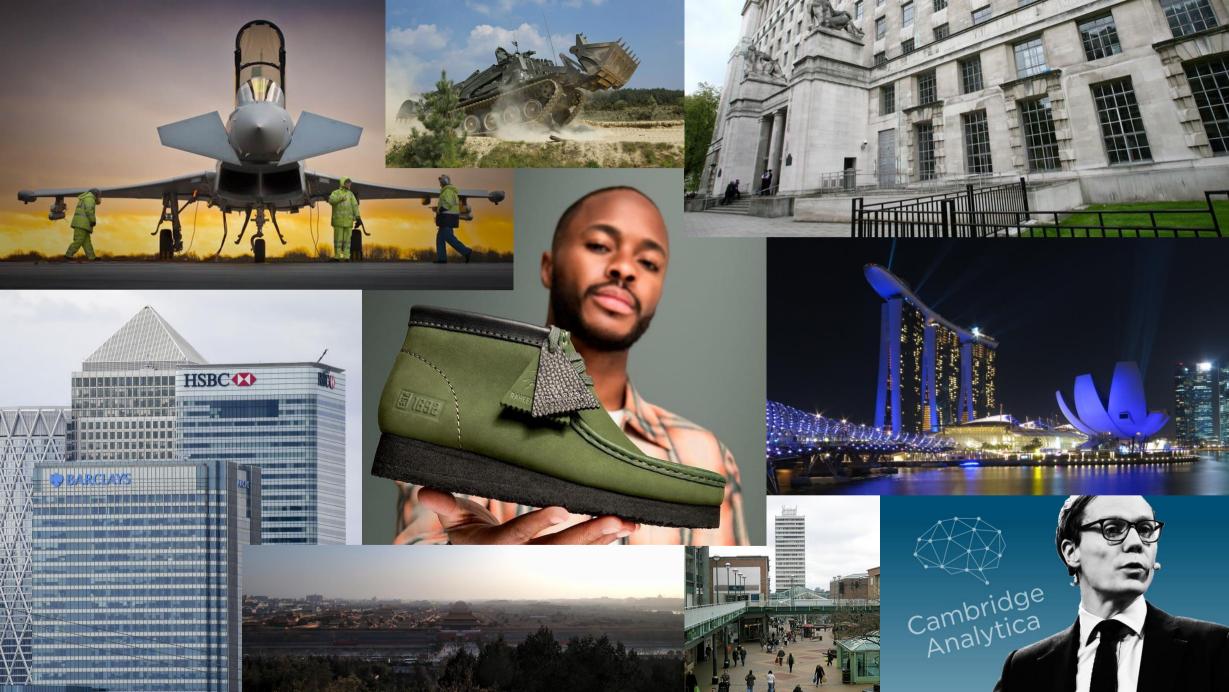


Mathematical Data Modelling, Sky Broadband

Peter Hobson, 14/10/2020





Head of Analytics

Performance & improvement

- Broadband
- Mobile
- TV









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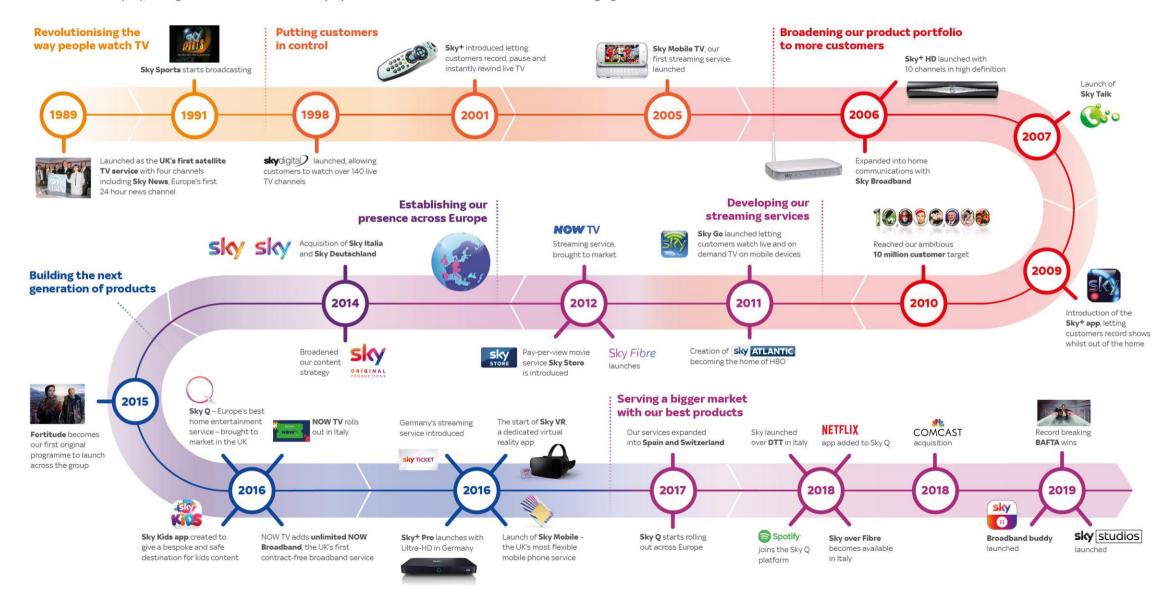


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How can we measure customer experience?

Are there different clusters of users?

How does this change over time?

Citizenship fees for UK-born teenagers risk ers aged 24 and under were affected fresh Windrush-style scandal, warns Khan in 2007. Khan is commissioning new research to see how immigration

Young people born in Britain are being denied access to education or employ ment because of £1,000 fees to gain citizenship, Sadio Khan has said. The mayor of London warned that

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Most of the young people involved

arrived with their parents as babies or small children, or were born in the UK to immigrant parents. Many do not realise they do not have secure status selves unable to rent a home, access

the government "may face another Windrush-style scanda!" as he called for the "astronomically high fees" to they cannot access funding or student oans. Without settled status, unistudents, charging them tens of thou-

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Young adults may also find them-

restrictions introduced in the past decade have affected the numbers. The recent Windrush scandal has shone a light on an immigration sys-

tem that is simply unfit for purpose," the mayor said. "These young Londoners have lived most, if not all, of their lives in this country." He said it was shameful that young

people, many born in Britain, were

NHS paying

£1.5bn a year

to employ

temporary

Alexandra Topping

nursing staff

The NHS is spending £1.46bn a year on temporary nursing staff to cope with

shortages, new research has found. The NHS in England has a shortfall

Tackling the Nursing Shortage, says the £1.46bn could pay for 66,000 qual-

Royal College of Nursing (RCN). A report from the Open University,

560m a year, the report says.

sticking a plaster over the problem.

vacancies were filled permanently.

low recruitment results in inefficiencies and ultimately puts patient care at

risk, so it's vital that we look to a more

trategic and sustainable approach."

utterfalseeconomy" in NHS staffing. "Shortsightedness in recent years has left tens of thousands of unfilled

nurse jobs, to the severe detriment of patient care," she said. "Workforce planning has been neffective and dictated by the state of

inances, not the needs of patients. It

is further proof that cost-cutting plans saved no money at all and, instead, ncreased agency costs, recruitment

ees and the sickness absence bill

Retention of nursing staff has ecome a significant problem for the

NHS, with 70% of newly qualified nurses quitting their NHS trust withir

ough rising stress."

Janet Davies, general secretary of

"The sector is facing challenging imes. We know that poor retention and

ing. The mayor said the government "profit on their circumstances, despite the amazing contribution they make to our city and our country"

The cost for a child to register as a British citizen is £1,012 and for an adult to naturalise their citizenship is (1,330) The charity Citizens UK has calculated that about £640 of the fee is profit and £372 covers administration costs The Home Office said the fees took

into account the wider costs of running the immigration system, saying it was "funded by those who benefit from it

and replaced with student loans.

growing recruitment crisis. Since the Ureferendum of June 2016, there has EU nurses leaving Britain. Overseas applications for nursing roles have fallen by 87% in the past 12 months.

more flexible training, including distance learning, could help ease the problem, and urges a more consistent use of newly introduced degree

Meanwhile, nurses say they are having to turn patients away from short-staffed sexual health clinics. testing. Overstretched resources mean the public are being left unprotected, according to the RCN, which launches a report today as sexual health experts warn that budget cuts have brought services to a "tipping point".

NHS trusts paid for an additional 79m hours of registered nurses' time in 017 - at a premium rate 61% above the hourly rate of a newly qualified registered nurse in full-time employment. If existing gaps were permanently filled, trusts could save as much as Jan Draper, professor of nursing at

The past five years coincided with emporary nurses to plug gaps is just and costs considerably more than if funding reductions and a "dangerou

An RCN survey of more than 600 sexual health nurses found severe understaffing, with too few nurses, inadequate skills and little access to training. Nurses reported having to turn patients away, a lack of clinics. the RCN, said the report exposed the

The study also found that 34% of registered nurses were unhappy in ____ Temporary nurses cost the NH heir current role - with 35% thinking

of leaving their job if their situation

did not improve. Meanwhile, applications to study nursing at university have fallen by about a third since 2017, when bursa

Brexit has also contributed to a

The study suggests that offering

The RCN found that the numb of 18- to 24-year-olds being tested for chlamydia, the most common disease, has fallen by close to half a million in the five years since the government transferred public health services to local authorities. Despite a 25% fall in tests, recent figures recorded a highe level of positive diagnoses, now at the Open University, said: "Relying on

what the RCN described as detrimental

low morale and a "tick-box" culture

61% more an hour than full-timers

Former equalities minister favoured extending civil partnerships to all couples

Legal affairs correspondent

A confidential report drawn up for the former equalities minister Juspartnerships to opposite sex couples and building "a consensus for legisation", according to internal policy documents seen by the Guardian.

The briefing has emerged before an attempt at the supreme court today by a London couple, Charles Keidan and Rebecca Steinfeld, to overturn the government's refusal to enable heterosexual partners to enter such legal arrangements. Only same-sex couples may become civil partners.

The 10-page document, marked "sensitive", was drafted in spring 2017 by civil servants working for Greening when she was education secretary and minister for women and equalities. She resigned in January this year during a cabinet reshuffle.

The memorandum shows that plans The memorandum shows that plans smooth the passage of legislation were well advanced to concede to through the House (of Commons).

Steinfeld and Keidan's legal campaign. Entitled Options for Extending Givil Partnerships to Opposite Sex Couples, its recommendation was to "pur

sue a handout bill in the 4th session (2018-19) to extend civil partnerships opposite sex couples, subject to the "There are some complex changes

that will need to be worked through In the three and a half years since here, particularly around pensions and Steinfeld and Keidan launched their devolution," it said. "We do not think that most of these will be a permanent which has reinforced their belief in barrier to extending civil partnerships to opposite sex couples, but it will take the importance of their campaign "It's the fastest growing family type," said Keidan. "The way for the some time to work through these consequences before changing the law." government to take responsibility is It noted there could be a £3.3bn

bill to equalise occupational pension to form civil partnerships." rights, that three references would There are 3.3 million unmarried, coneed to be changed in the Civil Parthabiting couples in the UK who have nership Act 2004 and that work should be done on recognising foreign oppo-site sex partnerships. It urged efforts

no legal partnership rights. Steinfeld said: "This is a pro-fam-

ily measure and people from across the political spectrum have called for be made to "build a consensus and civil partnerships to be recognised." The two also realise they are not

partne

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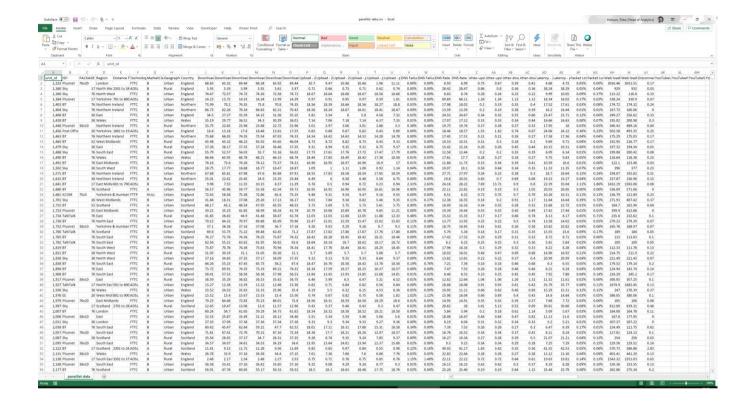
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Suggested data



Source: UK home broadband performance (https://www.ofcom.org.uk/research-and-data/data/opendata)

- Supplier
- Speed
- Latency
- Jitter
- DNS errors
- Packet loss
- YouTube failures
- Netflix startup delay
- Peak/off-peak



1

How can we measure customer experience?

2

Are there different clusters of users?

3

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