

Folkestone & Hythe District Council

Digital & ICT Strategy 2026 - 2029

Summary version

Our Promise

- We want to use technology to help everyone in our area.
- We want our services to be easy to use for all people.
- We will keep your information safe.
- We will listen to your feedback and keep improving.

What is Digital & ICT?

- Digital & ICT means using computers, the internet, and technology to help people.
- We want everyone to be able to use our services, whether online or not.

What Have We Done So Far?

- We moved many of our computer systems to the cloud (online storage).
- We made our website easier to use.
- We created more online forms so you can do things any time.
- We made our systems safer from cyber attacks.

What Will We Do Next?

- We will keep making our services better and easier to use.
- We will use new technology to help people.
- We will keep your information safe and private.
- We will help people who need support to use digital services.

Our Main Goals

1. Security

- We will protect your information.
- We will train our staff to keep things safe.

2. Technology

- We will use modern computers and software.
- We will make sure our systems are reliable and good for the environment.

3. Data

- We will use information to make our services better.
- We will share useful information with the public.

4. Customers

- We will make our website easy to use.
- We will help people who need support.
- We will listen to your ideas.

How Will We Know We Are Doing Well?

- We will check our systems often to make sure they are safe.
- We will ask for your feedback.
- We will keep making things better.

What Can You Do?

- Try our digital services if you can.
- Tell us what you think so we can improve.

Working Together

- We will work with other groups to help everyone.
- We will keep learning and improving.