

To: The Management Committee
From: Housing Services Manager
Subject: Policy Review - Digital Inclusion Strategy

1. Introduction / Purpose

- 1.1 As per the Policy Review Timetable 2025/26 the Digital Inclusion Strategy is due for review.
- 1.2 The purpose of this report is to present the proposed revised strategy to Committee for its consideration and noting.

2. Review of Digital Inclusion Strategy

- 2.1 As part of reviewing the Strategy I undertook the following steps:
 - Looked at good practice across the sector for any new working practices to consider
 - Consulted with our Finance & IT Manager
- 2.2 Based on the aforementioned, there are no material changes to be made to the Strategy at this time. The only change was the updating of the action plan.
- 2.3 The Digital Inclusion Strategy will continue to be a working document and will continue to be developed as we move forward.
- 2.4 A copy of the track change version of the Strategy can be found in the Resources Section of One Advanced > Policies > Policies for Review – October 2025.

3. Risk

- 3.1 When considering and reviewing Digital Inclusion, we have identified the main risk categories and the measures we have taken to mitigate such risks.

Risk Category	Mitigating Measure
Legal & Regulatory: <ul style="list-style-type: none"> Ensure no one is left behind 	We have a developing Digital Inclusion Strategy in place.

4. Delivery of our Strategic Objectives

4.1

Area	Related Strategic Objective(s)
<ul style="list-style-type: none"> Compliance with the Scottish Social Housing Charter Regulatory Standards 	7) Achieve the highest standards in all that we do

5. Delivery of our Core Values

5.1

Area	Related Core Value(s)
<ul style="list-style-type: none"> Compliance with The Scottish Social Housing Charter Regulatory Standards. 	<ul style="list-style-type: none"> Accountable and Compliant Excellent and Committed Invest and Support

6. Compliance and Assurance

6.1 Our approach to Digital Inclusion means we are compliant with Regulatory Requirements as follows:

Compliance Source	Details
The Scottish Social Housing Charter	Outcome 1: Equalities <i>Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.</i>

6.2 Evidence Bank

Evidence	Assurance Exercise Location
<ul style="list-style-type: none"> Cover Report 	The Scottish Social Housing Charter Outcome 1

6.2.1 Committee is reminded that our Assurance Exercises are available in the Committee Log-in area of our website, which Committee can access at any time.

7. Summary

7.1 The Digital Inclusion Strategy has been brought for review. This was classed as a routine review and, therefore, does not require Committee approval.

7.2 Risk has been considered at Section 3.

7.3 Section 4 shows how complying with Scottish Social Housing Charter contributes to the delivery of our Strategic Objectives.

7.4 Section 5 shows how complying with Scottish Housing Regulator requirements link to the delivery of our Core Values.

7.5 Section 6 shows how we comply with Regulatory requirements.

7.6 Committee is asked to note that no material changes have been made to the Digital Inclusion Strategy with the exception of the updating of the action plan.