

Digital Flintshire Consultation Results - Executive Summary

Responses

- Total Responses – 179
- Number of responses with a full Flintshire postcode – 109

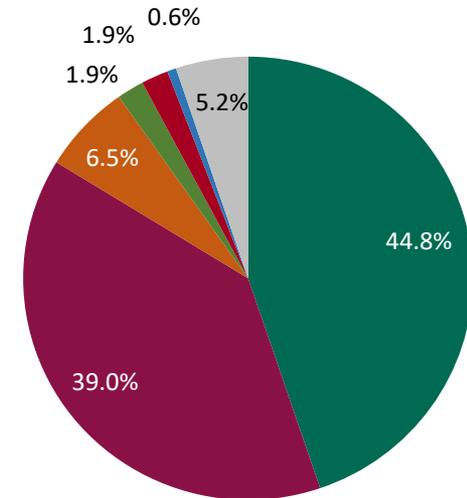
Respondents

- 51.2% of respondents age range 45-64 years
- 60.4% respondents do not work for Flintshire County Council
- 83.8% respondents live, or live and work, in Flintshire

Aims

Majority of respondents agree or strongly agree with aims of the Digital Strategy:

1. Flintshire needs faster, more reliable broadband
2. People without internet access should be supported to get online
3. Access to devices for people who don't have their own should be free and accessible
4. People of all ages should be supported to develop online skills and confidence
5. People of all ages should have access to training and support
6. Being online helps people to be more self-sufficient
7. Being online helps to improve employment opportunities
8. More Council services should be available online
9. Online Council services will help to deliver better ways of working
10. Online Council services will provide better value for money
11. Organisations should work together to deliver more convenient services



- I live in Flintshire
- I live in Flintshire and work in Flintshire
- I work in Flintshire
- I am a County Councillor
- I am a Town or Community Councillor
- I own a business in Flintshire
- Other (please specify):

Executive Summary

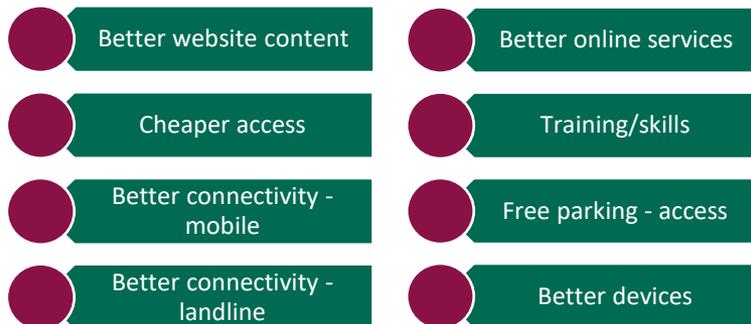
Access to Internet and Devices

- 0 respondents with no internet access at home
 - 98.5% respondents with access to broadband
 - 67.9% respondents with access to mobile internet
- 0 respondents with no devices
 - 94% respondents have a smartphone
 - 86.5% respondents have a laptops
 - 75.2% respondents have a tablet
 - 40.6% respondents have P.C.

Barriers

- 78.3% respondents have no difficulty accessing internet
- Biggest barrier internet speed – 18.6% respondents

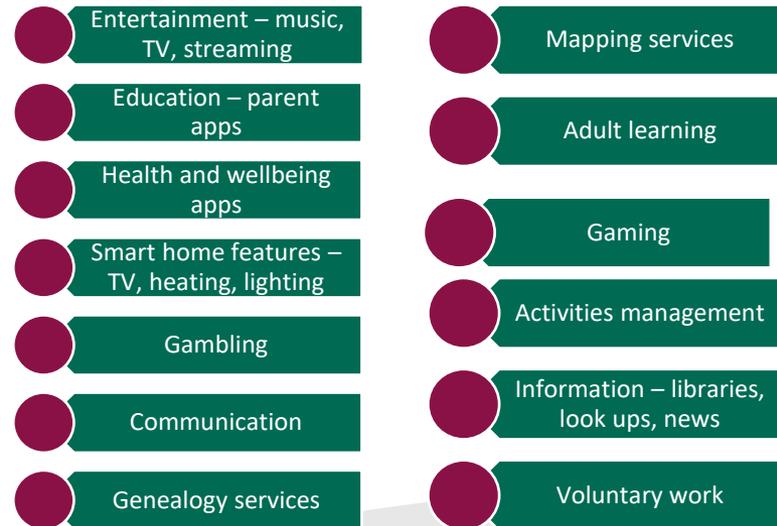
Mitigations



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

Other key online behaviours:



Executive Summary

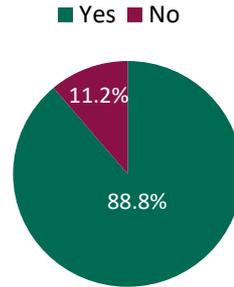
Current Online Council Services

- Majority of respondents have used online council services (88.8%)
- Majority of respondents extremely satisfied or satisfied with online council services
- Majority of respondents able to do what they needed to do – current online services
- 35 respondents stated something missing from online service
 - 37.1% report it online
 - 31.4% planning applications
 - 22.9% online payments
 - 22.9% check my bin day

Current Council Services - Pain Points

- Website poor and difficult to navigate
- Difficult to find information, search functionality poor
- Application forms difficult to use
- Information not up-to-date, broken links
- Limited content, missing information
- Some elements “clunky”
- Limited feedback or response
- Unable to find contact details
- Slow/unresponsive
- Mobile device compatibility

Do you - or have you - used any online Council services?



Tell us why you haven't used online Council services



Key comments - “Digital Flintshire”

1. Planning and Information

- Roadmap and timescales for implementation
- Transparency around costs and impact on services

2. Inclusion

- Inclusion, exclusion and accessibility – people who cannot access services online or would prefer to access services offline
 - Training
 - 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