

BT Social Value report for FY 25/26



MAY 1 2026

Aim of this report

Our Social Value team at BT are passionate about doing the right thing for society and looking to create an impact as opposed to focusing on delivering short-term value. With this report we want to share the great work that the team has been doing in the last financial year as we don't want to do good in silence. We are hoping that this report can inspire further innovative thinking about how to deliver impact for society and showcase the amazing work that has taken place in the last 12 months.

Our team

Below is our core Social Value team who work to be Social Impact champions. The majority of our team are also level 1 certified Social Value practitioners by Social Value International showing their experience in this field.



Taner Mustafa
Social Value Process Lead



Nellie Silver
Degree Apprentice



Beverly Bartels
Social Value Propositions Lead



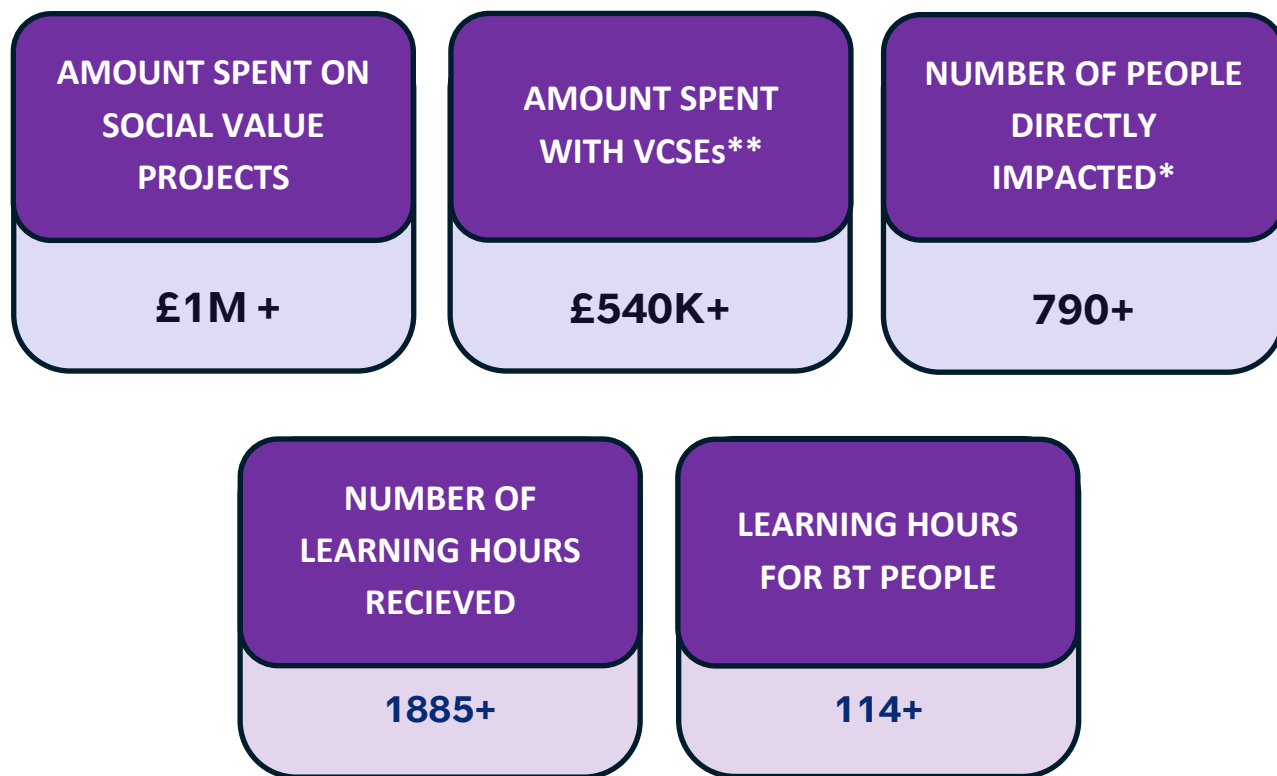
Ashantina Johnson-Zeigler
Social Value Delivery Lead



Janvi Rajyaguru
Social Value Manager

Our year in numbers

Below are our headlines numbers that capture the work that the team have carried out over the last financial year that directly relates to Social Value commitments that we have made on customer contracts



*This is the number impacted so far as a result of our programmes this financial year including programmes that are yet to conclude. Once concluded, the programmes we have invested into this FY should directly impact 1000+ people.

**VCSE – Voluntary, Community and Social enterprises

These numbers evidence the large amount of work that the team have been involved in to help communities across the UK. However, numbers only tell part of the story and so below is a deeper dive into these numbers and the impact that we have created.

Capturing the 'so what'

It is important that we understand the impact of the work that we are doing so this can help us to build better, more meaningful programmes for the beneficiaries. As part of an ongoing employment programme with one of the charities, we work with, Catch22, they were able to capture the following insights:

Employment Skills	% that strongly agree with the question at the 1st Barrier Assessment (within the first 2 weeks on programme)	% that strongly agree with the question at the 2nd Barrier Assessment (8 weeks after the first Assessment)	% increase from first to second assessment
I have sufficient job skills and experience to confidently enter the job market.	30%	60%	100%
I can identify appropriate jobs and apply for them effectively.	25%	65%	160%
I am motivated to enter the job market	70%	90%	29%
I am confident / I have the confidence to enter the job market.	45%	65%	44%
I am confident that I would be successful in a job interview.	30%	45%	50%

Wellbeing	% that answer yes when asked - 1st Barrier Assessment (within the first 2 weeks on programme)	% that answer yes when asked - 2nd Barrier Assessment (8 weeks after the first Assessment)	% decrease from first to second assessment
Are you currently facing any challenges related to your mental health and well-being?	40%	35%	14%

This not only taught us about the positive impact the programme has had on building confidence to enter the job market, but it also showed the positive impact on wellbeing too. These insights help us realise where the programme can improve as we carry on with one focus area being what more we can do to help with the wellbeing of learners. These are insights that are being gathered on top of tracking how many learners gain employment following the course completion.

This is the approach we take with each of our deliveries. The more data you can gather the better.

When investing into greenspaces, we track both the environmental benefit and the community benefit as we want to fully capture the impact this greenspace is making to a community.

Telling a story

Capturing qualitative data helps give a human feel to what we are delivering and creates a story as it brings the quantitative data to life. Below are some extracts that we gathered from Social Value reports:

“They can't wait for the next repair to arrive. Great to do at the beginning of term to enhance our values of collaboration, teamwork etc etc. Everyone helped each other and if items were broken (by the children) they joined up with other pairs to repair a full kit.” – **School feedback from a device repair workshop with Team Repair**

“I can already see a positive shift in his confidence and enthusiasm since our first initial chat.... the service user is wanting to explore a more technical career path in the long term and so we have been looking at potential education opportunities that can help him decide on the direction he would like to take” – **Extract from a mentor delivering an employment programme with Catch22**



“I never felt this at school: when I wake up I am excited to get on with my day, going to work is different! Everyday is different! I am shadowing a supervisor 5 days a week, usually different places and different jobs. In a few months I will be assigned to college to start there one day a week to start electrical engineer qualifications.

I am so excited to be paid to learn, I love having my own time and will get my first paycheck this week!

Having the driving licence gave me the confidence, self-esteem and ability to do things independently, I've grown up! Life would be so much harder, so much slower without the UR4 Driving programme to help me get there quicker. Some of my friends are just at home, watching TV, playing games... just nothing productive ... I worry it will lead them to bad habits...”

Thank you again for your support for UR4Driving over the past year – we hope we have demonstrated that your support matters.

– **Feedback from a participant of an upskilling programme helping at risk youth with The Upper Room charity**

Below are some photos captured from Social Value projects from this year too:



A group of young people who came to our innovation center in the office to learn about the world of tech from 'Future Leaders'. This included a session with a career coach which was well received by the young people.



Photos from our greenspace in the North East of England that is being developed to help the local wildlife and community

Notable case study

Tower Hamlets council

We have been collaborating with Tower Hamlets council and the East End Community Foundation for over 3 years trying to find the best solution to tackle the digital divide they face in the borough. This led to us providing **free broadband to 187 and brand-new laptops to 470 young people**. As part of the rollout, our BT Social Value team attended schools to inspire young people about the digital world and even heard from some of the beneficiaries from the first rollout (see speech below from a year 8 student). We also learnt that this digital rollout helped the families of the young people as they were able to access more public services online and it was able to help them with career progression opportunities too.

Good Afternoon Esteemed Ladies and Gentlemen, boys and girls my name is Ayan and I was a laptop receiver

Before I recieved my laptop, I was unable to do my homeworks to a good extent. Without my laptop, the day I recieved my laptop, I had realised that it had opened a door of opportunities for me. Using my laptop, I was able to make a short film for my drama homework. I wish I was able to show you

Also, using my laptop has ~~helped~~ helped me able to get ~~excellent~~ exelling in, numerous subjects. And not having to wait for my turn on a shared laptop.

I am ever grateful for the East End communities for giving these laptops to underprivileged families.

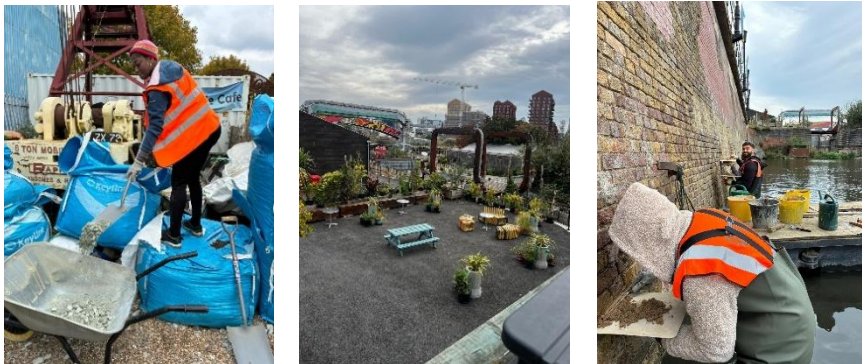
And with that, am happy to say are they hosting another event like this.

Thank you for listening.

NOTES



Additional activities by the team



The team spent a day at Cody Dock helping them with restoring the walls in the dock area (which they plan to open up) and helping to build up their community space. The Cody Dock project looks to turn a once derelict site into a community hub with a focus on helping the local ecology too. The project will help residents who are based in Newham, one of the most deprived boroughs in London, to do more to help their community and it offers a space for them to connect, learn and help their local environment.

BT Group
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We've partnered with [AbilityNet](#) and TV Legend Johnny Ball. Hear from Johnny as he discusses his Top Tech Tips to help over 65's build confidence and get online.

Find out more about our partnership with [AbilityNet](#) and free digital skills sessions to help [#ReclaimTheDay](#), over on their website <https://lnkd.in/dNiRZBZK>

[#WeConnectForGood](#) [#DigitalSkills](#) [#Inclusion](#) [#ABetterBTForAllOfUs](#)



Our team volunteered to support at an AbilityNet event teaching senior learners about using their devices and using apps.



For the fourth year in a row, we hosted the Tower Hamlets Virtual school's awards to show our support for the great people doing great work in the council where our HQ is based. Virtual schools are online schools that supports the education of children in care, previously in care, and those with social workers. The event also included a motivational talk from **former Olympian Fatima Whitbread** who grew up in the care system herself.

In summary and looking forwards

The last financial year is one where the team continued to deliver value for communities and understand the impact of our work. We have gone above and beyond the contractual requirements that have been set as we want to do more and utilise the BT brand to help society.

This is the mindset that we will carry into the new financial year as we want to be Social Value champions and look at how we can do more. We will continue to challenge customers to put an emphasis on Social Value and remain consistent in our high quality, innovative approach to Social Value proposals and delivery.

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