Don't know (5)

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Page Break

Please explain your reasons for the level of confidence you gave.

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Page Break

Please provide any further comments about how the switch off of 2G and 3G networks may affect your authority's adult social care services.

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**End of adult social care services section**

End of Block: Adult Social Care

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Start of Block: Costs and support

*Display This Question:*

*If To what extent is your authority still using devices and systems that are reliant on 2G and 3G ne... !=  
Not at all*

**This part should be completed by a senior council officer with oversight of the council's digital operations, particularly their financial implications and any support in delivering these which would be beneficial.**

Has your council already incurred costs in switching in the last 6 months?

- Yes (1)
- No (2)
- Don't know (3)

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Page Break

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*Display This Question:*

*If This part should be completed by a senior council officer with oversight of the council's digital... = Yes*

Please share your estimation of how much in total your council has spent in switching in the last 6 months.

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Page Break

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Display This Question:

If To what extent is your authority still using devices and systems that are reliant on 2G and 3G ne... !=  
Not at all

How well does your authority understand any costs that it will incur in the transition from the 2G and 3G networks?

- We are confident that no additional costs (or negligible costs) will be incurred by the 2G and 3G switch-off (1)
- We believe there will be costs incurred by the switch-off, but we have accurately estimated these costs and secured funding to cover all of them (2)
- We believe there will be costs incurred by the switch-off and we have accurately estimated them, but we have not yet secured funding to fully cover them (3)
- We believe there will be costs incurred by the switch-off, but we have not yet accurately estimated how much they are likely to be (4)
- We don't yet know if there will be costs incurred by the switch-off (5)
- Other (please specify in the box below) (6) \_\_\_\_\_

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Page Break

*Display This Question:*

*If How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off, but we have accurately estimated these costs and secured funding to cover all of them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off and we have accurately estimated them, but we have not yet secured funding to fully cover them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = Other (please specify in the box below)*

Please share your estimation of how much in total the switch off of 2G and 3G is likely to cost your local authority.

Please split your answer between costs which you have already secured funding to cover, and costs which are still not covered.

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*Display This Question:*

*If How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off, but we have accurately estimated these costs and secured funding to cover all of them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off and we have accurately estimated them, but we have not yet secured funding to fully cover them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = Other (please specify in the box below)*

Costs already covered by secured funding:

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*Display This Question:*

*If How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off, but we have accurately estimated these costs and secured funding to cover all of them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off and we have accurately estimated them, but we have not yet secured funding to fully cover them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = Other (please specify in the box below)*

Costs not yet covered by secured funding:

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Page Break

**Display This Question:**

*If How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off, but we have accurately estimated these costs and secured funding to cover all of them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = We believe there will be costs incurred by the switch-off and we have accurately estimated them, but we have not yet secured funding to fully cover them*

*Or How well does your authority understand any costs that it will incur in the transition from the 2... = Other (please specify in the box below)*

Please provide the source(s) of the additional funding to cover these costs.

Please select all that apply.

- Use of council reserves (1)
- Decreased council service expenditure (2)
- Decreased council central expenditure (3)
- Increased service charges (4)
- Increased taxes (5)
- Grant funding or other external sources (6)
- Other (please specify in the box below) (7) \_\_\_\_\_

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Page Break

*Display This Question:*

*If To what extent is your authority still using devices and systems that are reliant on 2G and 3G ne... != Not at all*

To what extent would your authority value support from the LGA in managing the 2G and 3G switch-off?

- To a great extent (1)
- To a moderate extent (2)
- To a small extent (3)
- Not at all (4)
- Don't know (5)

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Page Break

*Display This Question:*

*If To what extent would your authority value support from the LGA in managing the 2G and 3G switch-off? = To a great extent*

*Or To what extent would your authority value support from the LGA in managing the 2G and 3G switch-off? = To a moderate extent*

*Or To what extent would your authority value support from the LGA in managing the 2G and 3G switch-off? = To a small extent*

Which of the following forms of support from the LGA would your authority value?

Please select all that apply.

- Bespoke support (1)
- Events and webinars (2)
- Online resources (3)
- Policy and campaigning (4)
- Other (please specify in the box below) (5) \_\_\_\_\_



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Please provide any further comments or suggestions on the topics covered by this survey.

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**End of Block: Costs and support**

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**Start of Block: Survey end and privacy statement text**

Once you press the 'Submit' button below, you will have completed the survey.

Many thanks for taking the time to complete this survey. You are in control of any personal data that you have provided to us in your response. You can contact us at all times to have your information changed or deleted. You can find our full privacy policy here: [click here to see our privacy policy](#)

**End of Block: Survey end and privacy statement text**

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