**Transcript Delivering our Digital Vision**

Two years ago, Dorset Council published its digital vision and set its ambition to become a digital council and a digital place, helping to make Dorset a great place to live, work and visit. We have made great progress in delivering our plans and wanted to share with you just some of the highlights recently reported to Dorset Cabinet.

We set out five themes in our work, with the first being skills and inclusion.

We've been working with the LGA to improve our skills and knowledge around cyber security.

We have workplace digital champions helping their colleagues to use Office 365.

Somebody told us the workplace champions programme of study has not only been extremely beneficial to the team but also valuable to them and all aspects of their working day. They've grown in confidence and enjoyed their work more than they did before signing up.

We're developing our professionals across the digital change in technology and data using apprenticeships.

We recently recruited frontline employees as embedded digital champions to promote digital ways of doing things to our customers.

We have volunteered digital champions in the Community who have helped more than four and a half thousand people through the digital hotline or a face-to-face session.

96 people have received devices to our digital doorway scheme, removing barriers to provide digital access to all.

Somebody told us the gift of a smartphone has been an absolute lifesaver. It's opened a whole new world to me, and I'm so grateful to have it. It took me a while to get to grips with it, but I'm getting there. Before I had the phone, I was feeling very low, but now I can see people's faces again on video and have conversations with them via text and sign language. It's changed my life.

We received LGA Pathfinder funding to explore ways to counter the national shortage of fibre engineers and we're working across Dorset, on a new digital skills partnership.

Our second theme was designing future services.

We developed a tool for Landlords to understand energy efficiency and properties, which has been nominated for two awards.

We developed online services to support our Ukraine response using data and automation to help.

We're introducing an online financial assessment tool for social care clients.

And we've been talking to customers to develop the beginnings of a Dorset Council customer account.

We've been successful working with the NHS colleagues in securing 1.1 million over 3 years to support adult social care providers to become digital.

And we've worked with the cohort of design champions in highways to help them make efficiency savings.

Somebody told us I've been trying to keep up with what's available for vulnerable residents. Your website is great, clear, and easy to navigate, so this is really just a thanks for me. It's nice to be able to see what services are available and how to access help should they need it.

Our third theme was technology and infrastructure.

We're implementing a new customer platform and have moved our Council website onto it following testing with members of the public.

We converged 6 legacy planning GIS and the land charger system into one new system.

We implemented a new case management system and legal services.

And we implemented a new housing system to converge three legacy District Council systems into one.

We've enabled the Dorset workplace, providing 43 meeting rooms with hybrid kits.

And we've been awarded money to demonstrate how public sector assets can be used to speed up and reduce the cost of deployment of the next-generation connectivity.

We've been awarded 900,000 in government funding to deliver full-fibre Gigabit broadband to 35 public sector sites where there are no commercial plans to roll out fibre.

And 14 Dorset libraries now have full fibre Gigabit broadband thanks to government funding.

Somebody said to us with no mobile phone coverage and no telephone line, it was always a concern for us with that many people. How could we contact someone in an emergency with the option to get state funding for fibre broadband installed at our village hall? It was a no-brainer. We now have excellent Wi-Fi and can use our mobile phones plus a telephone line is now run through the broadband.

Our 4th theme was data and intelligence.

We continue to enrich the data in the Dorset care record to enable better decision-making across the integrated care system. With nearly 100,000 accesses to records by professionals each month.

We've supported the cost-of-living crisis work using predictive modelling to understand the impacted Dorset residents informing our response and how we work with communities.

In February 2023, the Dorset Council cabinet approved our data and business intelligence strategy and our vision to become a data-driven intelligent council.

Our fifth theme was leadership and culture.

We are involved in three national local digital fund projects, collaborating with other councils.

We've been exploring how we best develop our managers and leaders to work in the digital age.

And we've been modernizing how we communicate and talk to communities with our Facebook live sofa sessions.

We held our first-ever Dorset coding day.

And continue to raise awareness and celebrate digital innovation across Dorset at our annual festival of the Future and other events.

5G Rural Dorset has achieved world firsts and four national awards looking at areas such as agriculture, agritech and the 1st 5G Boy at sea.

Somebody told us it's good to see and celebrate the Dorset council leading by example in so many areas of experimental and innovative tech in a host of trial and routine settings. The appetite for radical practical innovation is palpable and contagious across the team.

With our digital Dorset work, we are making Dorset a great place to live, work and visit. For more information about our work, you can follow us on Twitter, LinkedIn, Facebook or our Blog.