



Enabling the North of England's digital future



Our role in the digital and economic growth of our region has never been more important. As the UK begins its recovery from the pandemic and embraces the changing dynamics brought about by the pandemic, we have a unique role to play across the North of England.

We're incredibly proud of our response to the pandemic. From our support of the NHS and critical national services to the launch of initiatives such as Digital Boost to support small businesses throughout the UK and making sure schools and pupils had access to the tools and connectivity they needed to keep learning during lockdown.

Throughout the last couple of years, we've seen how technology can

be harnessed to help save lives and deliver even better services for the public. It's highlighted how much we rely on our digital fabric to stay connected; be that with friends and family or transforming business operations to work remotely or adopting new techniques to run entire organisations from our homes.

As we look forward, we have a critical part to play across our public and private sector organisations in the North of England, bringing industries together with a common goal to use the power of technology to enrich the lives of the people and industries we serve. Best-in-class connectivity, access to digital services and a focus on digital skills all play a significant part in the levelling-up agenda for the North. Our vision is to make

sure we add real value to this agenda bringing leading-edge innovation to the region and continuing to invest in the connectivity, people and skills needed for the North to prosper.

We want to share some ways we've been supporting the local communities across the North of England that show what can be achieved through authentic partnerships and working together. Together, we can innovate, co-create and enable our local communities and organisations to thrive so we can build back stronger and even more resilient.

We're proud of our investment in the North of England, supporting employment across every part of the region through our direct workforce and indirectly. To continue to

maintain and grow this investment in your local community read on to find out more about how we can support you to achieve your digital ambitions and bring positive and inclusive outcomes to your organisations.

A digital fabric for the North of England

The UK's digital strategy sets out a vision for developing a world-leading digital economy that works for everyone.

Technology will be key in making this change happen. New technologies are joining the physical, digital, and biological worlds, affecting all disciplines, economies, and industries, and challenging the way we live and work.

Today, many organisations deploy digital solutions in isolation, using different components, with no thought given to wider regional and national synergies and opportunities. They deliver their technology without human elements, new business models or commercial considerations.

Backed by our ecosystem of technology and capabilities, we can deliver our digital fabric (devices, data, skills, and applications) quickly, and scale it to your needs. It's future-proof, underpinned by innovation, and can be pointed at any given outcome.



Our economic impact in the North of England

£4.1 million

The total GVA impact across the North of England

25,700

The number of people we employ directly in North of England

£876 million

The amount we spend with local suppliers based in the region

49,200

The total number of full-time equivalent jobs we support across the region

[Click here for the full report](#)

Our economic impact on regions in the North of England



	Number of residents in the area employed by BT Group full time jobs	GVA generated directly by BT operations in the area (£m per annum) (workplace based)	Total jobs supported by BT in the area, full time jobs	Total turnover generated in businesses based in the area, as a result of BT's full economic impact, (£m pa)	Total GVA created by BT in the area (£m, pa)
Northeast	9,277	£849	13,684	£1,972	£1,089
Northwest	9,687	£1,044	19,788	£3,130	£1,711
Yorkshire and the Humber	6,547	£741	15,810	£2,423	£1,346
Total	25,511	£2,634	49,282	£7,525	£4,145



Connecting the North of England by investing in infrastructure

We're committed to helping communities and businesses thrive in the digital world. Here are some of the ways how:

- We invest £3.7bn in our UK network every year, which means we can expand, improve our coverage and connect more people and organisations.
- We've built our network so it never goes over 50% utilisation, and it's the only network to offer 99.999% availability. We haven't had an outage on our core network in over 13 years.
- We have access to the most extensive fibre network in the North, which extends from Manchester to Newcastle and most places in between.
- EE continues to improve connectivity in rural areas and will add more than 4,500 square miles of new 4G signal by 2025.
- EE has more than 19,500 4G sites in our mobile network and more 4G and 5G than anyone else in the UK.
- We've always led the way when it comes to building the best data networks. We were the first to switch on 4G and 5G in the UK, and we keep on improving both networks to give you the fastest, most reliable service. RootMetrics has named us the UK's no.1 network more than six years running.

Innovation in the North of England

Leeds Full Fibre network programme

We've partnered with Leeds City Council to upgrade council and health service buildings to full fibre connectivity. The Leeds full fibre programme will use these sites to roll out faster, more reliable broadband to nearby residential and commercial properties. And the programme will make Leeds the largest gigabit and '5G capable' city outside of London. The network will provide 285 schools with the best possible connectivity. The technology will also be installed at 293 council-owned buildings, 156 NHS properties, and council housing across the city.

Our world-class full fibre network will establish Leeds as one of the UK's digital leaders, by bringing ultrafast broadband speeds to people and businesses across the city as well as underpinning the widespread roll out of 5G mobile services.

We're pleased to be providing further support to local residents and businesses through a series of initiatives aimed at equipping those people most in need with the essential digital skills they need to get fit for the future.

Digital technology is transforming every element of the way we live. In a world where everyday life and work increasingly depending on technology, digital skills can be the difference between getting ahead or being left behind.

The Mid Yorkshire Hospitals NHS Trust – Wakefield

The Mid Yorkshire Hospitals NHS Trust provides more than half a million people with essential healthcare, running three hospitals in the area. However, an outdated communications infrastructure was holding it back. The trust decided to invest in its future and laid the foundations to become an all-digital organisation. Working together, we developed a tailored solution designed around delivering patient care and made the switch over to digital. The managed IP Connect solution gave the trust the security and resilience it needed to work between sites. It can now communicate with confidence. Sharing sensitive information with the right people, making sure patients are treated faster and more effectively.





Supporting national critical infrastructure

We support the national critical infrastructure across the UK, such as blue lights services, and other vital public services including national health services, to keep people and communities safe and connected.

One of the six 999 call centres is based in the North of England. In 2020/21, our 160 colleagues answered 3.1 million 999 calls and they were answered on average in less than half a second. The dedicated staff keep the contact centre open 24/7, 365 days a year.

As well as acting as first responders in answering 999 calls, another key service delivered by this call centre is [Relay UK](#). This service helps people with hearing and speech difficulties communicate with anyone over the phone. There are currently 12 million people in the UK who experience hearing loss and, without this service, using the traditional telephone to contact friends, family and access critical public services would pose as a huge barrier. Our specially trained experts are on hand to support this community and provide a vital lifeline for anyone that needs it.

Investing in the future

Through our Skills for Tomorrow programme, we have the ambition to boost the digital skills of one million small business owners and their employees by 2025. We're proud to work with partners like Google, LinkedIn, Small Business Britain and Fresh Business Thinking.

Last year we launched a Small Business Support Scheme to help the UK's 5.8m SMEs. We're aiming to help rejuvenate high streets in the North of England and drive inclusive growth through improved connectivity, cash flow support and training.

Skills investment

Since the start of the COVID-19 pandemic, it's become clear that developing digital skills is now more important than ever. We're proud of the skills development programmes we've introduced to help people navigate through a world that is increasingly reliant on online resources.

Skills for Tomorrow aims to help 10 million people across the UK develop their digital skills by 31 March 2026, while through our Barefoot

Computing we've delivered 967 free workshops for teachers and reached 3019 schools across the North of England, enhancing teachers' and pupils' computing and digital skills.

Our Work Ready employability skills programme supports young people, primarily from disadvantaged backgrounds, in making the transition to work or further education. And our Stand Out Skills campaign offers free expert support, resources and webinars for jobseekers of all ages.

Sustainability and climate control

We've been leading on sustainability and climate action for more than 25 years. Now we're going even further to help tackle environmental challenges.

We've been ranked as the number one sustainability leader in the FTSE 100. We aim to work closely with our customers and partners to become leaders in sustainable business.

We're reducing carbon emissions and improving energy efficiency across our buildings estate. We completed the switch to 100% renewable electricity which reduced our carbon footprint. And as part of our Better Workplace Programme, we're consolidating some of our offices and including environmental considerations in plans for new buildings, including BREEAM Excellent certification at our new buildings including our new Manchester office.



Our mission to transform football

Our 4-3-3 plan is the most ambitious sponsorship in football history. With a core ambition to support and improve the lives of millions of players, coaches and fans across the UK. We aim to release the potential of disability and para, grassroots and women's football communities.

As the principal sponsor of the home nations, we've launched projects and initiatives that combine technology and innovation with the unrivalled power and reach of the beautiful game.

The ambition:

- Enable new ways for para and disability footballers to play and engage with football.
- Create closer football communities and opportunities for grassroots.
- Inspire a new generation of girls and women to participate in football on and off the pitch.

Hope United – Let's tackle online hate

1 in 10 of us have received online abuse in the past year.

We've created Hope United – a team to tackle online hate. Top footballers from all four home nations have come together with the aim of driving change by giving digital skills to people on how to protect themselves and others online.



Please contact your BT
Account Manager or email
btnorthengland@bt.com
for more information



Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2021. Registered office:
One Braham, Braham Street, London E1 8EE. Registered in England No. 1800000.

January 2022