Digital Housing Strategy: Executive Summary

The Digital Housing Strategy aims to improve housing services, enhance tenant satisfaction, and promote digital inclusion in Falkirk. Based on extensive consultation with partners, tenants, and staff, we have identified the following priorities:

* Reducing digital exclusion and deprivation in Falkirk.
* Introducing innovative technologies to enhance housing provision.
* Meeting Energy Efficiency Standards for Social Housing using technology.
* Collaborating with partners, such as Registered Social Landlords and Private Sector Landlords, to implement digital technology and improve service delivery.
* Enhancing data collection methods and analysis through digital systems.

To address these priorities, we have developed several recommendations that will help improve

service delivery, meet Scottish Social Housing Charter Standards, and increase tenant satisfaction:

* Update Falkirk Council's digital presentation to make the website more accessible, user- friendly, and informative.
* Empower staff to update webpages within their remits, with appropriate training, to ensure information is accurate and up to date.
* Provide additional training for staff, especially when interacting with refugees, to improve service quality and digital readiness.
* Install IoT sensor technology in homes to enhance energy management, reduce CO2 emissions, and improve repair and maintenance services.
* Use data to improve services like Homespot, enabling tenants to make informed decisions on housing choices and allowing Falkirk Council to make data-driven decisions for area

improvements.

* Explore providing a broadband service for low-income tenant households to reduce digital exclusion.
* Supply smart speaker devices to tenants with literacy issues and/or language barriers to promote digital inclusion and independence.

These recommendations aim to create a more inclusive, efficient, and tenant-focused digital housing strategy for Falkirk. By implementing these changes, we will enhance service delivery, promote digital inclusion, and help create a better living experience for all tenants in the area.