

Exploring Digital Transformation in Scottish Local Government

Research* by Capita on behalf of SWAN reveals digital access is fast becoming a 'must-have' for Scottish citizens

83%

of Scottish citizens would like to see councils more widely embracing digital technology



69%

say digital access to local government services influences where they opt to live

(e.g. online chat with a council, paying tax online, registering to vote online)

Greatest benefits of living in a Smart City?



56% say

Easier access to public services



28% say

Attracting new residents or businesses to the city



55% say

Creating a safer city



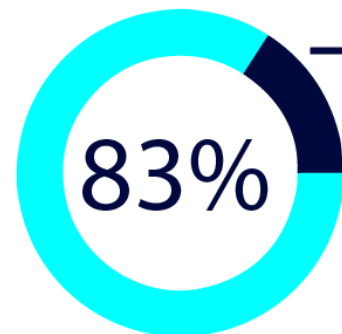
51% say

Improved public transport and traffic management



48% say

Creating a more environmentally friendly/greener city (e.g. reducing energy consumption, monitoring air quality)



83%

believe the Internet of Things could enhance the delivery of local council services

Want to learn more? Download the full report:
go.capita-it.com/connectedlocalgov