



SFT Outcomes 2021/22

Demonstrating progress with impact

PRIMARY OUTCOME

05

PROGRAMME AND PROJECT PROCUREMENT AND DELIVERY IS EFFECTIVE, WITH HIGHLY SKILLED TEAMS DEPLOYED WHERE THEY ARE NEEDED

SECONDARY OUTCOMES

02

03

08



4G infill programme plugging the gaps

At a time when we have become completely reliant on receiving a mobile signal, many parts of Scotland still can't get one. Today it is viewed as a much-needed utility, similar in ways to having access to hot and cold running water or electricity and gas, where being able to connect to the internet and to receive a mobile phone signal is a vital lifeline for communities and businesses alike.

Scottish Government and our Digital Infrastructure Team have worked together to develop the Scottish 4G Infill (S4GI) programme to deliver 4G infrastructure and services across Scotland's 'not spots'.

During the 2021/22 financial year, the programme was awarded an additional £3.75m by Scottish Government to deliver 12 more masts, which was on top of the initial £17.5m of Scottish Government funding and £11.25m from the European Regional Development Fund.

The programme is now targeting up to 55 masts in 'not spot' areas. To date, 48 masts have been built of which 28 are now operational.

Our Digital Infrastructure Team has lead the project management and technical assurance of the project, working with WHP Telecoms who are delivering the



05

**EFFECTIVE PUBLIC ASSETS
DRIVING TRANSFORMATION
OR ARE RE-DEPLOYED**



NET
ZERO



SUSTAINABLE
PLACES



INCLUSIVE
GROWTH



contract, and stakeholders such as the UK Government Home Office to identify opportunities, overcome challenges, and ensure value for money by reutilising infrastructure.

With now many masts operational, the programme is having a real and tangible effect on rural communities.

Residents in Lemreway, Pairc, Isle of Lewis, have welcomed the newly-available 4G services. For Fiona Stokes, from Pairc Trust, this was a long-awaited development:

“So many households need good connectivity more than ever as we work from home, and I know that locals have been eagerly anticipating the introduction of 4G.

My husband is a postman and the new coverage is making aspects of his job run a lot smoother too, when parcels get delivered and uploaded to their system.

“We were all having so much more delivered during lockdown, so he is certainly thankful that the new mast is in place ahead of the busy postal time at Christmas!”

Additionally, the Pairc Trust was successful in its WHP S4GI Community Fund application and has secured a £2,000 award to support its community centre and to enhance the community's digital skills.

And on Orkney, thanks to the S4GI programme, businesses in Deerness are now able to offer an improved experience to customers and visitors. According to Stuart Brown, owner and founder of Deerness Distillery:

“The new 4G mast in Deerness is a real benefit to our business with regards to additional connectivity for visitors and tourists.

“Tourists can now navigate via Google Maps to our Visitors' Centre.

“They are now able check-in, leave reviews and upload pictures of their fun experience at the distillery.

“It is also helpful during times of broadband outages for back-up payments over the 4G network – we've previously lost out on customer purchases.

“4G has helped us with cybersecurity, as many platforms are moving to two-stage verification systems. Being able to receive an SMS to obtain a password is great. Prior to this, we had to walk or drive one mile up the road to obtain signal.”