

■ Background

- This issue was identified in the telephone survey and has also been raised by traders who feel that it is an important issue, both for them and for their customers. There have also been local campaigns of objection to applications for mast installation.
- The need for more masts is not understood since the public feel that they have never experienced problems with gaining a signal for any network.

■ Location Whole area

■ Actions and Responsible Agency

- Review the Council's leaflet about telephone masts to ensure that it answers all the questions frequently raised by the public. Look critically at the communication process.
Responsibility Reigate and Banstead Borough Council, Communications
- Work with the Mobile Operators Association to organise a public awareness event to include representatives of the mobile phone companies, a health sector and local residents.
Responsibility Reigate and Banstead Borough Council, Corporate Development

■ Resource

- Reigate and Banstead Borough Council officer time to organise the event and prepare information to be publicised on the web and in Borough News.

■ Timescale 6 months - 1 year

■ Outcome Measure/Reporting

- Improved awareness of requirement for masts and the planning process.

