

Press release

FOR IMMEDIATE RELEASE:

Getting smart cities right has never been more critical says new techUK report

- *Increasing costs along with environmental and social pressures have greatly increased the need to deliver effective smart city solutions*
- *Ensuring partnership working, improving engagement approaches and rethinking delivery mechanisms will be key for all projects moving forward*
- *New techUK report outlines the fundamental steps that local councils must implement to deliver smart initiatives*

LONDON, 28 June 2022: Every city, regardless of its size, should be looking to develop smart city capabilities, calls technology trade association techUK.

In a new report titled 'Demystifying the smart city – working towards better implementation', cities are being urged to embrace partnership opportunities with technology companies to enable innovative delivery and engagement practices for smart initiatives. It comes at a crucial time for local authorities which have found themselves at the frontline of multiple crises.

Intended as a guide for city leaders, the report outlines the fundamental steps councils must go through when planning, consulting, and delivering smart initiatives. This includes the need to set out a long-term vision for projects and embedding digital into existing strategies to encourage a cultural shift around the role of technology within all elements of service provision.

Rewriting the approach to stakeholder engagement has also been recommended. Ensuring siloes are broken down and for collaboration to occur at multiple levels across the city to unlock smarter decision-making is viewed as a fundamental step for any city developing capabilities in this area.

A severe lack of trust in public institutions also means that local authorities and technology partners must have established processes for listening to the views of communities and that they are brought into the process from the outset.

The report also observes how partnership working can greatly increase spending power, insight and delivery capabilities and outlines innovative approaches needed to deliver on the ambitions of a smart city vision, including new approaches to procurement, financing and reporting.

Georgina Maratheftis, Associate Director for Local Public Services at techUK, said:

"Smart cities have the potential to deliver transformative benefits for local areas and councils are leading the way in showing how powerful technology can be in improving citizen outcomes, strengthening the economy, and protecting the environment.

"However, smart city projects are woven within layers of complexity which can often make the delivery process difficult and susceptible to failure. We hope this report will start to unpack some of this and pave the way for more projects which are outcome led and based on collaboration and best practice at this crucial time".

Matt Armstrong-Barnes, Chief Technologist, Hewlett Packard Enterprise and Chair of the techUK Smart Cities Working Group, said:

"The evolution of interconnectivity is accelerating the paradigm shift toward embracing information and technology to enhance citizen welfare and government services.

"Optimising operational efficiency and building effective operating models aligned to a clear smart cities vision is paramount to the success of digital strategies. techUK is a driving force providing clear navigation on the road to smart cities and this report is a culmination of collaboration between techUK and its member organisations."

techUK's report was developed in partnership with organisations including Hewlett Packard Enterprise, Jacobs, DG Cities and Newcastle City Council. Earlier this year, techUK published a separate report which made the case for enhanced digital innovation adoption across the UK's local public services to improve citizens' lives.

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Notes to Editors

The full report can be downloaded [here](#).

Our report from earlier this year 'Local Public Services Innovation: Creating a catalyst for change' can be downloaded [here](#)

More information on the Smart Infrastructure and Systems programme at techUK is available [here](#)

About techUK

techUK is the technology trade association that brings together people, companies and organisations to realise the positive outcomes of what digital technology can achieve.



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With over 850 members (the majority of which are SMEs) across the UK, techUK creates a network for innovation and collaboration across business, government and stakeholders to provide a better future for people, society, the economy and the planet.

By providing expertise and insight, we support members, partners and stakeholders as they prepare the UK for what comes next in a constantly changing world.