Digital Flintshire Consultation – Results Summary

Participation and Aims

Results are in for the consultation on our proposed Digital Strategy and we'd like to thank the 179 people who participated.

The Digital Strategy sets out how the Council will embrace the opportunities that digital technologies, innovation and information offer to ensure the effective delivery of modern, efficient public services by adopting the following principles:

- Using technology to offer customers increased flexibility in when and how they access our services
- Ensuring our customers have the access, skills and confidence to engage with an increasingly digital world, based on their needs - no one is left behind
- Providing and promoting accessible and inclusive digital services that are simple, secure and convenient, enabling people to use the Welsh Language on a day-to-day basis
- Creation of a workforce which is efficient, informed, and able to interact confidently and effectively in a digital world
- Demonstrating digital leadership, creating conditions for genuine organisational transformation to take place and challenging those we work with to embrace this culture
- Working with and supporting our businesses to maximise and exploit opportunities that digital technology and innovation offers
- Using digital technology to work and collaborate with our partners efficiently and securely, including the effective sharing and use of data
- Ensuring that we treat Information as a key corporate asset ensuring it is compliant, accurate, relevant and secure so that we can use it to design and deliver more effective and efficient services
- Delivering a secure, reliable, resilient and cost effective digital infrastructure that is responsive to the needs of the Council and its customers

Digital Flintshire Consultation – Results Summary

Results Summary - Aims

The majority of respondents agree or strongly agree with aims of the Digital Strategy which will see Flintshire County Council continue to improve online services in the digital age.

Respondents also agree that being online helps people to be more self-sufficient and can help improve work opportunities.

 We are working towards and will continue to work towards:

1. Faster, more reliable broadband and mobile connectivity for Flintshire
2. Supporting people without internet access to get online
3. Free access to devices for people who don't have their own
4. Supporting people of all ages to develop online skills and confidence
5. Ensuring people of all ages have access to training and support
6. Working together with partners to deliver more convenient services
7. Increasing the number of Council services available online. which will help to deliver better ways of working and increased value for money

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Respondents Summary

- Total Responses – 179
- Number of responses with a full Flintshire postcode – 109
- 60.4% respondents do not work for Flintshire County Council
- 83.8% respondents live, or live and work, in Flintshire
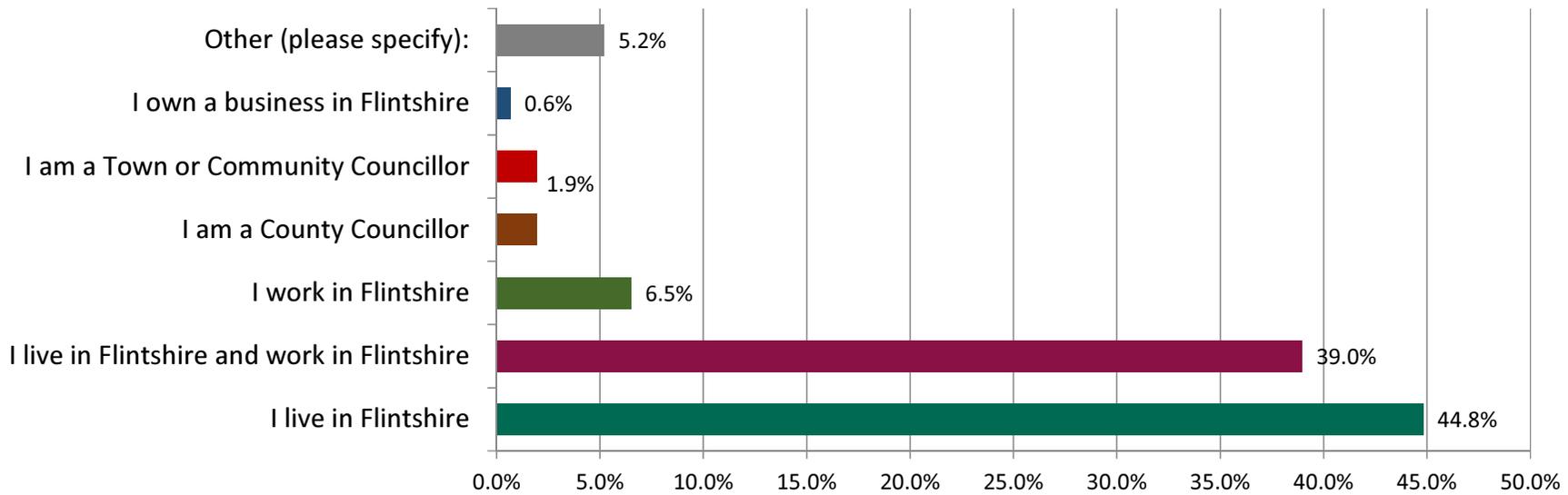
Digital Flintshire Consultation – Results Summary

Results Summary - Access to the Internet and Devices

All of the respondents have internet access at home:
- 98.5% respondents with access to broadband
- 67.9% respondents with access to mobile internet

All of the respondents have access to a device:
- 94% respondents have a smartphone
- 86.5% respondents have a laptops
- 75.2% respondents have a tablet
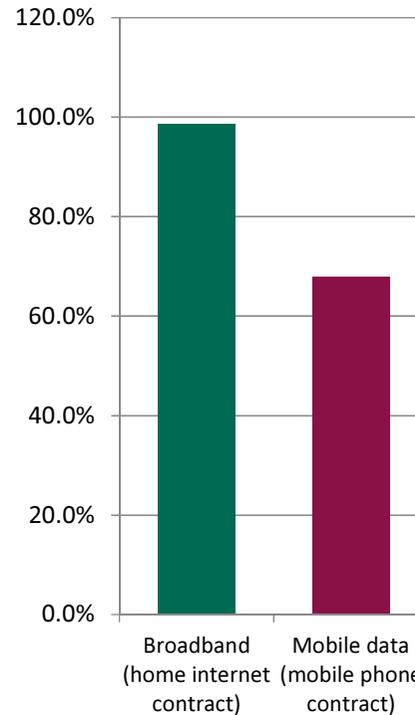- 40.6% respondents have a P.C.

Results Summary - Online Behaviour

- Most (61.4%) respondents socialise online daily
- Most (56.5%) respondents work or study from home daily
- Most (62.8%) respondents shop online weekly
- Most (37.9%)respondents manage finances online weekly
- Most (39.5%) respondents never use online health services
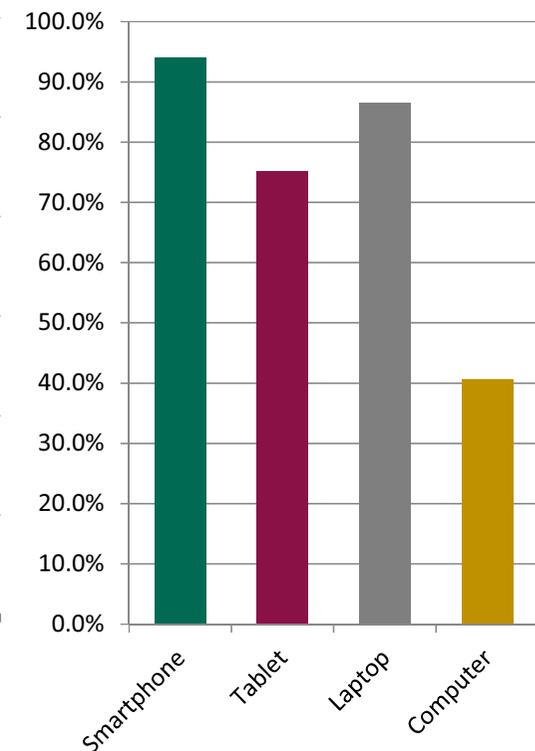- 38.8% respondents access online health services monthly

Results Summary - Connectivity

While 78.3% of respondents reported no difficulty in accessing the internet, the biggest barrier was the speed of the connection (18.6%)

Internet Connections

### Devices

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Digital Flintshire Consultation – Results Summary

Results Summary –Online Council Services

The majority of respondents:
- have used online council services (88.8%)
- are extremely satisfied or satisfied with online council services they have used
- have been able to do what they need to do via the current online services

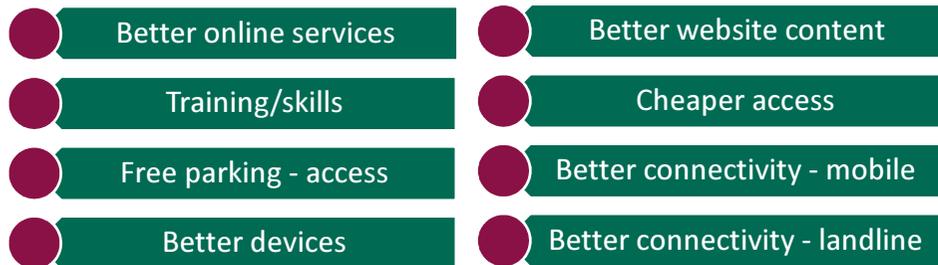Please tell us how satisfied you are with the online Council services you use?

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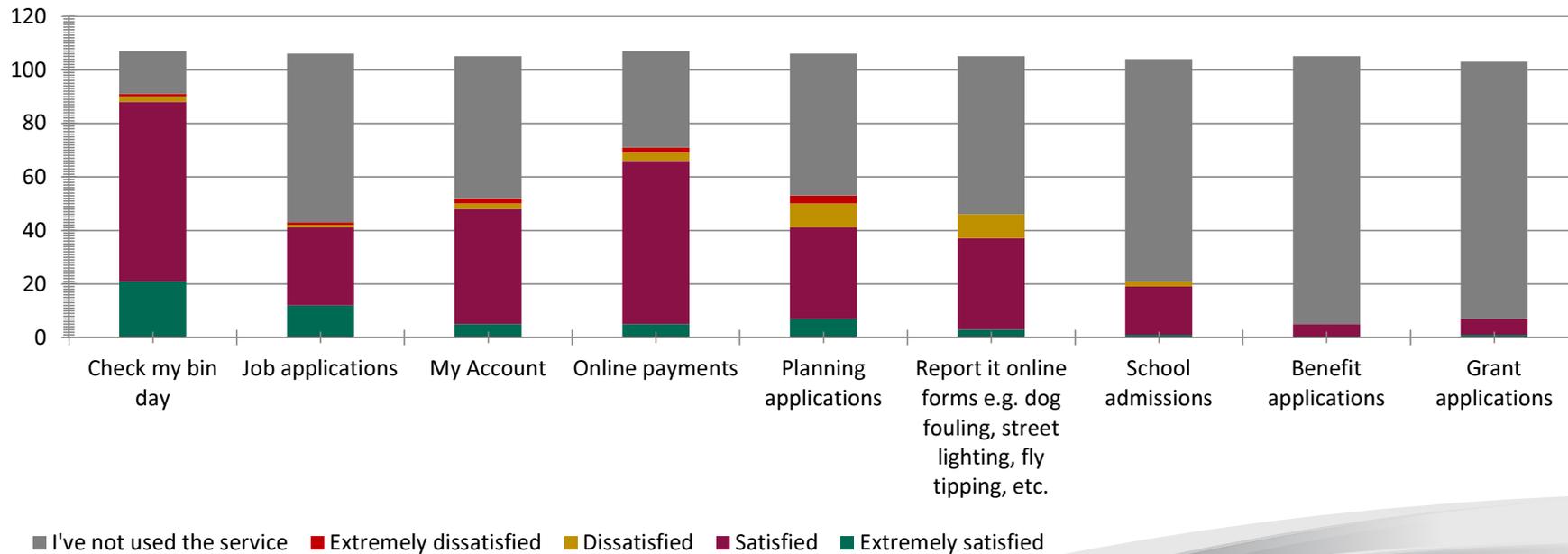
Digital Flintshire Consultation – Results Summary

Current Council Services - Pain Points Summary

- 35 respondents stated that something was missing from online service they used
  - 37.1% report it online
  - 31.4% planning applications
  - 22.9% online payments
  - 22.9% check my bin day
- Website search poor and difficult to navigate – unable to find information required
- Ease of use of forms and site
- Information not up-to-date, limited content or missing information
- Limited feedback or response from online services
- Mobile device compatibility

All of these issues are being addressed as we continue to streamline and update the website, improving search functionality and ensuring it accessible via a variety of different devices.

What would make it easier for you to access the internet?

Better online services	Better website content
Training/skills	Cheaper access
Free parking - access	Better connectivity - mobile
Better devices	Better connectivity - landline

We will continue to work our partners to improve connectivity within the region via our Local Full Fibre Network (LFFN) project and the North Wales Growth Deal where digital infrastructure is an agreed priority.

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Digital Flintshire Consultation – Results Summary

Respondents Views on "Digital Flintshire"- Summary

We asked respondents to share their views on our plans to deliver Digital Flintshire. Results can be categorised and summarised into the sections below which we will continue to focus on as part of our Digital Strategy:

1. Planning and Information
- Visibility of a roadmap and timescales for implementation
- Transparency around costs and impact on services

2. Inclusion and Accessibility
- Inclusion, exclusion and accessibility – consider people who cannot access services online or would prefer to access services offline
  - Training, skills and confidence building
  - Alternatives to digital provision
  - Accessible sites
  - Community engagement

3. Connectivity
- Better connectivity in the county

4. Website and Service Provision
- Better designed online services – as easy as picking up the phone
- Up-to-date, easily accessible and relevant website content
- Services designed and based on customer/resident needs

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Digital Flintshire Consultation – Our Response

We have collated and summarised the feedback we received during the consultation period

Feedback received	Our response
No clear roadmap, milestones, targets set for implementation, ways to measure success etc.	
Where will costs be coming from? Where is the money coming from to pay for this? I am sure you will be increasing next years Council Tax and some of the services you provide are already under funded. Maybe its a question of sorting out today before investing in tomorrow. When the services you already provide are funded and working properly, then is the time to invest in the future.	
No details of how the aims and objectives will be met and how this will impact residents	
Does this mean that fewer services will be available in real life and will this affect jobs?	
How secure is "the cloud" and what sort of information will be stored there? How will information be backed-up?	
Where can I find examples of the Council's progress?	
The way services are accessed online shouldn't be more difficult than traditional methods	
The use of data is very important to ensure a continuous improvement approach to the services provided.	

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Digital Flintshire Consultation – Our Response

We have collated and summarised the feedback we received during the consultation period

Feedback received	Our response
Council services, information and advice should be equitable and able to be accessed offline as well as online	
What about people who are not able to access digital or online services?	
How will people with limited skills be supported to access digital services and will training be provided?	
Some issues, questions and concerns are personal and complex – an online platform may not be able to address these or be the right approach. Residents still need to be able to access knowledgeable staff	
Digital contact can be efficient , but can also effectively isolate if the e forms have a built in dead end ; ie if the reasons for contact are not included or covered sufficiently and there is not a clear alternative route . Frustration in this respect can lead to feeelings of isolation from services or help.	
would like to see information on current interruptions to local services e.g. non-collection of bins, and perhaps even road closures and (serious) congestion on the A.55. [as Dwr Cymru does for water supply interruptions] Will the web site be updated at times of need(out of hours) i.e. when unusual events occur. e.g. snow fall - is school open? Bins not emptied , how do I know when binmen coming? When a phone call is more useful.	

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Digital Flintshire Consultation – Our Response

We have collated and summarised the feedback we received during the consultation period

Feedback received	Our response
A strong emphasis on customer first is needed	
Digital services should be secure, easy to access and easy to use	
I feel you should ensure that local "council contact hubs" are a permanent fixture for those people who cannot afford to purchase computers and pay for broadband services, and those who prefer to have a minimal internet footprint.	
What happens if the IT or systems fail? Need robust system and back up plan so that downtime - whatever the reason - will not adversely impact residents or staff	
Great to see this happening but the infrastructure in terms of bandwidth and reliability of ISP's must be available as a priority	Digital connectivity is the responsibility of the UK Government and the private sector. The Council will continue, with every opportunity that arises, to make use of resources to accelerate or complement improvements to connectivity to a position above the baseline these bodies have planned. The Council has recently completed a programme of investment through the Local Full Fibre Programme and plans further investment through the North Wales Growth Deal funding and through the UK Government Shared Prosperity Fund.
'Communities to become digitally aware and self-sufficient.' Can you explain what you mean by this phrase?	
Welsh should be used as much as English	

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Digital Flintshire Consultation – Our Response

We have collated and summarised the feedback we received during the consultation period

Feedback received	Our response
The plan is absolutely vital - not only for service users, but for retaining employees in the new WFH era and ensuring our LA is not left behind. The pandemic has enormously accelerated the need and motivation for this infrastructure development.	Digital connectivity is the responsibility of the UK Government and the private sector. The Council will continue, with every opportunity that arises, to make use of resources to accelerate or complement improvements to connectivity to a position above the baseline these bodies have planned. The Council has recently completed a programme of investment through the Local Full Fibre Programme and plans further investment through the North Wales Growth Deal funding and through the UK Government Shared Prosperity Fund.
An enhanced digital offer in Flintshire is critical for residents to access the services that can support them	
Please remember the elderly residents like my mother who is 90 years old. She does not own a mobile phone or any digital device. She has no wish to own either or learn how to use them. (I have tried unsuccessfully for 10 years to encourage her.) She likes to have paper copies of her accounts and likes to be able to post a cheque for payments. She is house bound and cannot travel to a bank or Connects Centre. This is important to her and helps her feel in control of her financial affairs. Remember that this is what matters to her and needs to be respected and catered for.	
I think everyone should have access to digital services (ipads, phones etc) but not necessarily free. How can you determine who is more worthy than the other to get such free services. Even people with jobs and what would seem to be a good salary are struggling nowadays.	

Digital Flintshire Consultation – Our Response

We have collated and summarised the feedback we received during the consultation period

Feedback received	Our response
Schools should provide all children with a tablet/laptop for homeworking , not just the families who are on credit support etc . With home schooling parents had to buy tablets, printers etc. in order to do the school work. Some schools still are doing this for homework. its not on that the parents have to pay for what the school should be providing for the children.	
when it comes to active engagement with our communities. I feel we need a robust engagement strategy and policies to support the use of digital methods alongside face to face	
Accessible training is key for those already being left behind. Should be mandatory training for all staff who work with and provide care/support/assistance to people	

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