

Rt Hon Ian Murray MP

Minister of State (Minister for Creative Industries, Media and Online Safety)

Department for Culture, Media and Sport

100 Parliament Street

London

SW1A 2BQ

Dear Minister,

Re: Digital Infrastructure in London

We are writing on behalf of the four sub-regional partnerships in London - Central London Forward, ; Local London, West London Alliance and South London Partnership to congratulate you on your appointment.

We welcome the Government's commitment to the rollout of gigabit-capable broadband and 5G networks to enable businesses, residents and institutions to access seamless and reliable connectivity. *However there remains significant gaps in the infrastructure deployed in London.* We wish to raise our deep concern regarding the insufficient availability of digital services to our residents and businesses; notably the gaps in broadband deployment and the performance of the mobile networks across London that are failing to cope with the demands of the city.

To enable London to compete globally and contribute to the UK's growth, we want to work with government on the following:

- There needs to be a refocus of government funding to urban areas leveraging commercial investment into fibre for our growth zones and data centres and enhancing mobile coverage and capacity to serve our key commercial areas and transport hubs.
- London should receive the support that has been given to rural areas through BDUK led procurements and funding streams, notably Project Gigabit. This needs to be urgently delivered as further delay will impact our growth. In addition, sub-regions require information on delivery timescales and progress during implementation.

- Government should make funding available to stimulate and anchor investment from a range of both incumbent and alternative network operators to drive competition and deliver the next generation fibre infrastructure London requires
- The barriers to mobile infrastructure deployment in London need to be urgently addressed, notably relating to planning and the way new developments impact the availability of mobile services. Londoners experience slower speeds, poorer reliability and spend more time in 'not spots' when using mobile services compared to those in other global and UK cities

This will enable us to address the major gaps in digital services in London which will support economic growth.

Gaps in gigabit capable **broadband provision** remain significant. There are over 373,000 premises ¹in London unable to access a gigabit broadband service. These remaining premises are likely to be in locations which are more difficult to build to for a variety of reasons. This makes them less, or not at all commercially viable for operators and some will need carefully crafted public sector interventions which draw on local understanding.

This is impacting the delivery of public services, creating a digital divide and reducing the productivity of our small and medium sized businesses. According to the London Growth Plan, SMEs alone miss out on an estimated £28 billion in annual revenue due to slow and unreliable workplace broadband – a growing drag on London's economy. In addition:

- A fifth of our premises are unable to access a full fibre broadband service
- 54,000 premises sit in a not spot, unable to receive a 30Mbps broadband service.

A significant challenge also exists regarding **mobile capacity and access to 5G services** where London is one of the poorest performing major cities internationally. Recent research by Mobile UK places London among the worst of all UK cities for mobile experience stating that 'user experience lags behind the UK's largest cities across key 5G performance indicators. London is experiencing a measurable **decline** in mobile network performance. This is being driven by:

- Extensive redevelopment and notice to quits for mobile mast sites across the capital
- High rise residential and office developments interfering with signals

¹ Ofcom Connected Nations January 2026 Statistics

- Limited planning capacity and a failure of planning regulation to keep pace with developments in mobile infrastructure
- A lack of appetite among developers to have mobile infrastructure on rooftops, or to consider the implications of developments on connectivity from the outset.

Many key transport hubs, retail areas, high streets and growth zones are now experiencing degradation in service.

We would welcome the opportunity to discuss this further with you and to ensure that we continue to play our part in delivering the national drive for economic growth and that London continues to be one of the best places to invest in the world.

We look forward to hearing from you.

Yours sincerely,

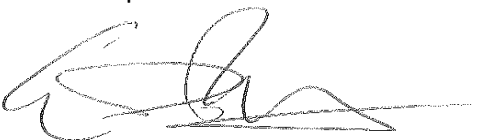
Cllr James McAsh, Leader of the London Borough of Southwark, Chair of Central London Forward



Cllr Kam Rai, Leader of the London Borough of Redbridge, Chair of Local London



Cllr Gareth Roberts, Leader of the London Borough of Richmond Upon Thames, Chair of South London Partnership



Cllr Paul Osborn, Leader of the London Borough of Harrow, Chair of West London Alliance

