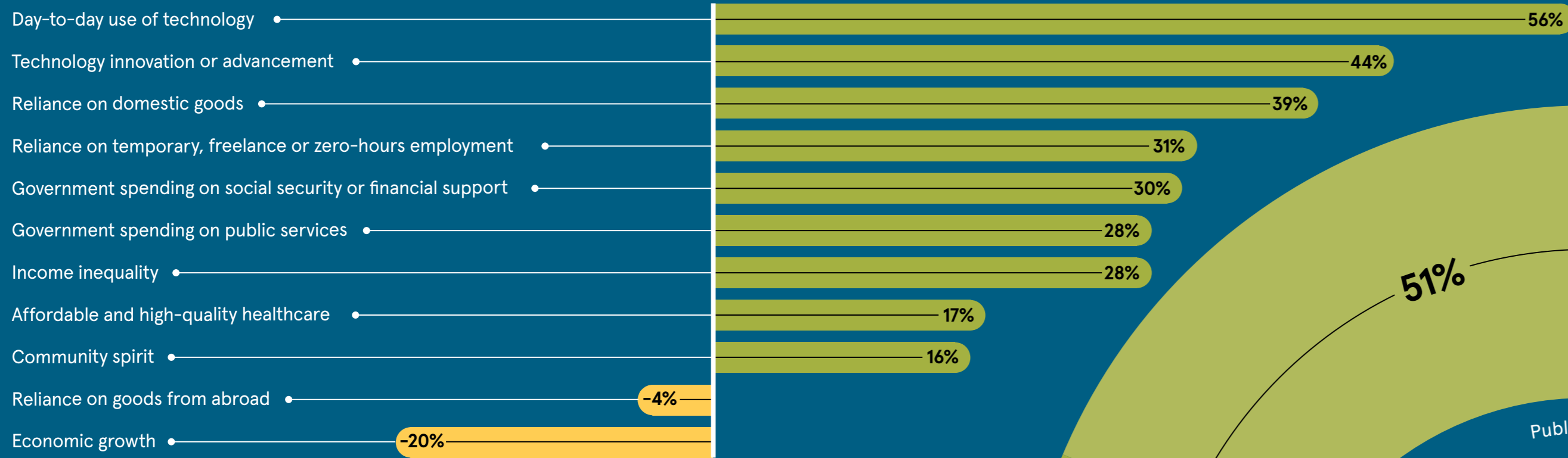


CONNECTED CITIZENS

As the pandemic initially drove many of us indoors and online, it turned British citizens into infinitely more tech-savvy consumers. But is the public sector keeping up? As people increasingly use digital technology to work, shop and socialise, they are yet to engage fully with public services through online channels. So where and why are public services still struggling to go digital?

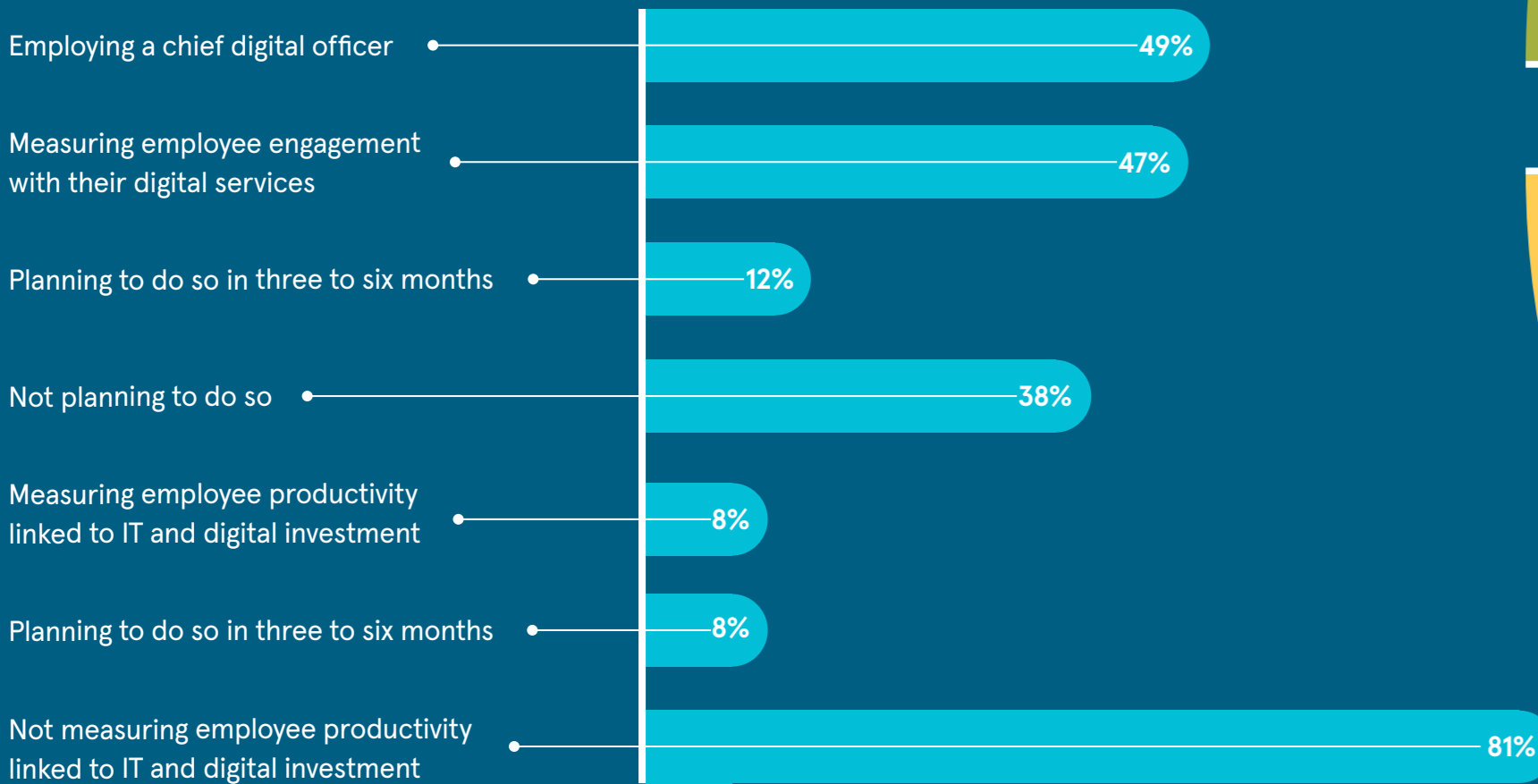
DAILY USE OF TECH HAS SHOT UP AS A RESULT OF THE PANDEMIC

Percentage of global citizens who think there would be more or less of the following things in the future, owing to the Covid crisis. Tech tops the list, but there are high expectations for government spending too



LOCAL AUTHORITIES ARE NOT PRIORITISING DATA AND DIGITAL TECH

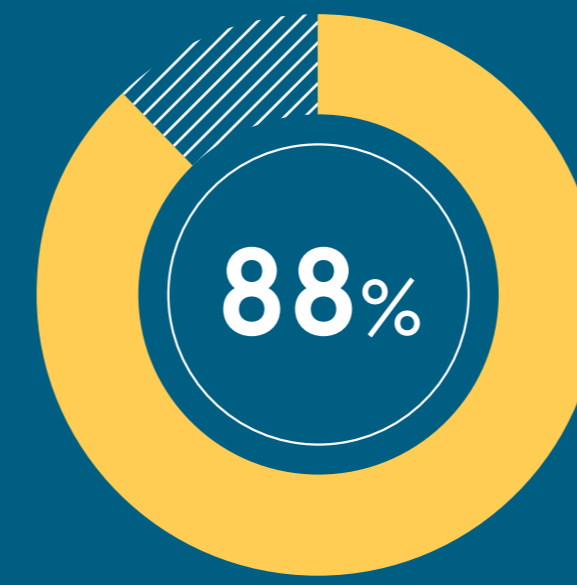
Percentage of UK local authorities



HOW DOES THE PUBLIC SECTOR RATE ITSELF?

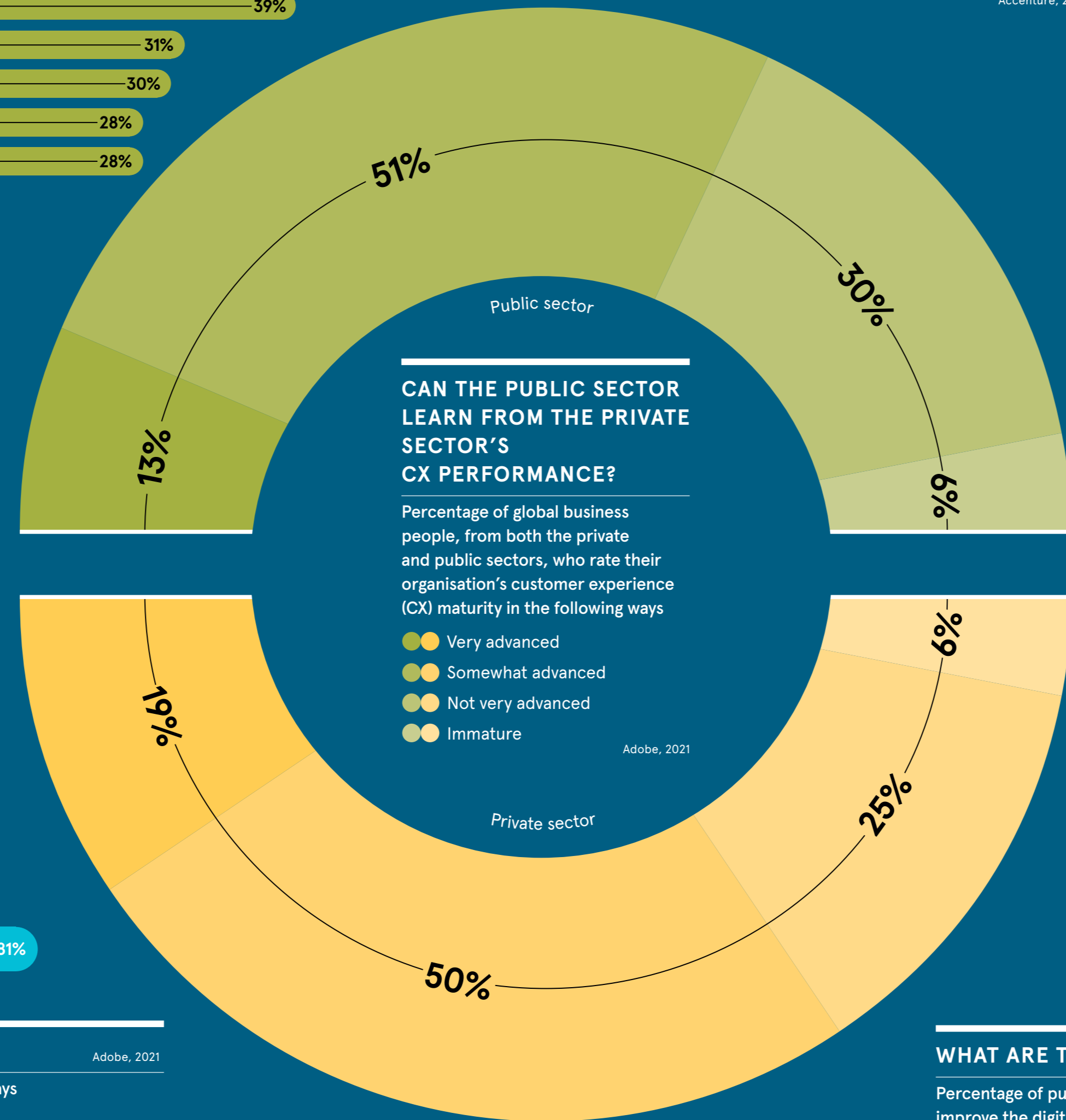
Percentage of public sector business leaders who rate their organisation's digital experience record in the following ways

● Excellent (always improving the digital experience)
 ● Good (often improving the digital experience)
 ● OK (sometimes improving the digital experience)
 ● Poor (often failing to improve the digital experience)
 ● Terrible (never managing to improve the digital experience)



of public sector leaders agree that their organisation's business and technology strategies are becoming inseparable, even indistinguishable

Accenture, 2021

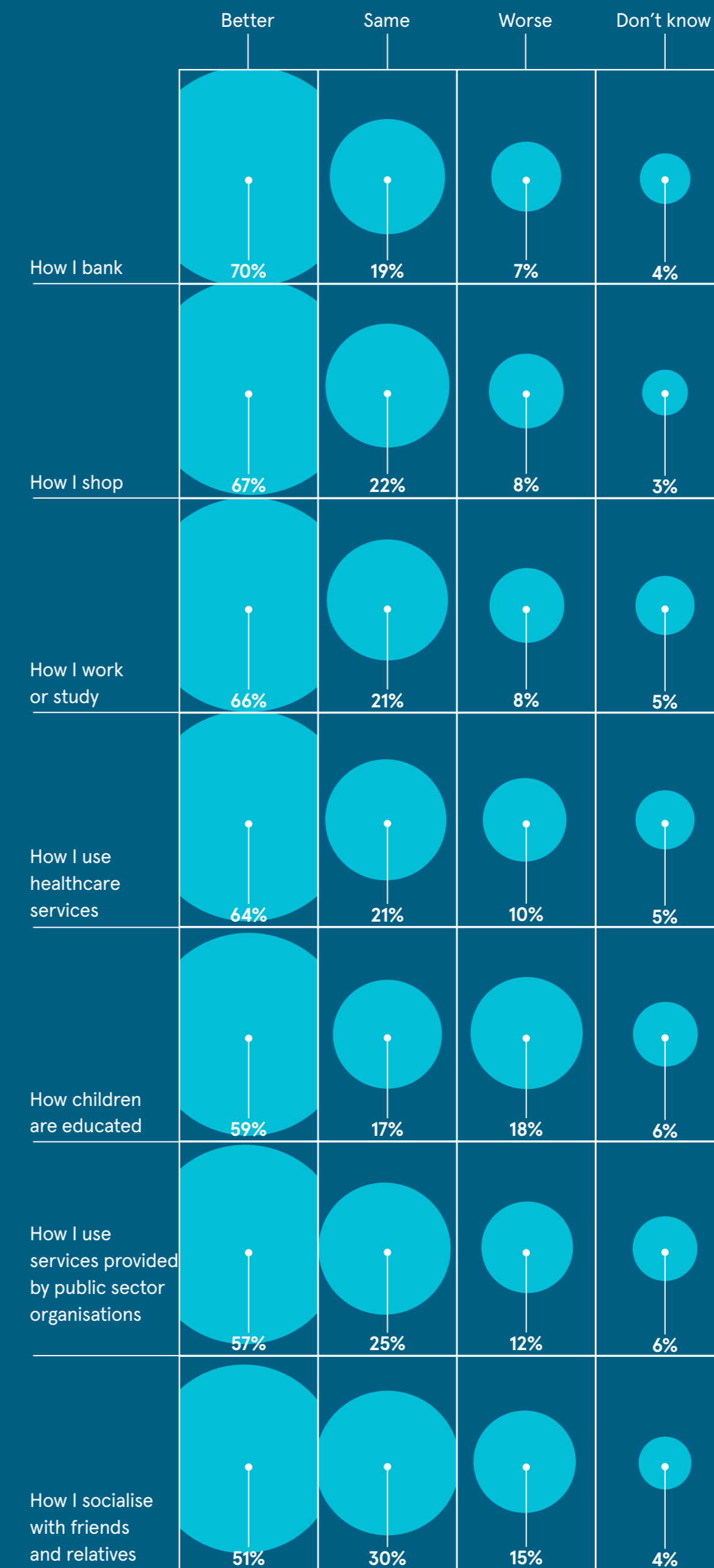


Adobe, 2021

THE PUBLIC SECTOR IS SEEN AS A LAGGARD IN TERMS OF USING DIGITAL TECH TO IMPROVE SERVICES

EY, 2021

Percentage of global citizens who say that technology will change how they do the following things – and whether they think those changes will be for better or worse

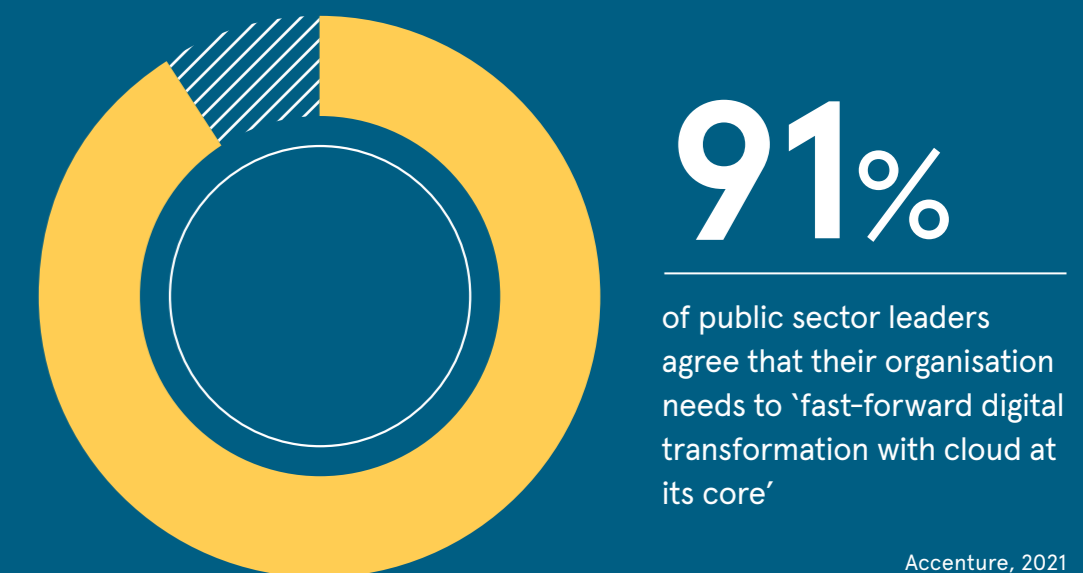


A SIGNIFICANT INVESTMENT IN CONNECTIVITY

In its November 2020 spending review, the government committed £5bn to upgrading the nation's digital infrastructure – a programme that's expected to run to 2025. But the Department for Digital, Culture, Media and Sport has allocated only £1.65bn of this so far



Public Policy Projects, 2021



Accenture, 2021

WHAT ARE THE BIGGEST CHALLENGES?

Percentage of public sector leaders who agree or strongly agree with the following statements about the problems facing their organisations when working to improve the digital experience they offer to users of their services

● Strongly agree
 ● Agree

