



# Accelerating sustainable local regeneration

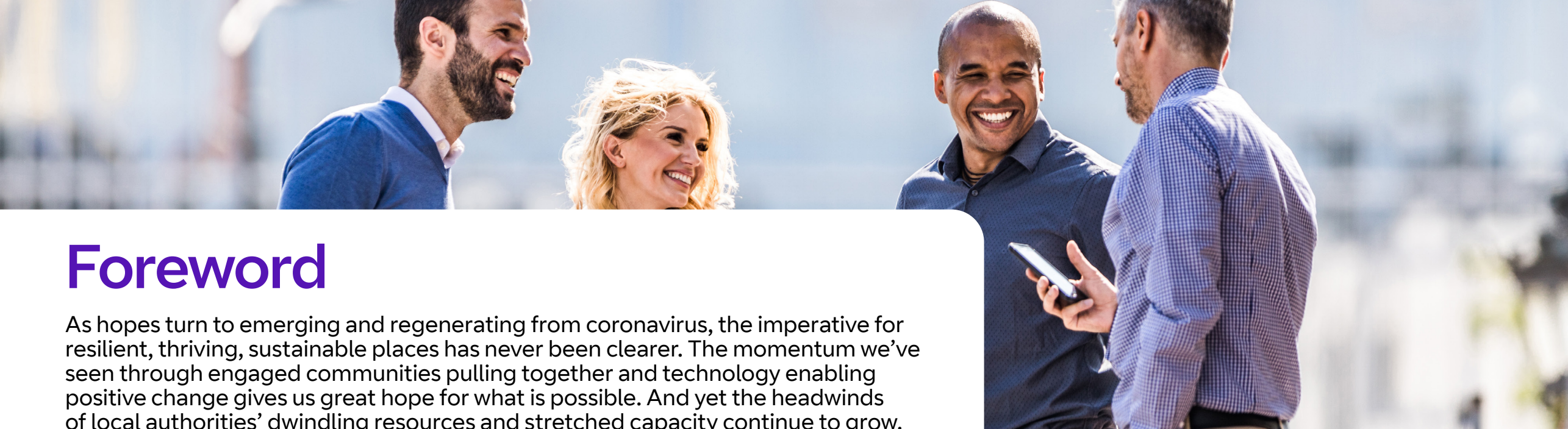
Five success factors for harnessing  
digital technology to help local  
authority leaders make a green,  
place-based recovery

# Contents

Foreword	3
An inclusive, green, resilient, place-based recovery	5
Digital technology	8
Connecting for good	11
Strong foundations	16
Stories of technology-enabled positive change and regeneration	18
Five success factors: creating a digital fabric for the next generation of public services	21
Here to help	28







# Foreword

As hopes turn to emerging and regenerating from coronavirus, the imperative for resilient, thriving, sustainable places has never been clearer. The momentum we've seen through engaged communities pulling together and technology enabling positive change gives us great hope for what is possible. And yet the headwinds of local authorities' dwindling resources and stretched capacity continue to grow.

I met with Emma Fryer, Associate Director for Climate Change Programmes at Tech UK and Andy Wales, BT's Chief Digital Impact and Sustainability Officer, to discuss the opportunities and challenges faced by local authorities. We drew on our collective experience of spending time with local authority leaders, with government and with innovators to share our thoughts on how digital infrastructure and partnerships can support the recovery and build stronger, better communities.

There is clearly a broad consensus across all stakeholder groups about what we want to achieve. So the question remains: how do we do it? We have the evidence this kind of

regeneration is possible. Though we may see a chasm to be crossed, there is often a tendency to exaggerate the potential barriers to our progress. Success is at least partly a matter of belief and acting with conviction. That's why at BT we want to support local authorities with the evidence, confidence and partnership needed to build back stronger – and use technology to do so.

Last year, through our collaborative work with almost two-thirds of councils nationwide, we engaged in conversations with hundreds of public sector organisations.

These partnerships have informed our belief that there are now five key ingredients needed to successfully act on this opportunity:

1. Understand and communicate the vision
2. Continue to learn from the front edge of innovation
3. Make the investment case based on overlapping social, environmental and economic value
4. Take the time to create partnerships and build trust
5. Deliver with communities in mind

This report examines these areas in more detail, lighting a path to a sustainable recovery where the public, private and third sectors work together to realise a shared vision and act on this unique window of opportunity. We hope this helps pave the way for a green, place-based recovery and reinforces public sector belief in the power of technology to help deliver the places we all want to live and work in.

**Dean Terry**  
MD Corporate & Public Sector - BT





***“There’s a risk with digital transformation that we see a chasm to be crossed. If you look at something that way it can seem more challenging than it is. Actually, this is about having the right vision and embarking on a series of smaller incremental challenges.***

***If you look at the last ten years in terms of our national grid, the carbon intensity of our electricity supply has literally reduced by something like two-thirds. That’s remarkable. When we started at the beginning of that decade saying we have got to do this, it probably seemed like a chasm to us then, but with policy instruments and incremental steps we’ve massively decarbonised our grid. Looking back at my past work, many of the chasms I saw at the time proved not to be.”***

**Emma Fryer**  
Associate Director – Tech UK



# An inclusive, green, resilient, place-based recovery is imperative

This past year has proven a remarkable reminder of the huge burden of responsibility placed on local authorities; critical to the protection of public health, delivery of essential services and provision of support to communities facing coronavirus. The post-pandemic recovery now offers councils a unique need – and window of opportunity – to harness technology to drive inclusive, green growth.

The scale and urgency of the challenges faced by councils have never been greater. In the context of a global pandemic and with local authority leaders increasingly asked to do more with less, LGA's May & July 'Leadership Index' survey found confidence to be at an all-time low.

With a funding gap of £7.4 Billion (which LGA estimates will reach £10.9 Billion) left by additional cost pressures and income losses resulting from the pandemic, local authority leaders are rightly worried about their ability to deliver services, boost their local economies and stem rising unemployment.



But despite this bleak picture, the pandemic has also shown that change is possible at a scale and pace previously unimaginable, and that technology is central to achieving this.

When the crisis forced councils to transform overnight, they did so successfully – adopting new technologies at rapid pace that quickly enabled more than three quarters of council employees, with jobs that allowed it, to work remotely. In those first crucial weeks, councils distributed billions of pounds of relief funding and established 132 council-led hubs to support those shielding.

New dynamic and collaborative operating models were established, bureaucratic processes shortened, power devolved and, where possible, services switched to digital delivery. To summarise in the words of Chris Naylor, Chief Executive of Birmingham City Council: “Culture change programmes that we would have run over a year and a half, we’ve nailed in 18 hours.”



## Climate action is increasingly led locally

Meanwhile momentum towards climate action is at an all-time high, with local government well-placed and committed to supporting the transition to a low-carbon economy. 230 councils have now declared a climate emergency and nearly two thirds of councils in England have committed to become carbon neutral by 2030 – targets that are more ambitious than the national goal. A recent survey of 57,000 Britons found the “overwhelming majority – almost irrelevant of age, sex, class or ethnicity – wanted a fairer, greener future, with more local green spaces, access to nature for everyone and cleaner air.” What’s more, Coronavirus has shown us all some of the benefits of climate action, such as cleaner air and quieter roads, and demonstrated the potential to reimagine our neighbourhoods. Climate action isn’t viewed as a separate or ‘future’ issue opposing near-term priorities, but as a core component of a recovery that delivers a resilient economy and sustainable jobs.

***“In the UK, cities have been big leaders of the climate agenda for a long time and I think local authorities now have an even bigger role to play enacting the policy changes we see around climate. For example, figuring out how to make electric vehicle charging work at the city level, this relates to planning, infrastructure and connecting residential users of power with corporate users of power, the grid interface and local demand. This is a huge challenge which local authorities are absolutely central to solving and often, in my view, are well equipped to do so.”***

**Andy Wales**

Chief Digital Impact and Sustainability Officer – BT





This sentiment is echoed by local authority leaders across the country, from Andy Burnham, Mayor of Greater Manchester; “The Covid-19 crisis has tested us on every level and exposed weaknesses and divides in our economy and society. But it could allow us to make this a reset moment if we so choose. This is a chance to change to a better path.” to Sadiq Khan, Mayor of London; “We must rebuild London post-Covid so that it is cleaner, greener and fairer. This will support our economic recovery from Covid-19 and tackle inequalities faced in our city.”

*“Through Coronavirus we’ve learned how fast we can work together when we absolutely have to, and with climate change - we absolutely have to. I think we’re all taking that energy forward to accelerate our climate journey.”*

**Andy Wales**  
Chief Digital Impact and Sustainability  
Officer - BT



A woman with long dark hair is wearing a black VR headset and holding it with both hands. She is smiling and looking upwards. The background is a blurred indoor setting with warm lighting. The text "Digital technology" is overlaid in white, bold, sans-serif font across the center of the image.

# Digital technology



# Digital technology: shown by the pandemic to be today's critical infrastructure

The pandemic and consequent shift to remote working at scale has reminded us how important digital technologies are to our professional and personal lives.

The true value of these modern technologies which, in the words of Secretary of State for Digital Oliver Dowden, “kept our economy ticking over” - has become only too apparent. Across the public sector, services and operations were digitalised extraordinarily quickly. Parliament met virtually. Parts of the

UK's healthcare and education systems were reimagined for a remote world. As Microsoft CEO Satya Nadella put it in April, “we've seen two years' worth of digital transformation in two months.”

In response to this seismic change, the UK government announced a new Digital

Strategy offering a clear roadmap to help the UK economy navigate what comes next. As the government's Coronavirus liaison representing the data sector, Emma Fryer, Associate Director at Tech UK was able to share unique insight into the unprecedented events of the past year.



*“In my role as the COVID interface between the public and data sectors, one question I received was: are we too dependent on digital infrastructure as a result of COVID? Though it's true we depend enormously on digital infrastructure- to the extent that data centre operators now have keyworker status - I think the answer is no, we were actually too dependent on transport infrastructure.”*

**Emma Fryer**  
Associate Director - Tech UK

*“The pandemic has proved that digital doesn’t just work, it worked in a situation where there were enormous challenges in terms of surges in demand and increases in dependency. So even when we were running out of toilet paper, businesses could still continue. I think generally many people had massively underestimated the importance of digital technology until the pandemic put it into the conversation.”*

**Emma Fryer**  
Associate Director - Tech UK



Growing public awareness of the ‘digital skills gap’ and inequality that exists with regards to technology access further reflects the importance digital technology has in our lives, especially in a pandemic where home-schooling, remote working and digital communication have become commonplace. In this context, BT’s advocacy for digital skills development has never been more important - especially our Skills for Tomorrow programme, which launched in 2019 to empower 10 million people with the skills needed to flourish in the digital future, by 2025. Skills for Tomorrow offers a range of free online or face-to-face courses designed to support everyone; from small business owners seeking growth, to the elderly and vulnerable hoping to better understand technology or parents helping children navigate the internet.

Similarly, BT introduced new initiatives to help individuals and small businesses thrive during and beyond the pandemic; from a ‘Lockdown Learning Support Scheme’ to help school kids to better connect with teachers and online learning to our ‘Small Business Support Scheme’; a package of measures to help small businesses boost their connectivity, cashflow and confidence. The latter includes, as part of our Skills for Tomorrow programme, equipping 1 million small business owners and employees with digital skills to protect themselves from cyber-attacks and use social media more effectively to promote their business.



A woman with blonde hair tied back, wearing a green ribbed shirt, is sitting at a wooden desk in a modern office. She is smiling and looking at a laptop screen. A white mug is on the desk in front of her. The background shows a blurred office interior with large windows and warm lighting.

Connecting for good



## Connecting for good: digital technology is an enabler and accelerator of a resilient, green recovery

Digital technology can help. Improving local connectivity and digital infrastructure drives economic growth and job creation, whilst also supporting new, low carbon innovation – speeding up local efforts to decarbonise.

Improved connectivity between, and within, regions is a key driver of economic growth. In 2019, the Centre for Economics & Business Research found that connecting

the UK to full fibre broadband by 2025 would deliver a £60 billion boost to the UK economy. Though the UK ranks fourth in the G7 for uptake of high-speed broadband, the CBI notes that transforming local digital infrastructure will be vital to build back better. Digital connectivity is key to delivering smart towns and cities, and by bridging ‘digital divides’ through access and availability, the UK can become more equitable.

Increased connectivity also stimulates job creation and has green benefits. Research from CEBR in 2019 found that half a million

people in the UK could be brought back into the workforce as a result of access to full fibre broadband. The green and community regeneration benefits are clear too, with at least 400,000 more people able to work from home, 270,000 people able to move out of cities into rural communities, and potentially 300 million commuting trips saved annually.

### Digital as a green enabler

Digital technologies can also help councils to achieve their climate goals, with research from the Green Alliance showing that digital technologies can help local governments

lower emissions in key sectors. From infrastructure, where digital solutions can improve environmental performance by supporting better planning and efficiencies in delivery, management, use and decommissioning, to transport, where digital technology can develop a sustainable transport system that reduces emissions.

More broadly, digital transformation is a priority council leaders support and are working towards, efforts which have been accelerated by the pandemic.



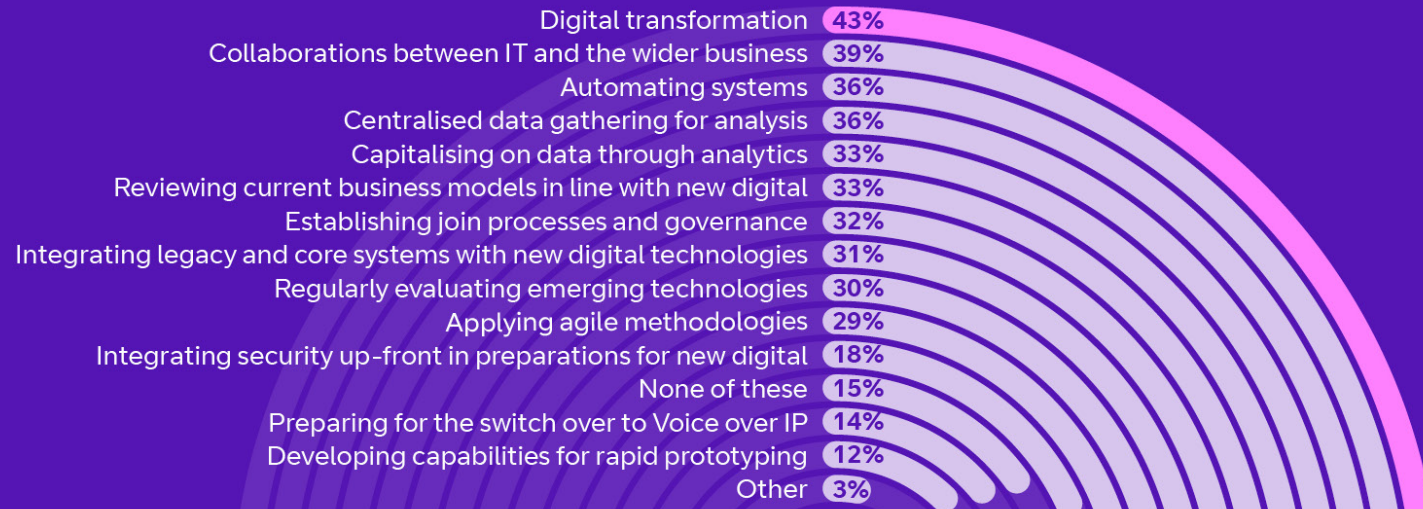


# The Future in 2020: Research with YouGov

In October 2020, BT launched ‘The Future in 2020’ - a survey in partnership with YouGov that asked 247 public sector organisations about their tech priorities, challenges and concerns.

The intention was to understand how public sector leaders were thinking about digital transformation after several months of adjusting to the ‘new normal’. Its findings paint a picture of a sector pressing ahead with digital change, whilst understandably concerned about the financial implications of emerging from the pandemic.

A high number of respondents (43%) said digital transformation was already in their plans. Looking forward, digital transformation jumped out as the sector’s single biggest priority for the next five years.



### Many tech strategies include digital transformation

Q. Which, if any, of the following things are part of the existing technology strategy within your business? Base: All respondents (247).

To understand the barriers that stand in the way of these organisations achieving their digital transformation ambitions, the survey also asked about challenges the public sector was facing. It found that more than half (51%) of the public sector leaders saw the financial climate as the main challenge to achieving their objectives over the next five years. 38% respondents also mentioned skills shortages as a barrier, particularly for specialised roles such as technical architecture and system integration jobs.



Despite this ambition, there are challenges to overcome. The CBI revealed that only a third of councils have mobile connectivity included in their local plans, and 56% have no cabinet member responsible for digital.

Similarly, they found the “current approach of broadband and 5G roll-out, where the private sector acts as the broker across siloed teams within a single council adds time, costs and complexity to high-speed delivery”.

A significant challenge is the lack of awareness that digital technologies can help local authorities achieve their climate goals. This is despite a growing body of research that shows digital technologies have an important role to play in enabling a green recovery; presenting opportunities to increase efficiency through connectivity, create durable jobs and support the development of local green solutions.







# Strong foundations



## Strong foundations: we have the collective experience to deliver on this opportunity

Even in the face of headwinds, there are reasons to have confidence that we can build back better, including; early examples that demonstrate success is possible, new sources of funding to back investment in local places and record levels of community engagement to support these efforts.

Sustainable, local regeneration is not only possible – it's being actively encouraged through the availability of new sources of funding. As part of the Prime Minister's commitment to level up all regions of the country, in September 2020 he announced a new £3.6 Billion Towns Fund that will support 100 towns across England to develop

innovative regeneration plans. Shortly after this, Rishi Sunak, Chancellor of the Exchequer, announced the launch of a new UK infrastructure bank, to fund capital projects that help deliver on the UK's 2050 'net zero' emissions target. In addition to public funds, there's also growing private sector investment.







# Stories of technology-enabled positive change and regeneration



# Stories of technology-enabled positive change and regeneration

We are proud to have been a part of several exciting pilots and success stories all over the UK resulting from investments in local digital infrastructure and close partnerships with local authorities.



## University of Stirling

We are launching a ‘first of its kind’ monitoring system over its 5G network, to support the region’s ambitions to drive new jobs and become a leader in driving Scotland’s green recovery. This includes an education programme and use cases such as flood detection, sustainable brewing and distilling operations and water quality monitoring in reservoirs, lakes and estuaries. This programme will support green and economic recovery in the region, as well as supporting SMEs.



## University Hospitals Birmingham

In Birmingham, hospitals create around 20% of traffic, so remote diagnosis has the potential to reduce traffic significantly by reducing both home and hospital visits. We demonstrated how this could be achieved with our 5G Connected Ambulance, linking technology with clinical expertise to enable remote diagnostics in real-time. With a VR headset, the clinician could see exactly what the paramedic could see and advise them.



## Leeds City Council

Our Local Full Fibre Programme aims to reach every school in the district, giving 285 sites access to the best possible connectivity. The technology powering this network will also be installed at 293 council-owned buildings, 156 NHS buildings and council housing across the city. By 2023, this partnership will support the roll out of 5G mobile coverage to 70% and approximately 81% of the city’s council houses, making Leeds the largest ‘5G capable’ city outside of London. This helps combat the digital divide in the city’s most disadvantaged communities and drive inclusive growth.



## Plymouth Council

We are connecting 131 buildings in Plymouth and South West Devon including hospitals, clinics, doctors’ surgeries, schools, youth centres, libraries and council buildings. This will make it significantly easier and cheaper for businesses and homes to connect. It will also include developing a new 5G network and a commitment to use that technology to bring cheaper broadband to deprived areas of Plymouth, supporting their ambition to deliver inclusive growth to the region.





### Belfast Harbour

We are building the UK and Ireland's first 5G Private Network for ports, delivering a series of 5G-led innovations to accelerate Belfast Harbour's digital transformation and help deliver its smart port strategic ambitions. We will build and manage a live 5G Private Network designed specifically to achieve the highest levels of ultrafast mobile connectivity, coverage, reliability and security across the 2,000-acre Harbour Estate responsible for roughly two thirds of Northern Ireland's trade. Going live in early 2021, the highly secure and scalable network will enhance safety, security and sustainability of the port, unlocking productivity benefits and contributing to the region's green recovery ambitions.



### Hertfordshire County Council

Our partnership with the Hertfordshire Living Lab project is transforming Hatfield Business Park into a model 'smart place' by introducing an open and experimental digital ecosystem. By providing the Lab's 5G network. We are powering the next generation of connectivity needed to support the sustainable, smart services at the heart of the project. This digital fabric will support the smart devices being deployed in the Lab and enable real-time data-driven decision making. We are also helping customers across the business park identify areas where 5G-led technologies can bring benefits to their organisation and the wider region.





# Five success factors: creating a digital fabric for the next generation of public services

BT's ambition is to partner with local leaders to create a 'digital fabric for the next generation of public services'; a foundation that supports inclusive growth and is reusable, scalable, future-proofed and flexible - to deliver any outcome. By working with most councils nationwide and speaking to hundreds of public sector organisations during 2020, we identified five key elements needed to successfully act on this opportunity.



# 1. Understand, and communicate the vision

Local authorities, communities and business partners need a single, shared vision of the future they can rally behind and work towards.

This shared mid to long term vision helps contextualise and support the kinds of infrastructural investments needed to meet net zero ambitions - especially important when investments have a longer payback period (such as renewable energy or electric vehicles, which incur a higher upfront cost, but create healthier places and are more efficient therefore less costly to operate overall).

It's clear local authority chief executives have an essential role to play in defining and communicating this vision and that the current moment of change offers an ideal window of opportunity to do so. In the words of Chris Naylor, Chief Executive of Birmingham City Council; "We need to offer hope, inspiration and have a collective view about the future."

BT is proud to work alongside several local authority partners who have set out and are working towards bold visions of the future. For example, Leeds City Council whose '100% Digital Leeds' campaign signals a future where Leeds has removed all barriers to digital inclusion. Or North Lanarkshire Council, which is guiding its efforts behind

forward-looking 'Town Visions' – an invitation to each of its communities to 're-imagine our towns', leaving behind the 'old model for town centres' in favour of mixed-use spaces. Visions like these illustrate an end goal that inspires and aligns the efforts of all stakeholders.

***"Hertfordshire Living Lab will highlight the possibilities of what a town of the future could look like: one that is green, efficient and thriving, and which improves the quality of life for residents while presenting new opportunities for businesses."***

**Nitin Dahad**

Chair of Hertfordshire LEP's Enterprise & Innovation Board







## 2. Continue to learn from the front edge innovation

To support innovation that accelerates citizen-led outcomes, local authorities need insight and research. But in the context of a growing funding shortfall, this kind of public investment is increasingly difficult – which is where BT and the private sector can support.

BT makes significant investments in innovation to bring new ideas to existing offerings and create new possibilities for customers. With a history of innovation spanning 175 years, we have invested £2.5 billion in R&D over the last five years and filed 10,000 patents since 1990. This includes employing 4,000 ‘innovation scouts’ to figure out what the future will look like – intelligence that’s used to support customers. Alongside this R&D, We’re exploring breakthrough innovations to support the public sector by engaging SMEs in the UK and abroad – including through our Green Tech Innovation Platform.



# The Green Tech Innovation Platform

BT partnered with Plug and Play, the world's leading innovation platform headquartered in Silicon Valley, to launch the Green Tech Innovation Platform in June 2020, an initiative to uncover new and differentiated green technology solutions that can support the public sector's transition to Net Zero.

To date the initiative has focused on three areas for new emerging technologies that have significant potential to transform local communities:

- **Smart Streets:** Insights from environmental monitoring and traffic optimisation sensors which can be easily integrated into 'street furniture' like the next generation of BT Street Hub units.
- **Smart Buildings:** IoT capable solutions supporting energy and water management in social housing and other public sector buildings.
- **Remote Working:** Uncover ways 5G can be used to support innovative products and solutions that will reduce travel, e.g. using video, augmented reality or virtual reality to carry out remote repair and diagnostics by health and other public sector workers.

***“Coronavirus has shown us partners can achieve rapid, transformational change by working together in a specific, action-oriented way. The Green Tech Innovation Platform’s focus on enabling local authorities to save money whilst achieving their social and environmental goals is precisely why these new technologies are so exciting.”***

**Andy Wales**  
Chief Digital Impact and Sustainability Officer - BT

As part of this initiative, we recently announced at our 'Towards Net Zero' virtual showcase that we have selected two technology scale-ups to collaborate with and develop new joint products and services aimed at helping our public sector customers drive a green recovery:

- **iOpt's** Internet of Things (IoT) platform enables smart buildings, with a focus on social housing for local councils. Their award-winning platform provides real-time information and alerts on

the status of properties; with installed sensors enabling the monitoring of key information such as damp, mould, and fuel poverty. This improves health and well-being outcomes for tenants, whilst dramatically lowering preventative maintenance costs and unnecessary travel from engineer visits. BT will provide the network connectivity and manage the installation of the IoT sensors, while supporting iOpt to grow their customer base.

- **Everimpact** will provide the environmental monitoring for BT's smart streets proposition, combining their satellite data and AI technology with air quality and CO2 data gathered by sensors on BT's street furniture. By integrating sensors into our street furniture, including payphone kiosks and CCTV poles, local councils will be provided with actionable environmental insights - accessed via a 'Smart City Dashboard'. This will allow local authorities to track emissions in real-time and identify reduction opportunities as well as receive certified carbon offsetting information that helps them access new funding for decarbonisation efforts.

We will be working closely with the Carbon Trust to measure the carbon abatement and other environmental impacts from both trials. This will enable local councils to measure the environmental benefit of the solutions, alongside business benefits such as cost savings.

***“We are excited to be looking at how we can work with entrepreneurs who have innovative solutions to help tackle some of the challenges that local authorities really need to solve. For example the quality of social housing and how to help their clients get a better quality of living whilst reducing their costs. In that area alone, there are several new technologies which show great promise.”***

**Andy Wales**  
Chief Digital Impact and Sustainability Officer - BT



### 3. Make the investment case based on overlapping social, environmental and economic value

In the financial wake of Coronavirus, there is a risk digital technology may come to be seen by local authorities as a cost rather than an investment. This risk should be resisted – but to do so, the cost-saving benefits of digital technologies must be made clear.

*“We need to demonstrate how technology can optimise the way we deliver services to achieve the same outcomes at lower cost, and often achieve better outcomes.”*

**Dean Terry**  
MD Corporate & Public Sector – BT



To achieve this, there's a growing need for partners like BT to provide a clear business case backed up by evidenced success that demonstrates how technology investments can drive value. At the heart of this lies best practice sharing, so local authority leaders can get a tangible sense of how transformative technologies can be for their communities, when applied to their local context. Dean Terry, BT's Corporate & Public Sector MD echoed this; “We've seen success stories working with our customers where they've really picked up the mantle and driven impressive results and social value – and I often ask myself, how do we share this more widely? We need to bring local authorities together to share best practice so others have the opportunity to consider; ‘could that work for me’, ‘how can I replicate it in my environment? This is partly why we launched The Green Tech Innovation Platform; to provide an open space for collaboration and avoid duplicated effort from councils working independently to deliver on the same strategy and vision.”

*“The Green Tech Innovation Platform is a fantastic example of overcoming siloes and pockets of excellence by joining up different authorities and showcasing what's working in one place so that value can be scaled to others.”*

**Emma Fryer**  
Associate Director - Tech UK



## 4. Take the time to create partnerships and build trust

Local authorities have the local knowledge, community empowerment and agility to partner with key players in the public, private and third sectors to deliver place-based programmes that have the potential to make a real difference in reaching local and national sustainability targets.

Therefore councils are well positioned to leverage and strengthen relationships with trusted partners they can rely upon – business with solid climate credentials, local knowledge and a track record of serving people in their communities.

***“We are fully on track with our Net Zero goals, already using 100% renewable power - even though we use 1% of UK power. We also have a very ambitious plan to switch most of our vehicles, the second largest commercial fleet in the UK with 33,000 vans, to almost all electric by 2030.”***

**Andy Wales**  
Chief Digital Impact and Sustainability  
Officer - BT

***“In this sector, I’m yet to come across a single case study that didn’t involve partnership.”***

**Emma Fryer**  
Associate Director - Tech UK



# 5. Deliver with communities in mind

The pandemic has reminded us that communities play a vital role in confronting crises — using their knowledge of local needs, relationships and networks.

The record levels of community engagement witnessed throughout have given local authorities a real opportunity to get the support they need to deliver.

*“As residents, we now have more ‘skin in the game’ in our places. Rather than using them as satellites to go to other places, like those for work, we are now living, breathing and doing everything in our places, so we’re starting to think more about how they can become better for us.”*

**Emma Fryer**  
Associate Director - Tech UK

Technology and connectivity are key to digital transformation, but it’s what they enable people to do that drives change.

However, many people lack the skills and the confidence to make the most of these powerful enablers in their home and work lives. As ‘there’s no impact without take-up’, private sector organisations have an essential role to play in supporting skills investment – taking something that may seem complex and scary for many individuals and using private sector expertise to ‘level up’ everyone.

This is a challenge BT is well placed to tackle with our reach, partnerships and strong track record on digital skills training. Through programmes like ‘Skills for Tomorrow’ designed to support communities across the UK – from school children, jobseekers and small businesses to older and more vulnerable members of society – we seek to empower millions of people with the skills needed to flourish in the digital future. This includes a focused effort to equip a million small business owners and employees with the digital skills needed to thrive during and beyond the pandemic. These efforts, delivered together with community partners, aim to inspire confidence, enhance understanding, unlock potential and reduce inequality.



*“As more businesses step forward and consider what they can do to create social value in partnership with local authorities, there is a huge opportunity to drive transformational change.”*

**Dean Terry**  
MD Corporate & Public Sector - BT



# Here to help: together we can build back stronger, fairer and sustainable

Through our local authority partnerships, we seek to be a leader in the regeneration of our places and the reboot of Britain's economy. We want to see greater investment in local infrastructure, support for UK manufacturing, small businesses and a focus on green technologies - helping to create durable jobs and sustainable growth. We believe we have a big role to play and we hope others will join us.

## BT: trusted by local authorities nationwide

At this critical time, we hope to build on and strengthen our partnerships with local authorities. As a close partner to local authorities across the country, we are trusted for:

### Embedded partnership

Our breadth of portfolio, diversity of solutions and managed services deliver a truly end-to-end digital infrastructure.

### Best digital infrastructure

Our fixed and mobile network credentials, including 5G, make us 'the network the UK relies on'. Also, our EE mobile network has been ranked the UK's No.1 network 7 years in a row.\*

### Track record of local investment

With 105,000 BT employees nationwide, we live and work in your region, contributing to your local economy - so have a vested interest in your success.

### Collaborative innovation

We deliver smart services in a local setting and offer access to a huge reservoir of expertise, knowledge, and insights.

### Advocacy for digital change and skills development

Our Skills for Tomorrow programme is working to help 10 million people and 1 million small business owners and employees across the UK to develop their digital skills.

### Climate leadership

As the FTSE100's top sustainability leader, we are dedicated to leading the transition to a zero-carbon world and are committed to reach Net Zero by 2045. We're also a founding EV100 member with climate investments including the Green Tech Innovation Platform.

Would you like to find out more about how BT can support you in achieving your goals?

Please contact your BT Account Manager or visit [business.bt.com/public-sector](https://business.bt.com/public-sector) for more information.



