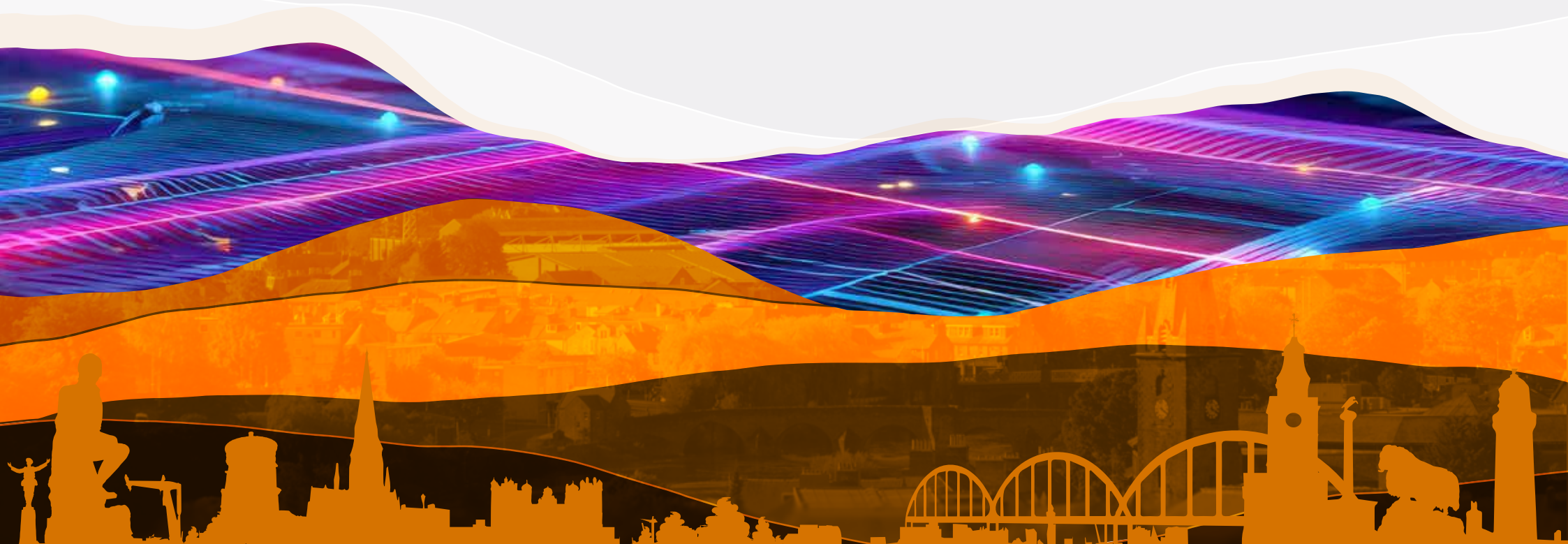


Appendix 1:



Digital Strategy 2026–2031



Introduction



Our council's previous Digital Strategy was approved in November 2021 and aimed to build on the new technologies and digital practices adopted during Covid recognising that a digital first approach was essential to enable people to use digital more effectively, to make it easier to access our services and to inform more relevant insight to support decision making. This culminated in the Digital Experience Project as a significant deliverable during the period of the strategy.

This refreshed Strategy seeks to align with Scottish Government and COSLA's revised Digital Strategy for Scotland launched in November 2025, but with a local focus on ensuring our council provides secure, inclusive, and easy-to-use digital services and our region is confident using technology to improve lives and bring communities together.

The accompanying delivery plan sets out an initial 18-month Implementation Plan. This provides for practical actions to progress the ambition in the strategy. The intention is to update the Implementation Plan as part of evaluating progress every 6 months and at the same time extending the plan forward for a further six months each period.

An impact measurement framework, aligned to our councils People Experience Framework, will be developed as part of the initial 3–6 month actions to help measure the impact of the strategy and associated implementation plan.



Policy Context

The Dumfries and Galloway Council is shaped by a dynamic policy landscape that places customer, digital and people at the heart of organisational change.

Nationally, the Scottish Government and COSLA's revised Digital Strategy for Scotland sets a clear direction, with a vision that seeks to connect people to opportunities, creates economic growth and delivers improved public services. The accompanying delivery plan: Sustainable digital public services - delivery plan 2025-2028, is a collaboration between the Scottish Government and local government and sets out the actions to be taken individually and jointly to deliver the ambitions of the strategy.

Locally, the Council Plan 2023–2028 and associated Delivery Plan outline a vision for Dumfries and Galloway as a fair, successful, and sustainable region, with digital recognised as a catalyst for economic growth, improved connectivity, and efficient public services. Council Plan objectives focus on

digital inclusion, development of digital skills, and harnessing technology to support vibrant rural communities and modern service delivery. These priorities are closely aligned with national ambitions, ensuring regional initiatives contribute to Scotland's wider digital goals while addressing local needs.

Building on the council's previous Digital Strategy (2021–2026), this update responds to the rapid pace of digital change and ensures continued alignment with national direction and local priorities. This refreshed strategy sharpens focus on key themes and sets out a digital delivery plan that will be updated through the life of the strategy to achieve tangible objectives.

By embedding digital as an enabler across all council services, we will support integrated, efficient, and responsive public services. Digital initiatives will be joined up and contribute directly to the council's overarching ambitions, ensuring they are able to be scaled appropriately across our council.



Vision



To provide secure, inclusive, and easy to use digital services that help every citizen, business, employee, and visitor connect with the Council simply, whenever and wherever they need to. We want Dumfries and Galloway to be a region where people feel confident using technology to improve their lives and bring communities together.

Core Themes

Digital Inclusion: Bridging the digital divide and providing skills, access, and support.

Customer Experience: Designing digital services around user needs with simplicity and clarity

Smart Infrastructure: Investing in scalable, secure and future-ready digital platforms and infrastructure

Data Insight: Using data to drive proactive decision-making and improve services.

Objectives

Deliver enhanced customer experience: Enhance the customer experience for both internal and external users,

Strengthen reliable data insight: Improve data quality to support better policy and decision-making,

Achieve sustainable operational efficiencies: Deliver cost savings and efficiencies that are sustainable over the long term.

Principles

Design for Everyone: Ensure digital services are accessible and inclusive for all users, promoting equity and universal access.

Data Smart: Encourage the use of data insights to drive informed decisions and proactive service improvements.

Empower Through Technology: Focus on providing citizens and staff with digital tools to boost skills, productivity, and engagement.

Build Trust Digitally: Highlight transparency, security, and privacy to foster public confidence in digital services.

Delivery Enablers

Design for Everyone: Ensure digital services are accessible and inclusive for all users, promoting equity and universal access.

Data Smart: Encourage the use of data insights to drive informed decisions and proactive service improvements.

Empower Through Technology: Focus on providing citizens and staff with digital tools to boost skills, productivity, and engagement.

Build Trust Digitally: Highlight transparency, security, and privacy to foster public confidence in digital services.

Success Measures

- **Improvement in the Council's digital maturity through the duration of the strategy** across leadership, culture, data, technology and service design.
- **Increased accessibility and uptake of digital services**, with growth in digital transactions and appropriate use of assisted digital support across demographic groups.
- **Improved customer experience**, demonstrated through higher satisfaction scores, more positive feedback, and reduced avoidable contact aligned to the Customer Framework.
- **Enhanced workforce digital capability and confidence**, aligned to the People Framework, with increased participation in skills development.
- **Reduced digital exclusion**, evidenced by greater community participation in digital inclusion initiatives.
- **Expanded use of digital automation** to redesign processes and deliver measurable operational efficiencies.
- **Modernised and resilient digital infrastructure**, with progress against infrastructure modernisation milestones and improved cybersecurity resilience using recognised public sector standards.
- **Greater recognition of digital and customer service excellence**, both internally and externally.
- **Improved data quality and integration** across priority systems, including better completeness, consistency, accuracy and interoperability.



Digital Facts & Figures

Approximately one in every six emails we receive across the council is unsafe and is proactively blocked.

Our Council provides and supports free Public Wi-Fi internet access in 183 council operated buildings across our region.

Our 8 Household Waste Recycling Centres have been connected to broadband to help enable new ways of digital working for staff and customer service.

Our data warehouse holds over 70 different datasets supporting a wide variety of management dashboards including Workforce, Contact Centre, Social Work and Freedom of Information.

We currently have 15 public facing map-based web applications, including our online map of Adopted Roads that has been used over 58,000 times in the past 5 years.

Just over 80% of our employees currently have access to HR/ Payroll self-service; in partnership with Managers across the council and Organisational Development colleagues we're working to give all employees access through a mix of skills training, access to devices and even the ability to use their own devices if they wish.



