

Your response

Question	Your response
<p>Question 1: Do you have any comments on Ofcom's proposed Work Plan for 2026/27?</p>	<p>Confidential? – N</p> <p>Thank you for allowing me to join the Edinburgh session on the 27th of January and for the opportunity to respond to the Proposed Plan of Work 2026/27. This response is submitted on behalf of the Scottish Government's Digital Citizen Division, reflecting a digital inclusion and ethics perspective focused on ensuring that people—especially those at risk of digital exclusion—can access and benefit from digital services safely, affordably, and confidently.</p> <p>Firstly, we welcome Ofcom's continued focus on resilience, safety, and innovation across online services and communications networks. The measures outlined have significant potential to reduce digital inequalities, provided that inclusion and vulnerability considerations remain embedded throughout implementation.</p> <p>We appreciate Ofcom's work on categorised services and welcome the steps being taken to strengthen online safety. This has significant potential to benefit people who may be more vulnerable online. We note through our own research, and that of our stakeholders, that there is considerable fear associated with certain online services.</p> <p>We support taking a broad view of vulnerability, recognising the diverse factors—such as disability, age, poverty, literacy levels or social marginalisation—that may affect how people experience online risks. We would welcome further emphasis on safety-by-design expectations, particularly where automated systems or algorithmic tools shape user experiences such as with social media and AI-powered chatbots.</p>

Question	Your response
	<p>Lastly, Ofcom’s attention to emerging risks associated with AI and automated decision-making is welcomed. These technologies present real opportunities but also raise important ethical questions – some of which were discussed during Edinburgh’s Q&A.</p> <p>Embedding clearer expectations around how platforms mitigate the risks of misinformation, manipulation or other harmful content would help create a more inclusive, trustworthy and ethically grounded digital environment.</p> <p>We welcome this programme of work for 2026/2027 and support its goals of promoting safety, resilience, and responsible innovation. It remains vital that inclusion, accessibility, vulnerability, and ethical design are central to implementation. Scottish Government’s Digital Citizen Division are happy to be involved as your work progresses.</p>

Please complete this form in full and return to planofwork@ofcom.org.uk