

## Recommendations - Local Authority

Ensure that services the council provides or are responsible for are available to an equivalent standard for people who are not online or do not have a smartphone.			
What is happening now	What we are committed to do	Strategy/Action Plan	Timescale
<p>5 Connects Centres across the County centrally located within the towns of Flint, Holywell, Connah's Quay, Buckley and Mold provide access to information and services for anyone who does not wish to or cannot access services online.</p> <p>Customer Contact Centre enables customers to access information or request a service in relation to a similar range of functions available in Connects Centres by telephone e.g. homeless, housing repairs, waste and recycling, highway repairs, public transport, home to school transport, parking and enforcement, elections (01352 702121).</p> <p>This can be found with all relevant numbers under 'contact us' at the bottom of the home page and then 'general enquiries'.</p> <p><a href="https://www.flintshire.gov.uk/en/Resident/Contact-Us/Contact-Us.aspx">https://www.flintshire.gov.uk/en/Resident/Contact-Us/Contact-Us.aspx</a></p> <p>Community Support Hub (Deeside, Holywell) are developed in partnership with BCUHB and provide a one-stop-shop for information, advice and practical support.</p>	<p>Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place</p> <p>Ensure vulnerable people in our communities can access services in person or by telephone</p> <p>Commissioned service partners, including third sector services, are also required to provide accessible services including non-digital through phone numbers and physical locations, plus making services accessible in braille, audio, Welsh and other languages.</p>	<p>Flintshire Strategic Equality Plan (2024-2028)</p> <p>Council Plan (2022-23)</p>	<p>Ongoing</p>

<b>Display phone numbers for public enquiries clearly on the home page of websites and make sure that websites comply with the Public Sector Bodies Accessibility Regulations 2018.</b>			
<b>What is happening now</b>	<b>What we are committed to do</b>	<b>Strategy/Action Plan</b>	<b>Timescale</b>
<p><b>Contact us</b> tab on Flintshire County Council website home page provides contact numbers for general enquiries, council departments and concerns and complaints.</p> <p>The telephone number for customer contact is 01352 702121. It is not common practice for the number to be displayed directly on the home page – however, relevant numbers for each service can be found under contact us at the bottom of the home page.</p> <p><a href="https://www.flintshire.gov.uk/en/Resident/Contact-Us/Contact-Us.aspx">https://www.flintshire.gov.uk/en/Resident/Contact-Us/Contact-Us.aspx</a></p> <p>There is an ongoing commitment to continuously review our website and look at ways to make it accessible for everyone.</p>	<p>We are committed to the 5 principles of the Local Digital Declaration which includes ensuring websites and mobile apps are accessible for as many people as possible.</p>	<p>Digital Flintshire Strategy 2021-2026</p>	<p>Ongoing</p>

<b>Invest in effective ways to help older people who want to be online to get online, and that this support delivers what older people want and is available on a sustainable basis.</b>			
<b>What is happening now</b>	<b>What we are committed to do</b>	<b>Strategy/Action Plan</b>	<b>Timescale</b>
<p>Support is provided to assist people to access online services and to get online and is offered through a variety of ways to suit the individual. This includes:</p>	<p>Supporting people to use digital technology through Digital Workforce Volunteers</p>	<p>Flintshire Strategic Equality Plan 2024-2028</p>	<p>March 2026 Digital surgeries launching March '24</p>

<ul style="list-style-type: none"> <li>• Support to access online services and perform basic online tasks is offered at Connect Centres</li> <li>• Aura Libraries provide support to access online services and basic training either on site or in their own homes through a digital loan scheme.</li> <li>• Community-based digital skills courses are offered in a variety of community settings in partnership with Coleg Cambria. Where appropriate digital loans are arranged for participants through Aura libraries.</li> <li>• Digital Flintshire Hub is an online resource for people looking to improve their digital skills or for individuals looking to assist a friend/family member to get online.</li> <li>• National Databank partnership - Free SIM cards and data vouchers are available from Connects Centres for residents on low incomes to become digitally enabled. Free data has been provided by Virgin Media, O2, Vodafone and Three.</li> <li>• Digital Surgeries launching in March 2024 commencing in Holywell Connects initially.</li> </ul> <p>Engagement with older people and older people's groups identifies opportunities to increase digital inclusion.</p>	<p>Continue to provide free of charge public access to the internet at Flintshire Connects Centres and libraries in collaboration with Aura Wales</p> <p>Develop projects to improve connectivity at community facilities.</p> <p>Provide officer resource to support rural households in identifying solutions to connectivity issues.</p> <p>Work with partners to develop and promote a volunteer programme to support people to get online.</p> <p>Support and enable access to the internet and devices to ensure people are not excluded from a digital world.</p> <p>Continue to work with 3rd sector and other partners to identify opportunities to improve digital literacy within communities.</p> <p>Work with the adult learning partnership (North East Wales) to identify opportunities to improve digital literacy within communities.</p> <p>Support digitally excluded older people who want to access online services to get online.</p>	<p>Digital Flintshire Strategy 2021-2026</p> <p>Age-friendly Flintshire</p>	<p>Ongoing</p> <p>Digital surgeries launching Mar '24</p> <p>Ongoing</p> <p>Ongoing</p>
--	---	---	---

**Designate a Cabinet Member with lead responsibility for digital inclusion, ensure that feedback is regularly sought (including by the use of relevant committees and internal structures), and this issue is reported upon in annual reports and strategic equality plans.**

What is happening now	What we are committed to do	Strategy/Action Plan	Timescale
<p>Cllr Billy Mullin, Cabinet Member for Governance and Corporate Services. Supported by Cllr Christine as Cabinet Member Social Services and Age-friendly Champion.</p> <p>Digital Strategy Board is in place to oversee and ensure effective delivery of the Council's Digital Strategy.</p>	<p>Reporting on digital inclusion within Strategic Equality Plan annual report and developing additional actions to improve outcomes.</p>	<p>Digital Flintshire Strategy 2021-2026</p> <p>Strategic Equality Plan 2024-28</p>	<p>Annually</p>

**Use the Digital Service Standards for Wales (developed by the Centre for Digital Public Services) and involve older people, especially people not online, in the design of services, systems and relevant research from the beginning to co-produce better and more accessible services and policies.**

What is happening now	What we are committed to do	Strategy/Action Plan	Timescale
<p>We are committed to the 5 principles of the Local Digital Declaration which includes ensuring services are designed around the needs of the people using them.</p>	<p>We are committed to the 5 principles of the Local Digital Declaration which includes ensuring services are designed around the needs of the people using them.</p> <p>Consultation and engagement strategy (under development) will consider how</p>	<p>Digital Flintshire Strategy 2021-2026</p>	

<p>Integrated impact assessments are carried out as part of the process for designing/developing policies and services.</p>	<p>users are involved in the design of services/systems.</p> <p>Increasing access to participation to services and decision making for all protected groups through developing robust impact assessments.</p>	<p>Flintshire Strategic Equality Plan 2024-2028</p>	<p>March 2028</p>
---	---	---	-------------------

<b>Restore access to hard copy leaflets and information across all sites, such as libraries or hubs, where this has not already returned post-pandemic.</b>			
<b>What is happening now</b>	<b>What we are committed to do</b>	<b>Strategy/Action Plan</b>	<b>Timescale</b>
<p>5 Connects Centres across the County centrally located within the towns of Flint, Holywell, Connah's Quay, Buckley and Mold provide advice and information in person. Connects Centres are promoted as a channel of access to information and services for anyone who does not use digital. Information can be printed (e.g. leaflets, consultation documents, surveys) on request.</p> <p>SPoA is the main contact point for access to wellbeing information and advice and services to meet the care and support needs of adults in Flintshire. Members of the public can telephone the SPoA to seek information and advice about statutory and non-statutory support based on their health and wellbeing</p>	<p>Under the Social Services &amp; Wellbeing (Wales) Act 2014 Social Services is committed to providing easy access to information and advice to enable individuals to make decisions about the help they need to achieve well-being. Leaflets on social care services are available including alternate formats upon request e.g. Easy Read, Large Print, and Braille.</p>		

<p>needs. Appropriate information is posted out to the individual where required.</p> <p>Flintshire Local Voluntary Council (FLVC) deliver a Social Prescribing service, based at the Flintshire SPoA, to provide information and coordinate referrals to third sector services.</p> <p>Ageing Well Engagement Officer (AWEO) engages with older people and older people's groups to understand priorities and provide opportunities for participating in age-friendly initiatives. The AWEO also shares information via older people's groups and community venues.</p>	<p>Continue to work with communities to raise awareness of activities and services.</p>	<p>Age-friendly Flintshire</p>	<p>Ongoing</p>
--	---	--------------------------------	----------------