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The Digital Kingston: Smart Borough vision is ambitious and will require a significant change in approach and culture within the Council, not only with regards to implementing digital technology. but also in how we embed this digital advantage across the Council.

There is enormous potential for digital technology to transform the way we work, share data and deliver services in Kingston. This means improving our digital engagement and online offer to customers, ensuring those farthest from the Council and hardest to reach are not excluded, providing assistive technology and digital support and improving the skills required to use it among our residents, harnessing technology to collaborate effectively with our partners, sharing data and extracting its value, and up-skilling and supporting our workforce to respond to the challenges and achieve our target outcomes.

To achieve these outcomes, we will create a digital by default culture, focus on proactive policies to build for the future now, and create a digital programme to guide us over the coming year as we embed the priorities and principles laid out in this strategy across the Council.