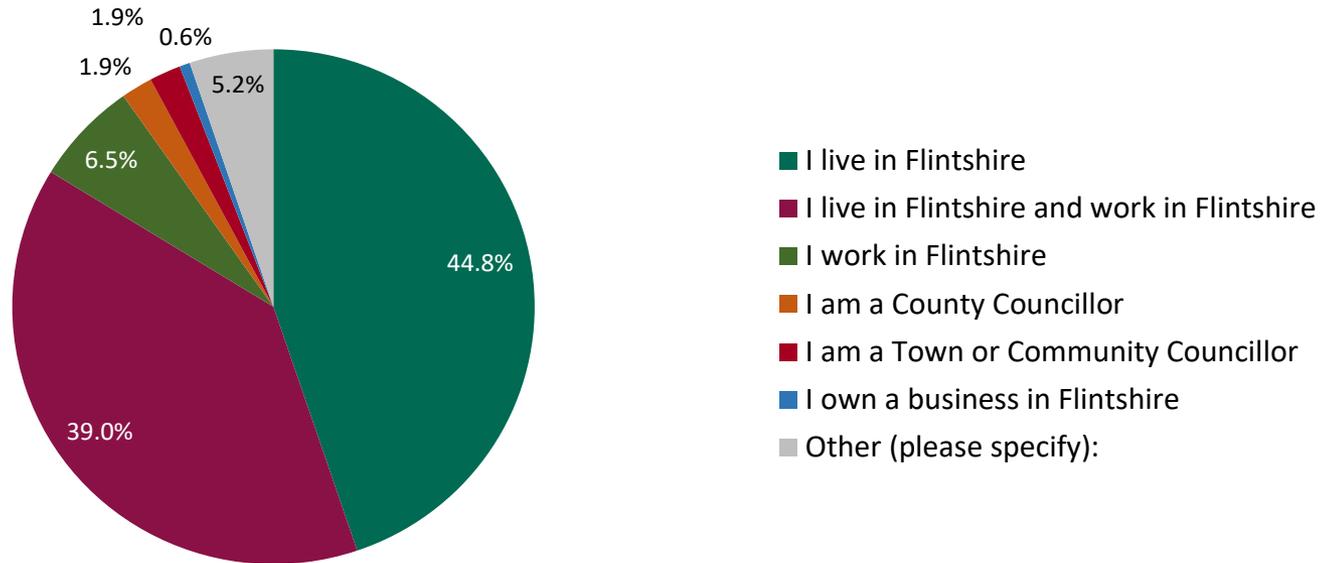


# Respondents

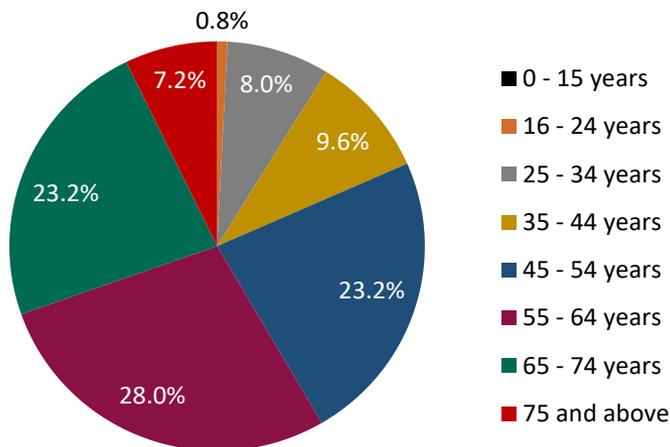
- 60.4% respondents do not work for Flintshire County Council
- 39.6% respondents work for Flintshire County Council

To help us understand the views and opinions of different people - from the list below please select the option that best describes you?

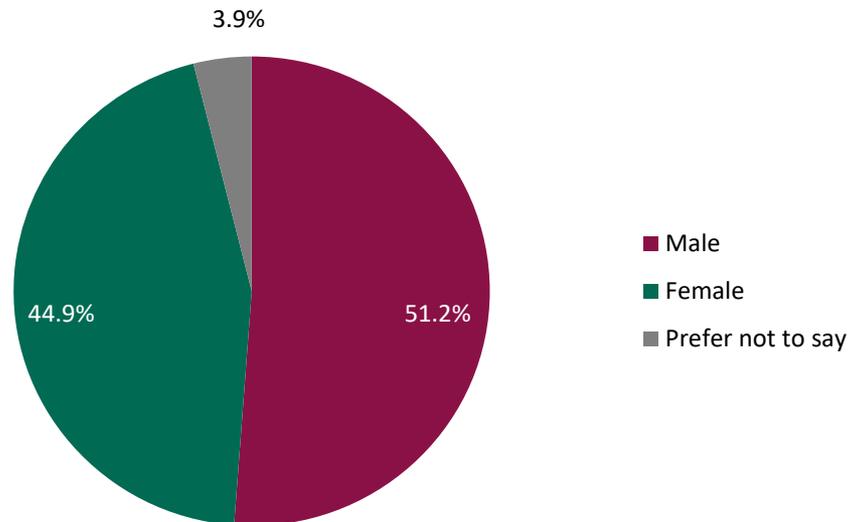


# Demographics

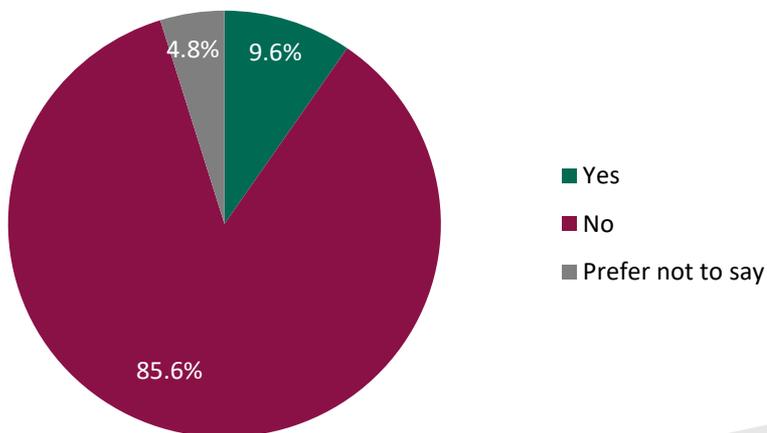
## Age



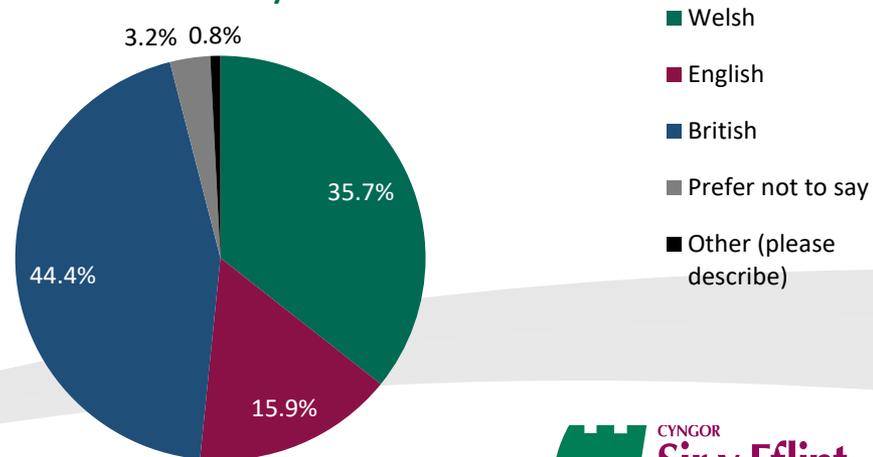
## Sex



## Disability

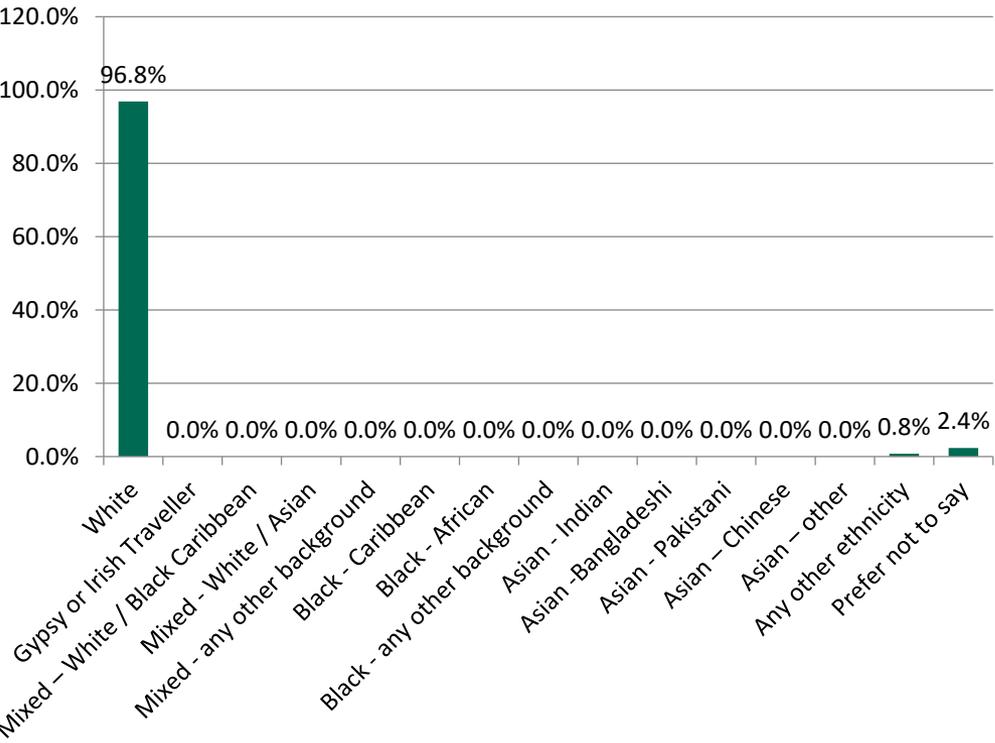


## How would you describe your national identity?

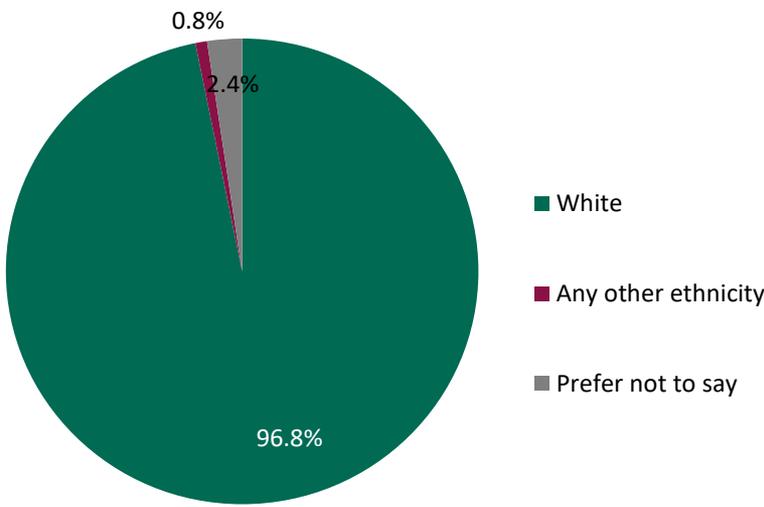


# Demographics

## Ethnicity

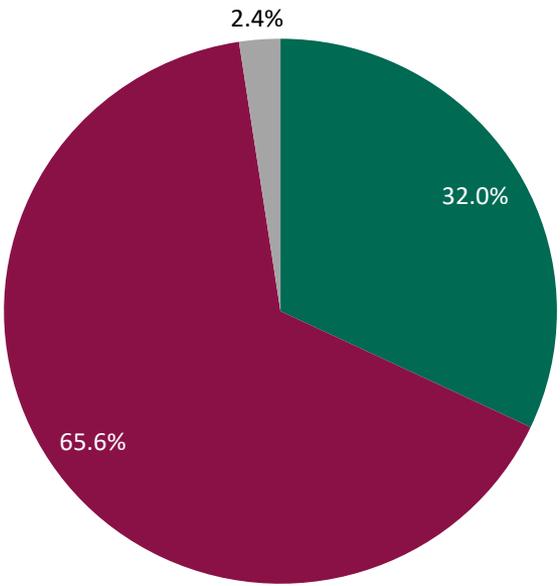


## What is your ethnic group?



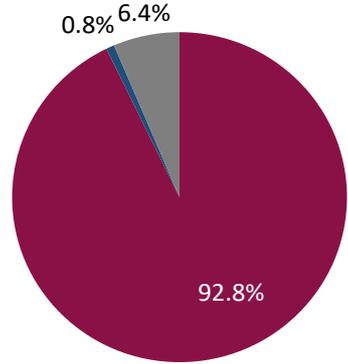
# Demographics

Do you look after or give help or support to family members, friends, neighbours or others because of either: long term physical or mental ill-health/impairment; or problems related to old age?



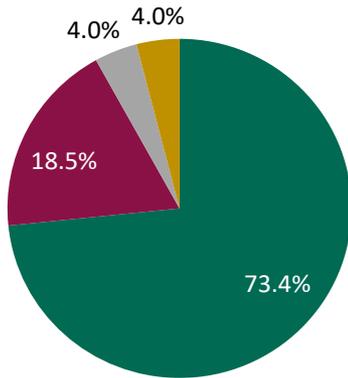
- Yes
- No
- Prefer not to say

## Sexual Orientation



- Heterosexual - straight
- Gay woman - lesbian
- Prefer not to say

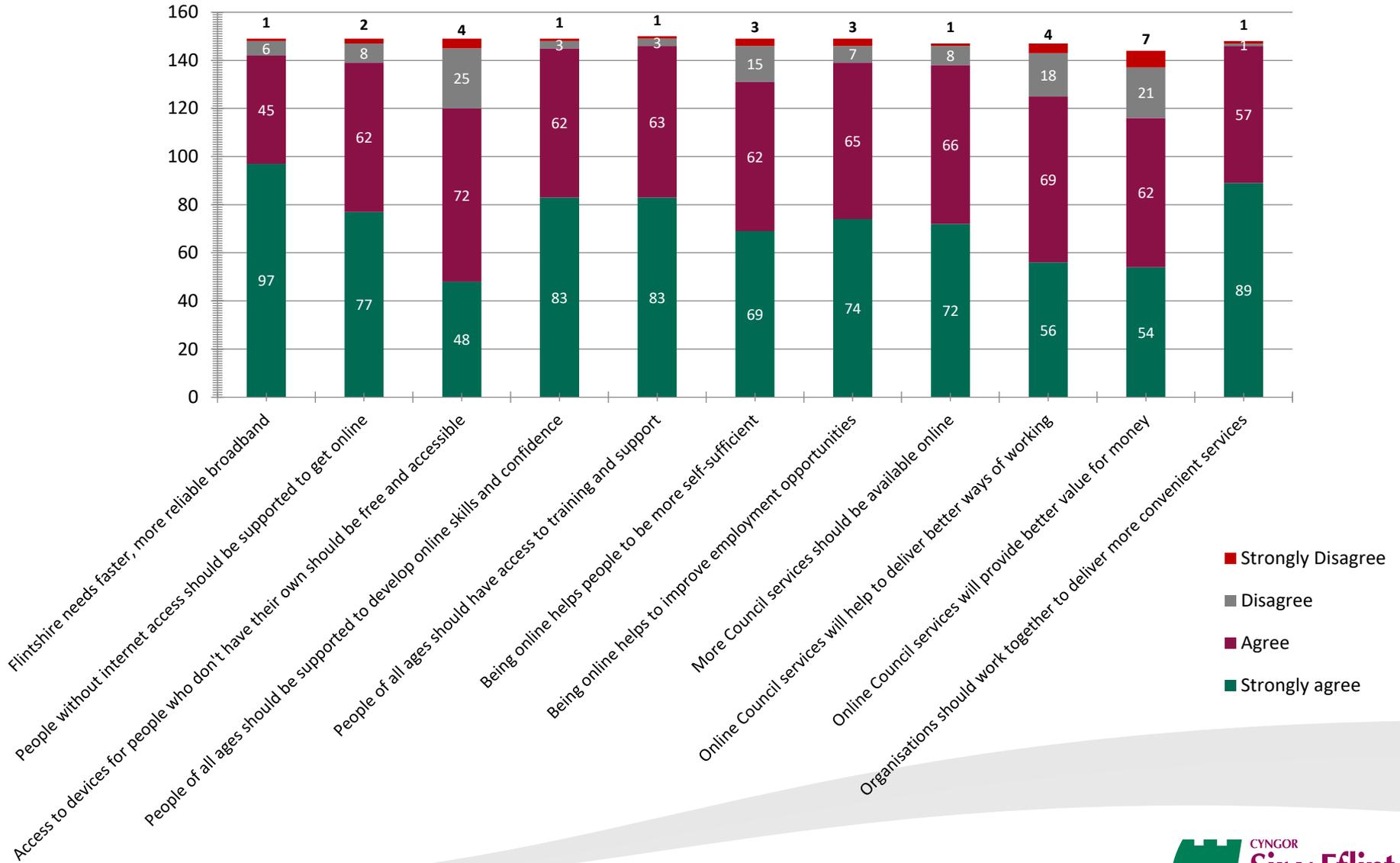
## Are you married or in a civil partnership?



- Yes
- No
- Prefer not to say
- Other (state if desired):

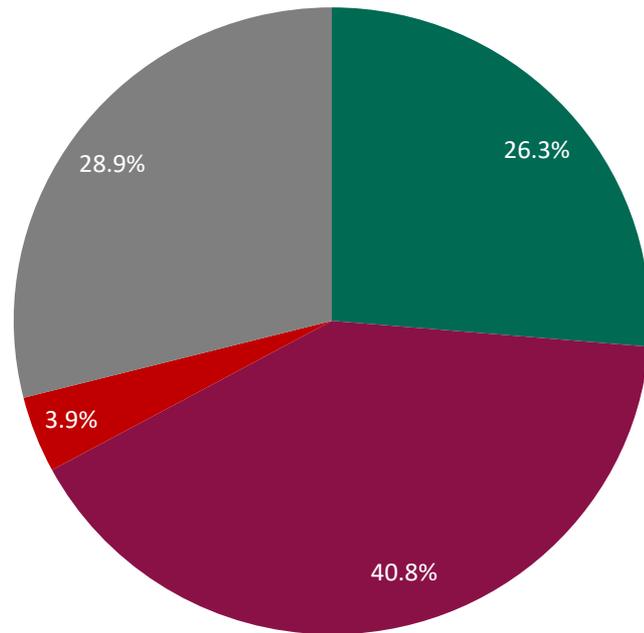
# Aims

To what extent do you agree with the statements below ... ?



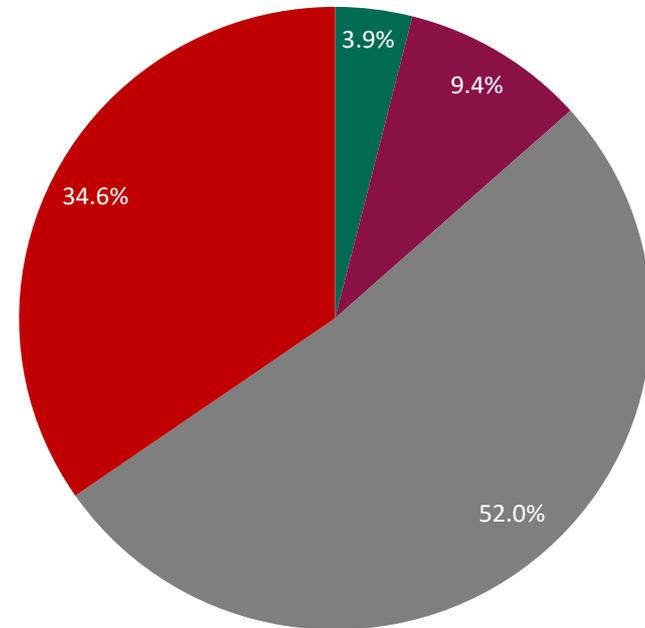
# Welsh Language

In your opinion, how do you think this plan will impact the Welsh Language?



- Positive impact
- No impact
- Negative impact
- I don't know

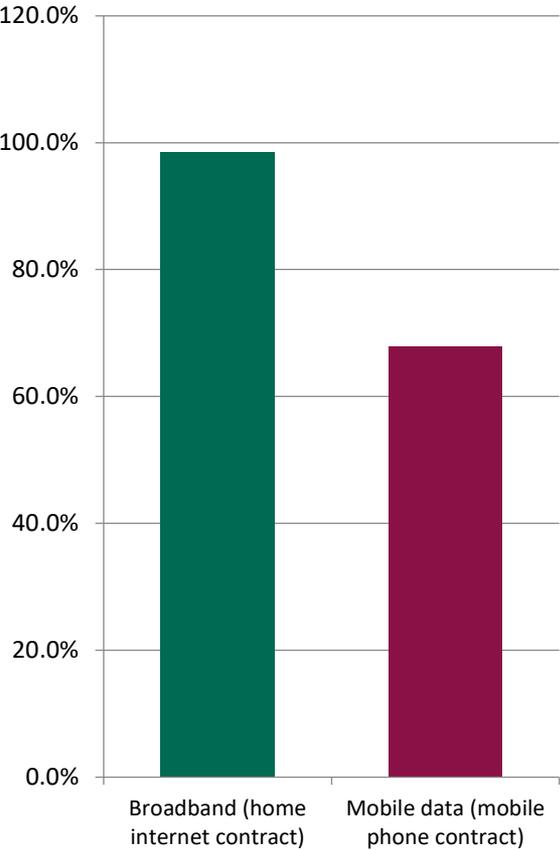
How would you describe your Welsh Language skills?



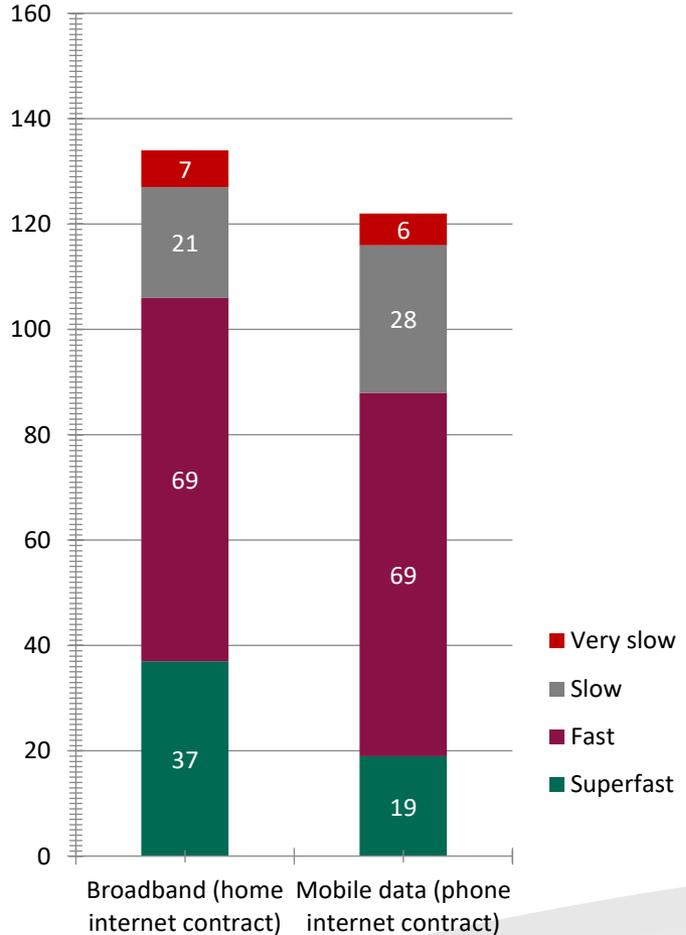
- Fluent
- Moderate
- Basic
- None

# Connectivity

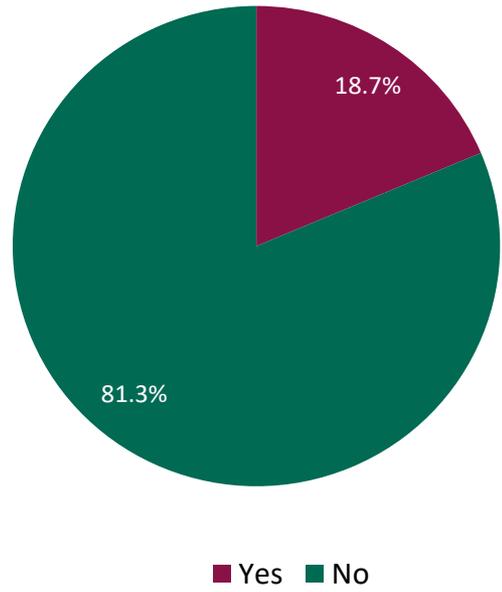
Please identify what internet connections you have at home? Please tick all that apply.



How fast are your internet connections at home?

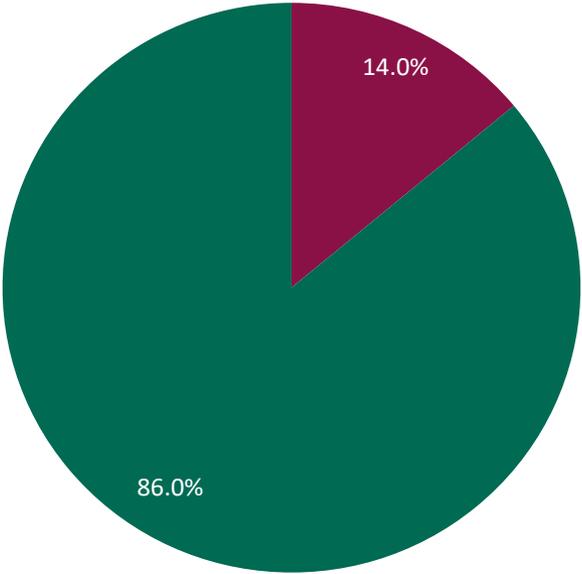


Are you aware of any local schemes to improve internet access in your area?



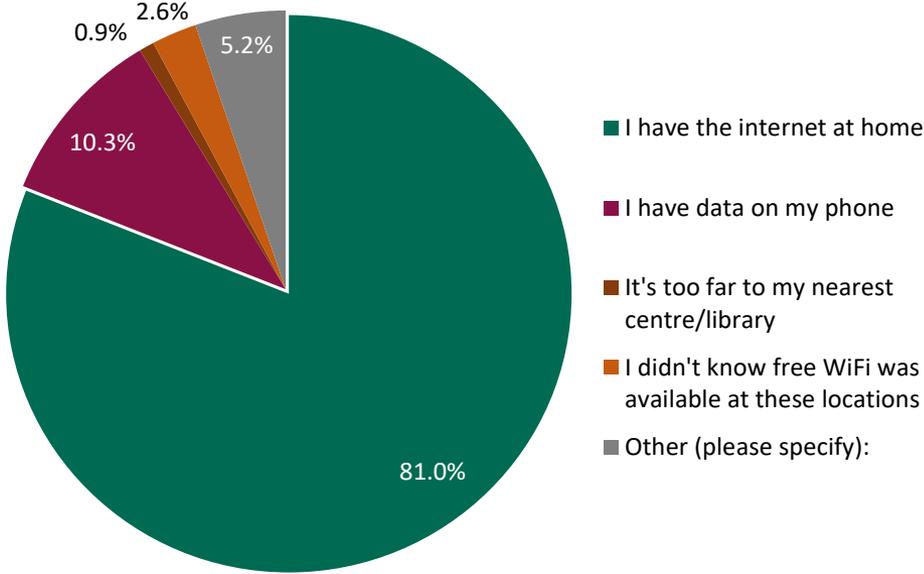
# Connects - WiFi

Have you ever visited an Aura Library or Connects Centre to use the free WiFi?



■ Yes ■ No

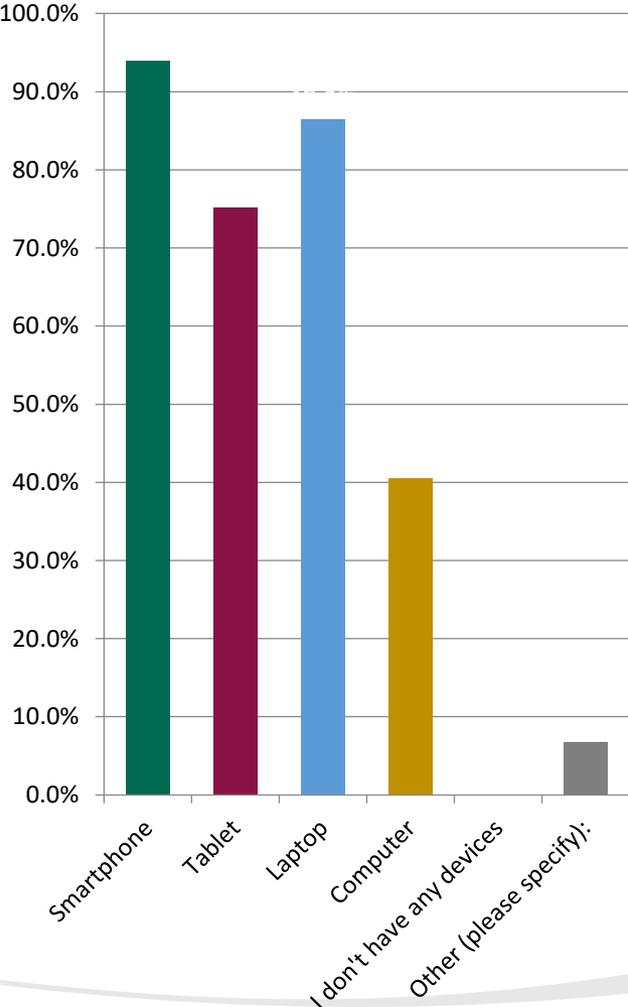
Please tell us why you've never visited a Connects Centre or Aura Library to use the free WiFi?



- I have the internet at home
- I have data on my phone
- It's too far to my nearest centre/library
- I didn't know free WiFi was available at these locations
- Other (please specify):

# Devices

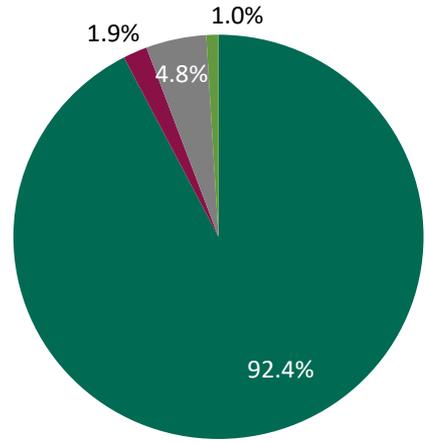
Please identify what devices you have in your home?.



Have you ever visited a Connects Centre or Aura Library to use the computers?



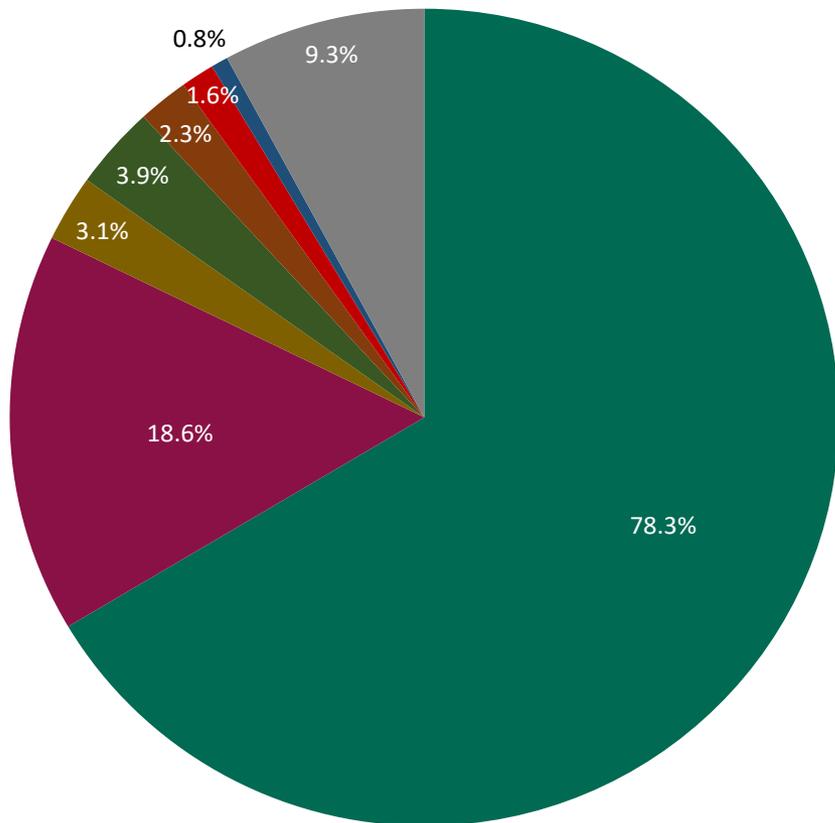
Please tell us why you've never visited a Connects Centre or Aura Library to use the computers?



- I have a device at home
- It's too far to my nearest centre/library
- I didn't know this service was available
- Other (please specify):

# Barriers

What things, if any, make it difficult for you to access the internet?



- I have no difficulty accessing the internet
- The internet speed is very slow where I live
- I can't afford internet at home
- I can only afford standard internet
- I have limited data on my phone contract
- Nowhere to access free public internet close to my home (e.g. WiFi)
- Nowhere to access free public devices close to my home (e.g. computers, laptops)
- I have a disability which makes it hard for me to use digital devices
- Please tell us about anything else which makes it difficult

# Mitigations

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

Better website content

Cheaper access

Better connectivity - mobile

Better connectivity - landline

Better online services

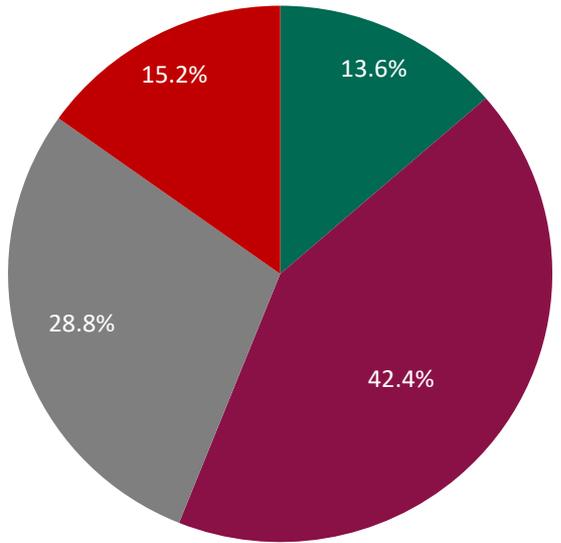
Training/skills

Free parking - access

Better devices

# Information Management

How confident do you feel sharing your personal information online?



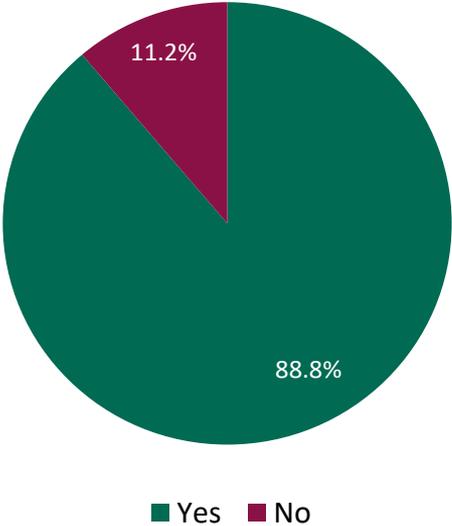
- Very confident
- Confident
- Not that confident
- Not confident at all

What would help to make you more confident?

- Nothing
- Better security and robust policies
- Less cyber crime
- Unified, global approach to security
- Better education into risks

# Council Services

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



Please tell us why you've never accessed Council services online

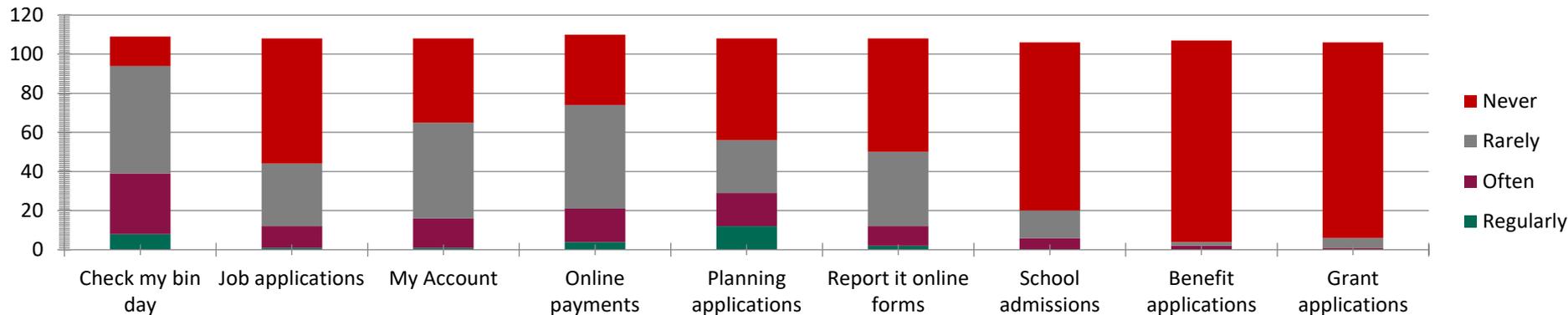
- Hard to find
- Frustrating experience
- Not aware of online services
- Unable to do what I want to
- Never needed to

What other council services would you like to be able to access online?

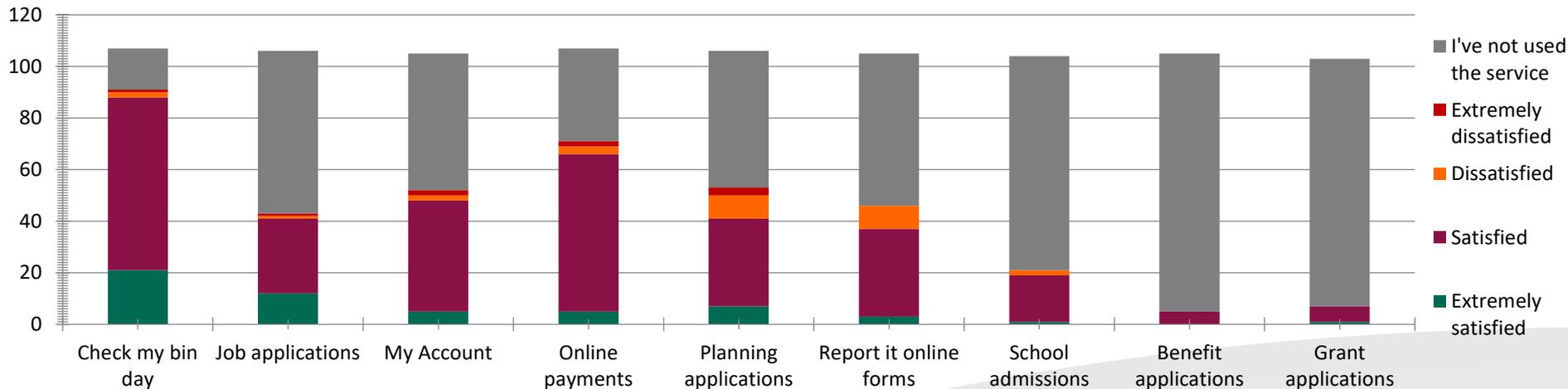
- Budget information – targets and spend transparency
- More information on waste/recycling
- Public Rights of Way
- Pot holes
- Rent payments and payment history
- Able to search for information – results and content poor
- Council meetings
- Fly-tipping

# Council Services

Please tell us how often you have used the online Council services listed below?

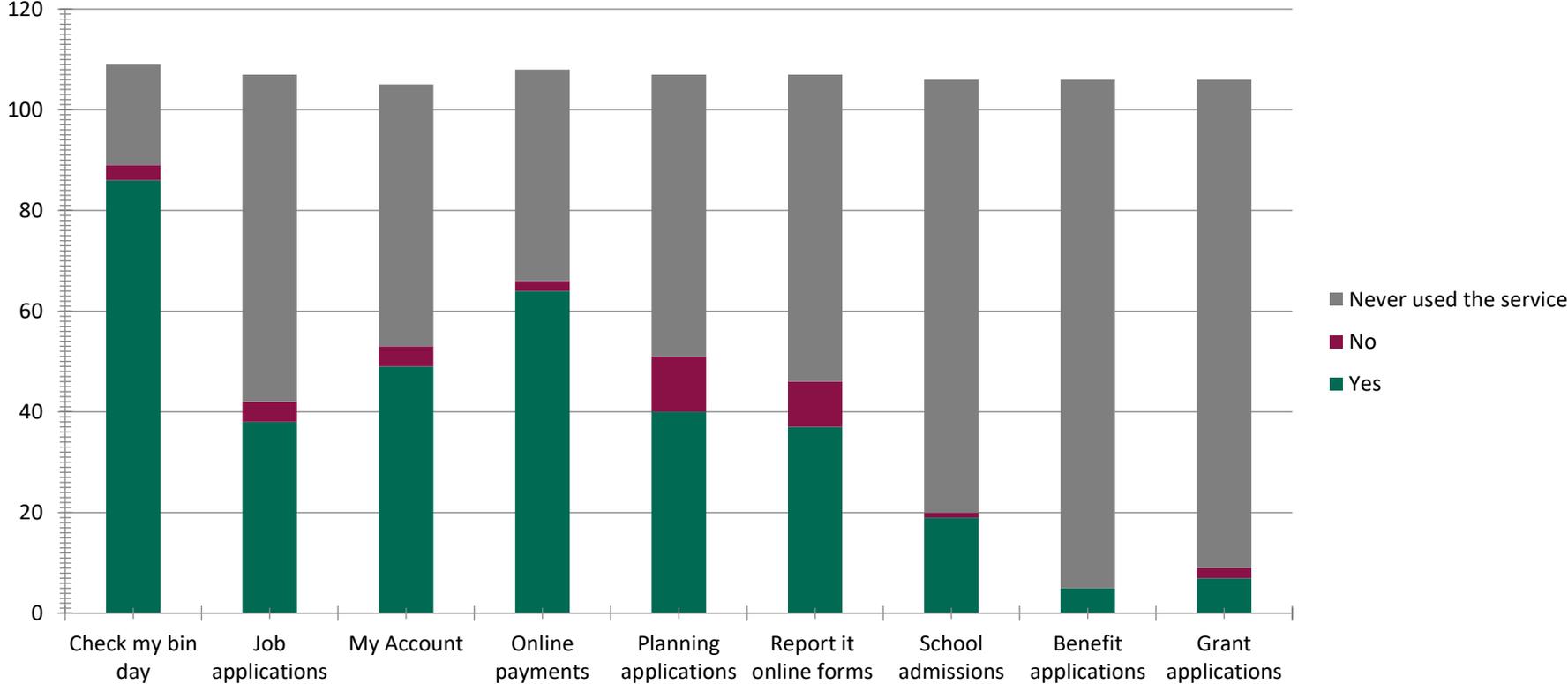


Please tell us how satisfied you are with the online Council services you use?



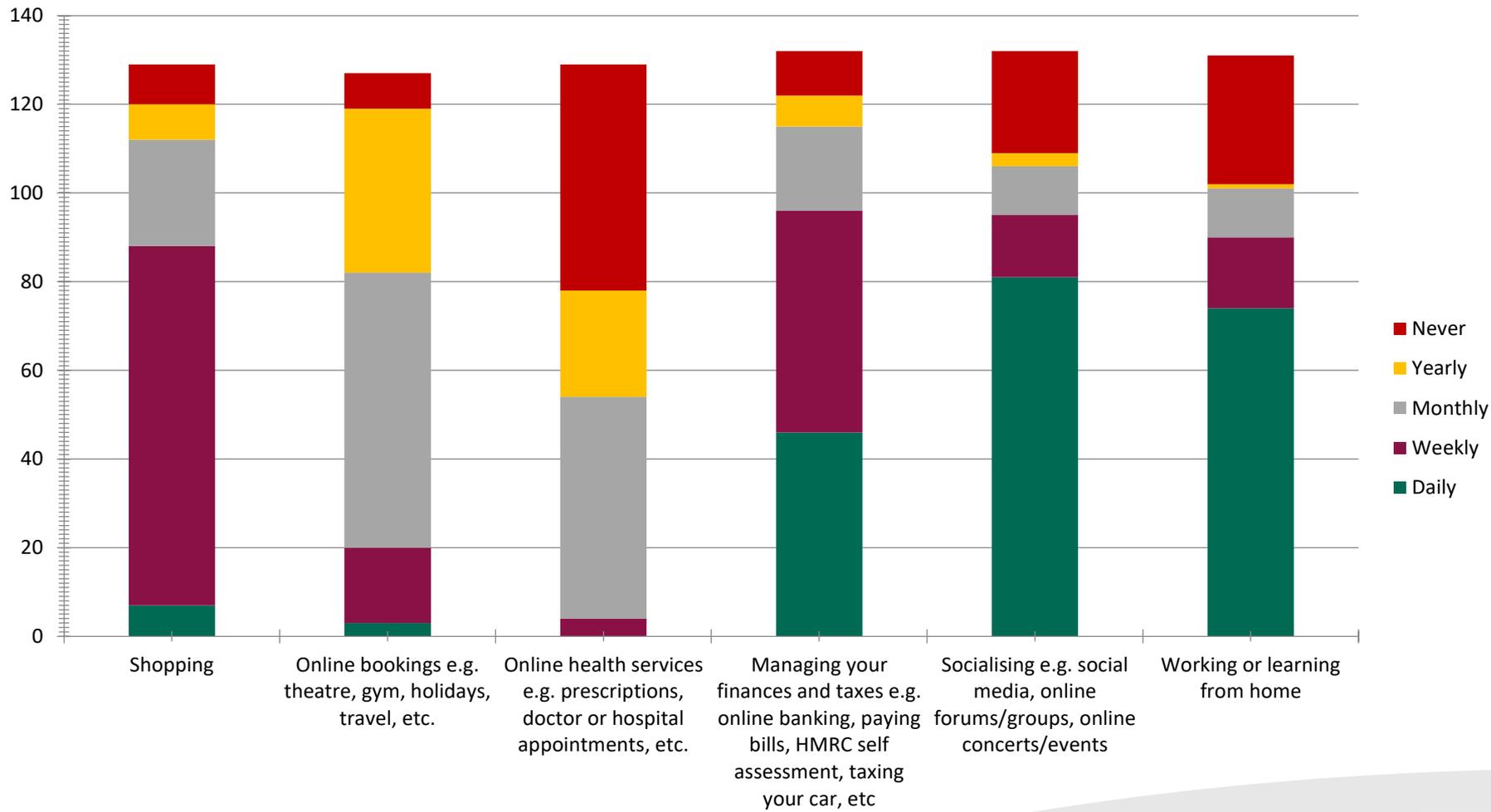
# Council Services

When using online Council services were you able to do everything you needed to do?



# Online Behaviour

How often do you do the following online?



# Online Behaviour

Entertainment – music, TV, streaming

Education – parent apps

Health and wellbeing apps

Smart home features – TV, heating, lighting

Gambling

Communication

Genealogy services

Mapping services

Adult learning

Gaming

Activities management

Information – libraries, look ups, news

Voluntary work