Digital Strategy 2025 - 2029

SURVEY RESPONSE REPORT
02 June 2025 - 13 July 2025
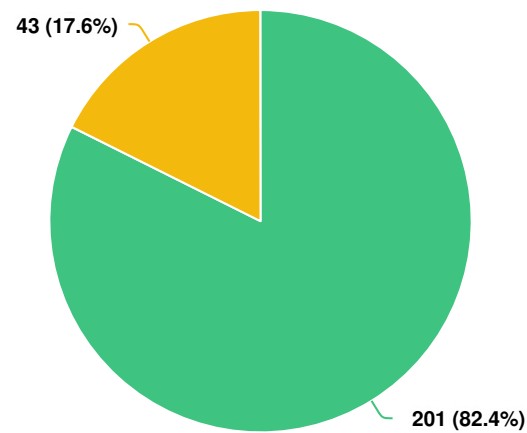
PROJECT NAME:
Digital Strategy 2025 - 2029

GRANICUS

SURVEY QUESTIONS

Q1 | **New Digital Strategy 2025-2029Our new Digital Strategy sets out how we will make the most of the opportunities digital pres...**
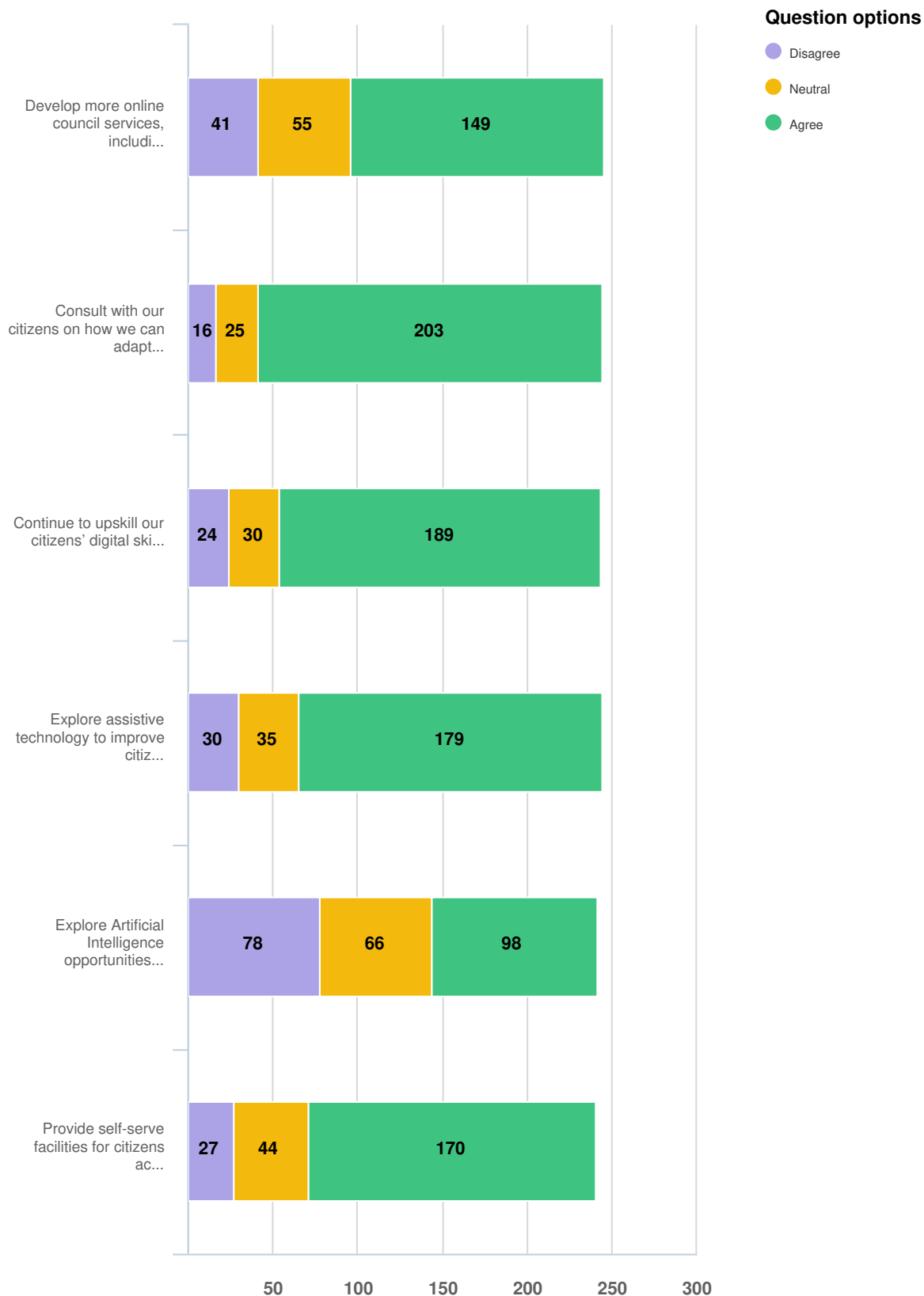

43 (17.6%)

201 (82.4%)

Question options

🟢 Yes   🟡 No (please explain why):

Optional question (244 response(s), 6 skipped)
Question type: Radio Button Question

Q2 | **Please let us know whether you agree or disagree with the following key digital developments we propose to focus on over the next four years as part of our Digital Citizen principle.**
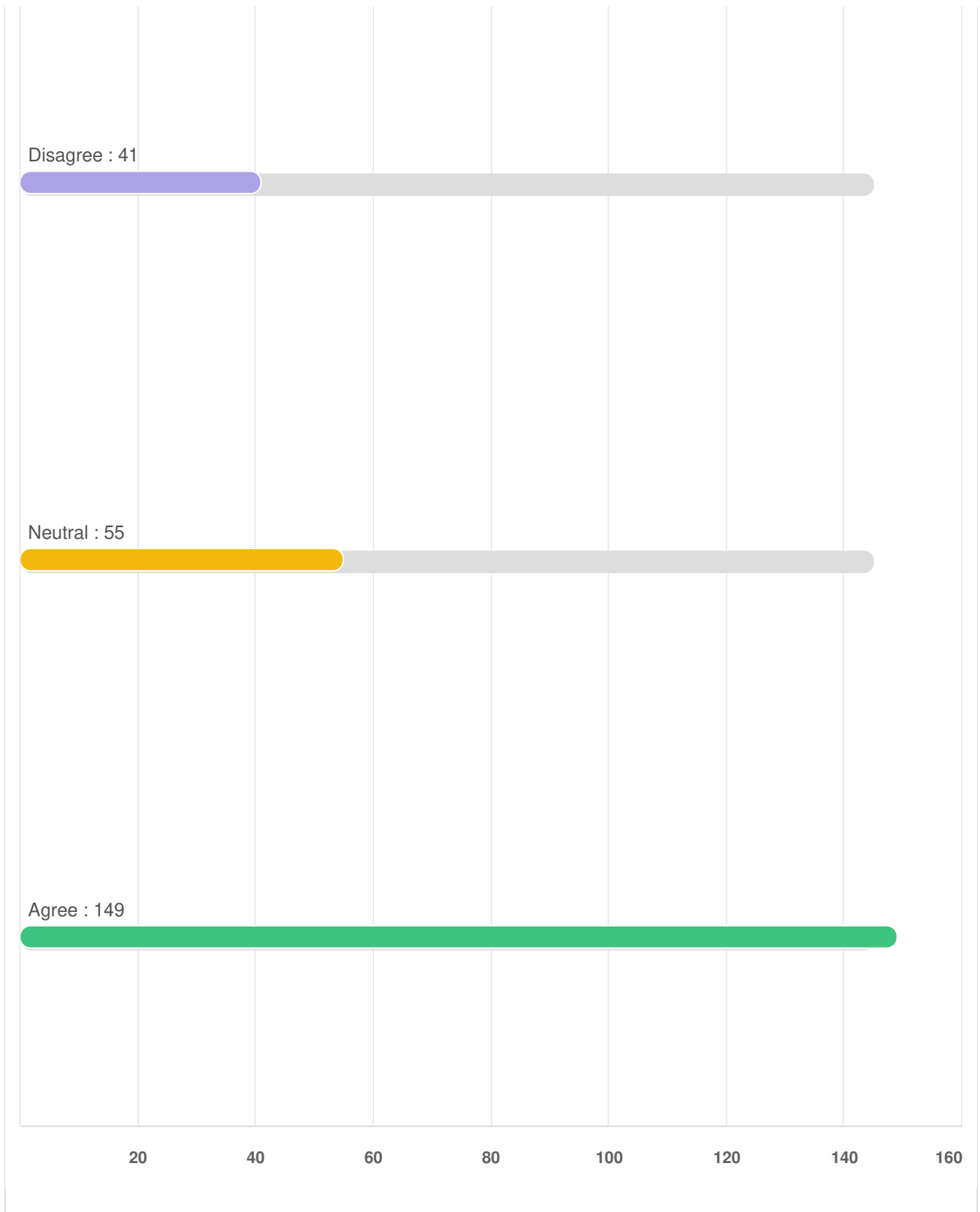
Question options

- 🟣 Disagree
- 🟡 Neutral
- 🟢 Agree

Statement	Disagree	Neutral	Agree
Develop more online council services, includi...	41	55	149
Consult with our citizens on how we can adapt...	16	25	203
Continue to upskill our citizens' digital ski...	24	30	189
Explore assistive technology to improve citiz...	30	35	179
Explore Artificial Intelligence opportunities...	78	66	98
Provide self-serve facilities for citizens ac...	27	44	170

Optional question (245 response(s), 5 skipped)
Question type: Likert Question

Q2 **Please let us know whether you agree or disagree with the following key digital developments we propose to focus on over the next four years as part of our Digital Citizen principle.**
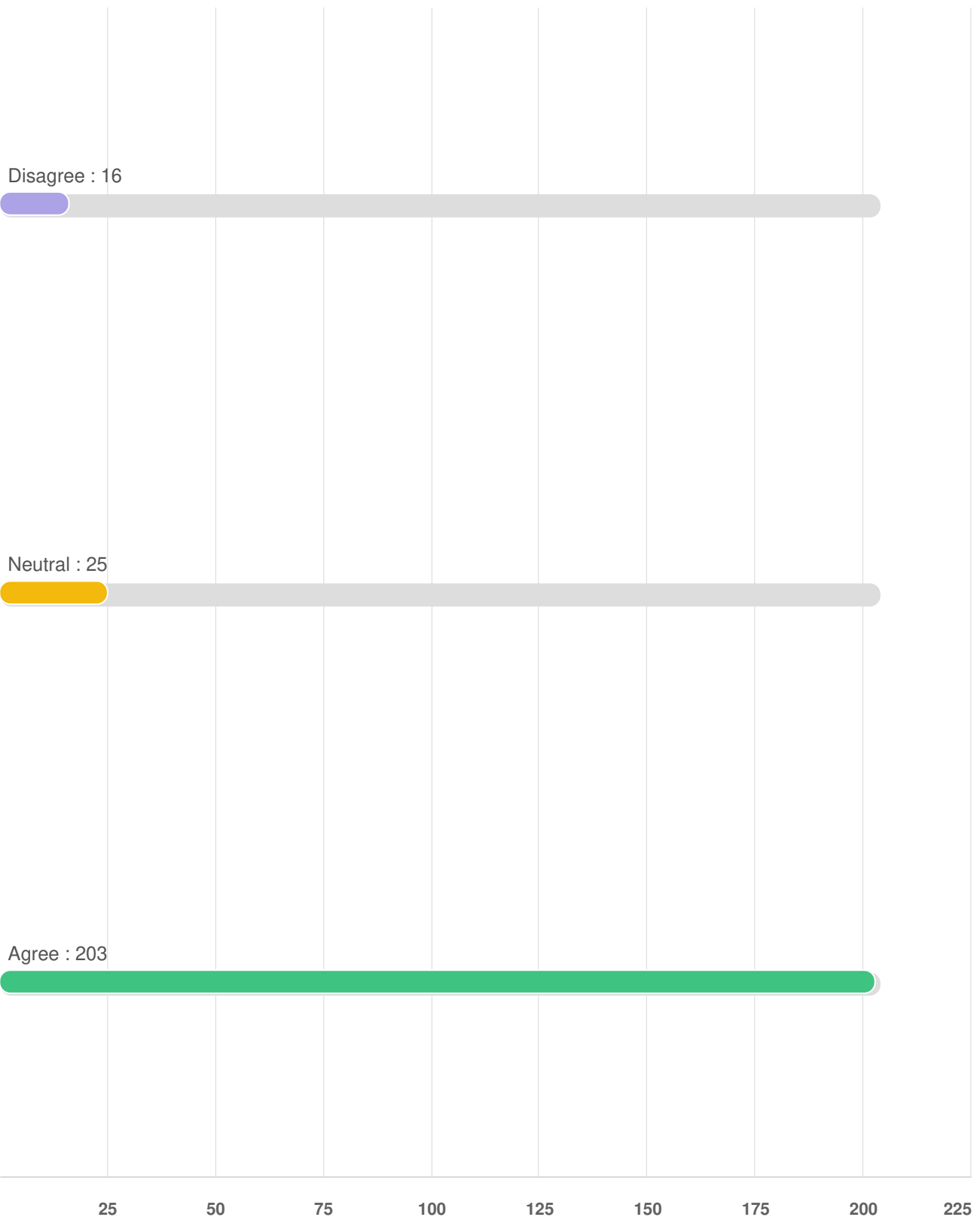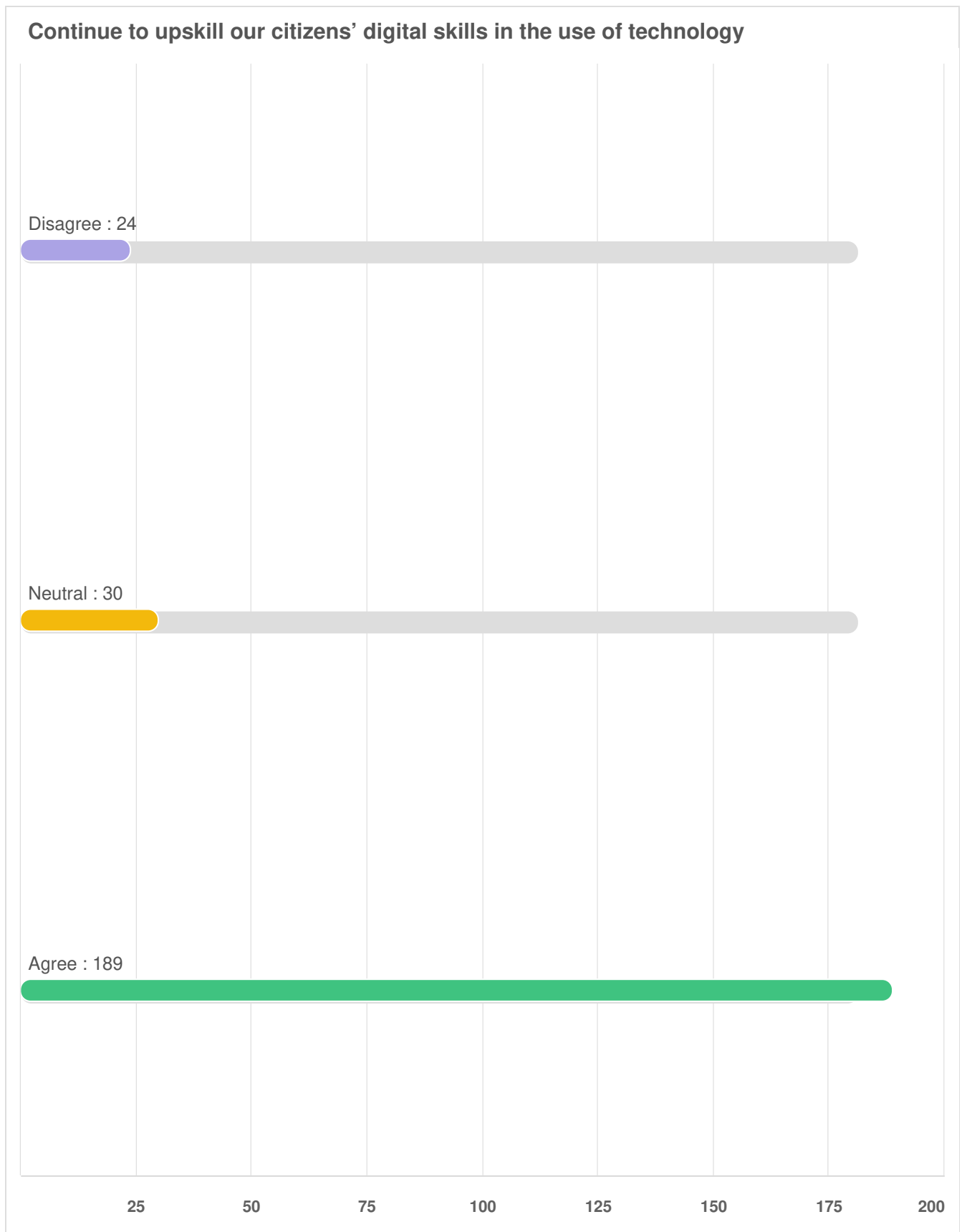
Develop more online council services, including the development of self-referrals and self-assessments in social care

Disagree : 41

Neutral : 55

Agree : 149

| 20 | 40 | 60 | 80 | 100 | 120 | 140 | 160 |

Consult with our citizens on how we can adapt our current processes, aided by technology

Disagree : 16

Neutral : 25

Agree : 203

25 50 75 100 125 150 175 200 225

Continue to upskill our citizens' digital skills in the use of technology

Disagree : 24

Neutral : 30

Agree : 189

| | 25 | 50 | 75 | 100 | 125 | 150 | 175 | 200 |

Explore assistive technology to improve citizen's wellbeing and safety in their homes

Disagree : 30

Neutral : 35

Agree : 179

| 20 | 40 | 60 | 80 | 100 | 120 | 140 | 160 | 180 | 200 |
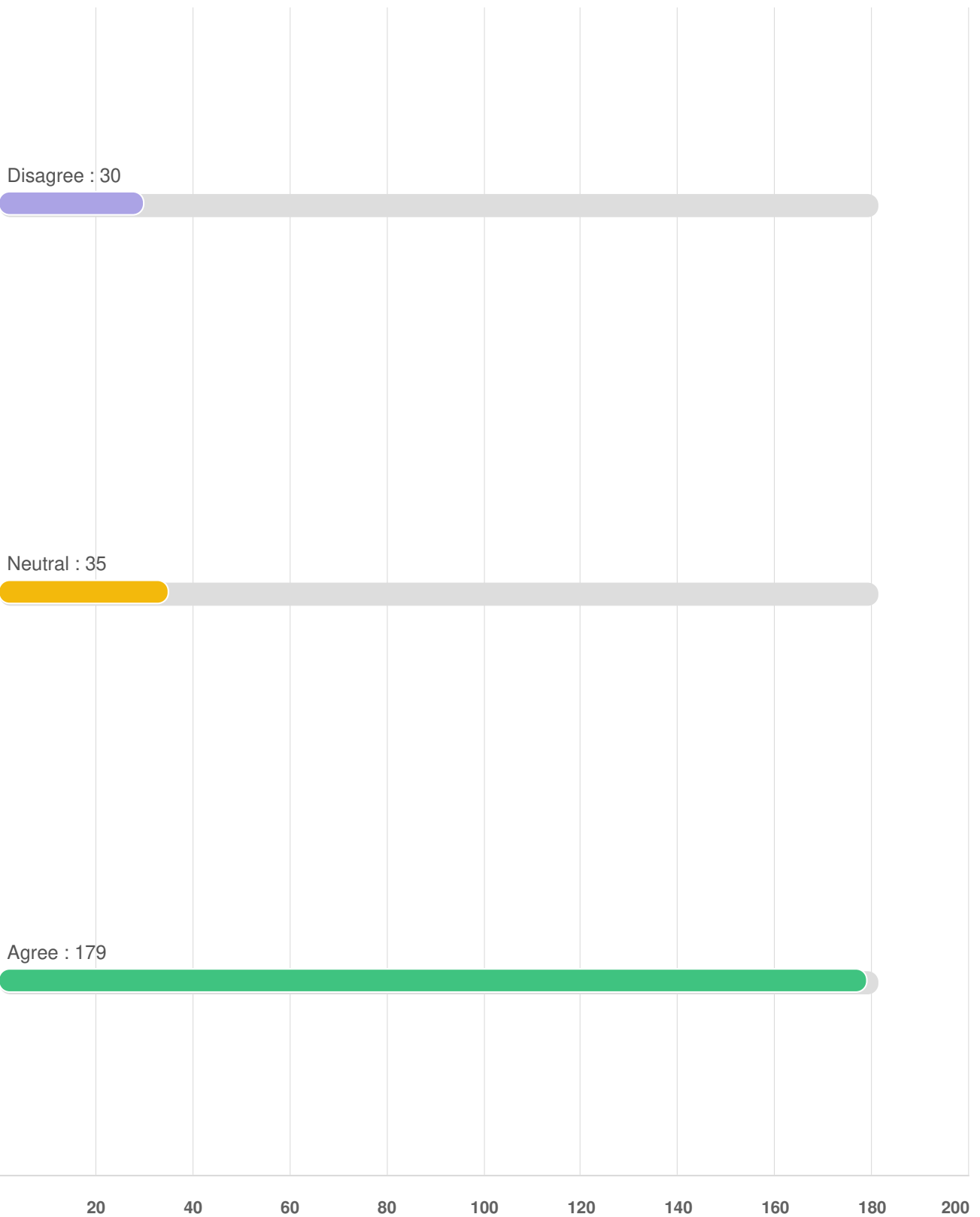
Explore Artificial Intelligence opportunities initially around social care to improve the way we deliver services whilst optimising and automating processes to free up social workers to focus on direct client care
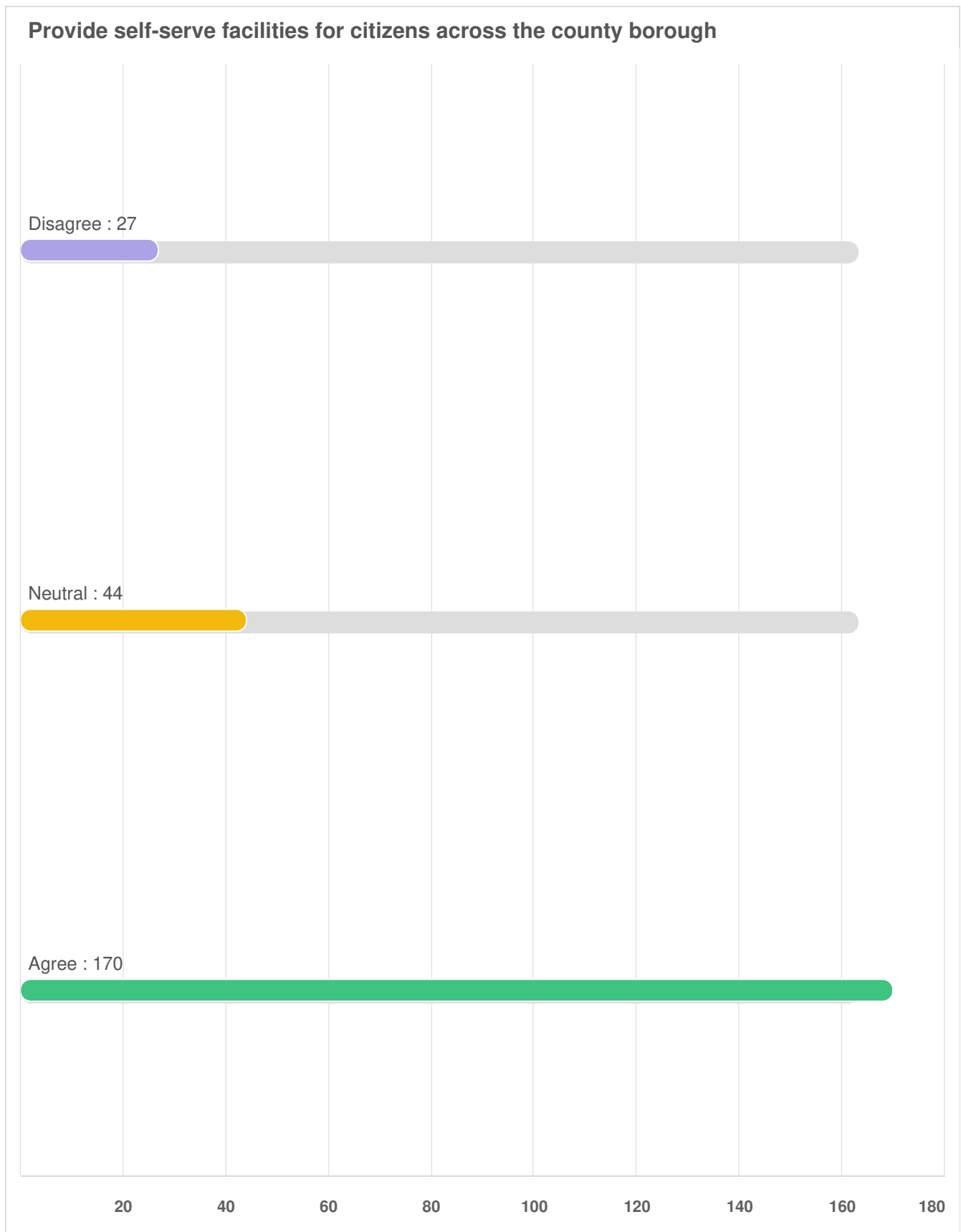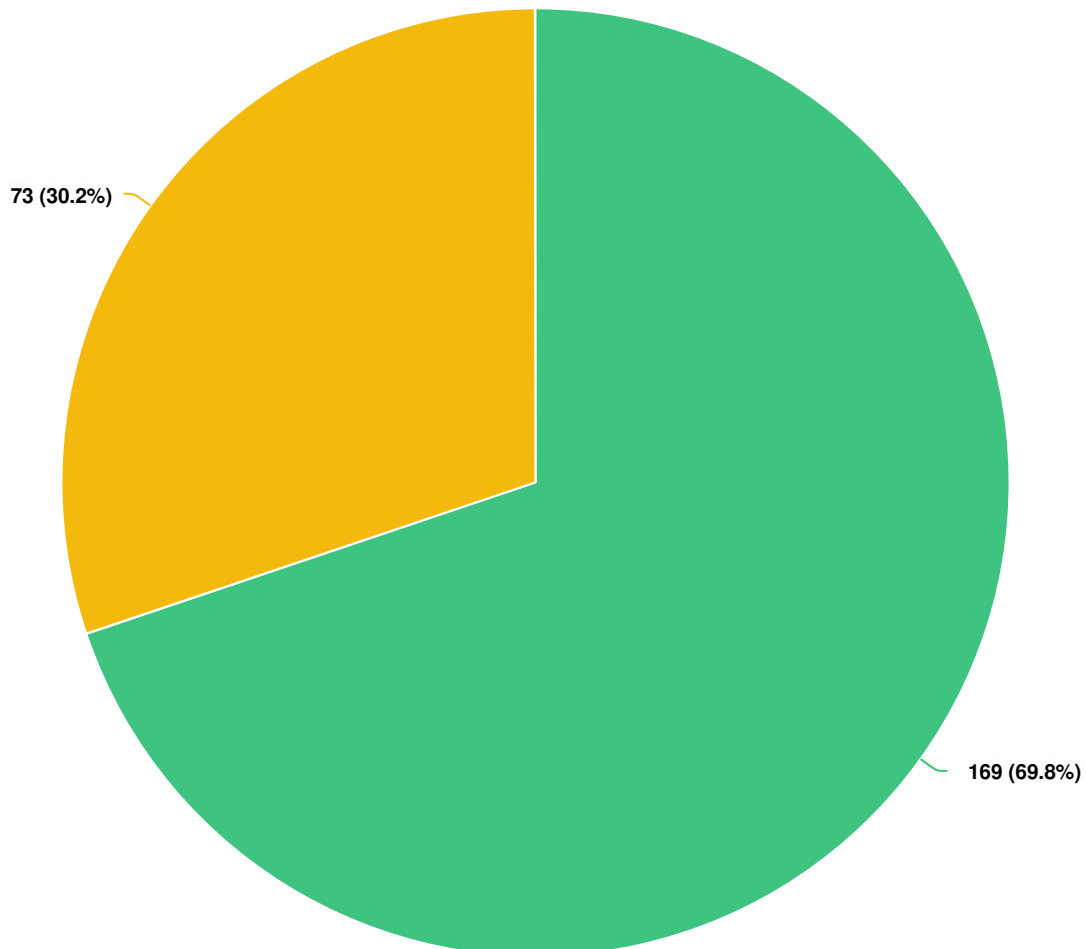
Provide self-serve facilities for citizens across the county borough

Disagree : 27

Neutral : 44

Agree : 170

Q3 **Are there any other key developments you think we should focus on as part of our Digital Citizen principle?**
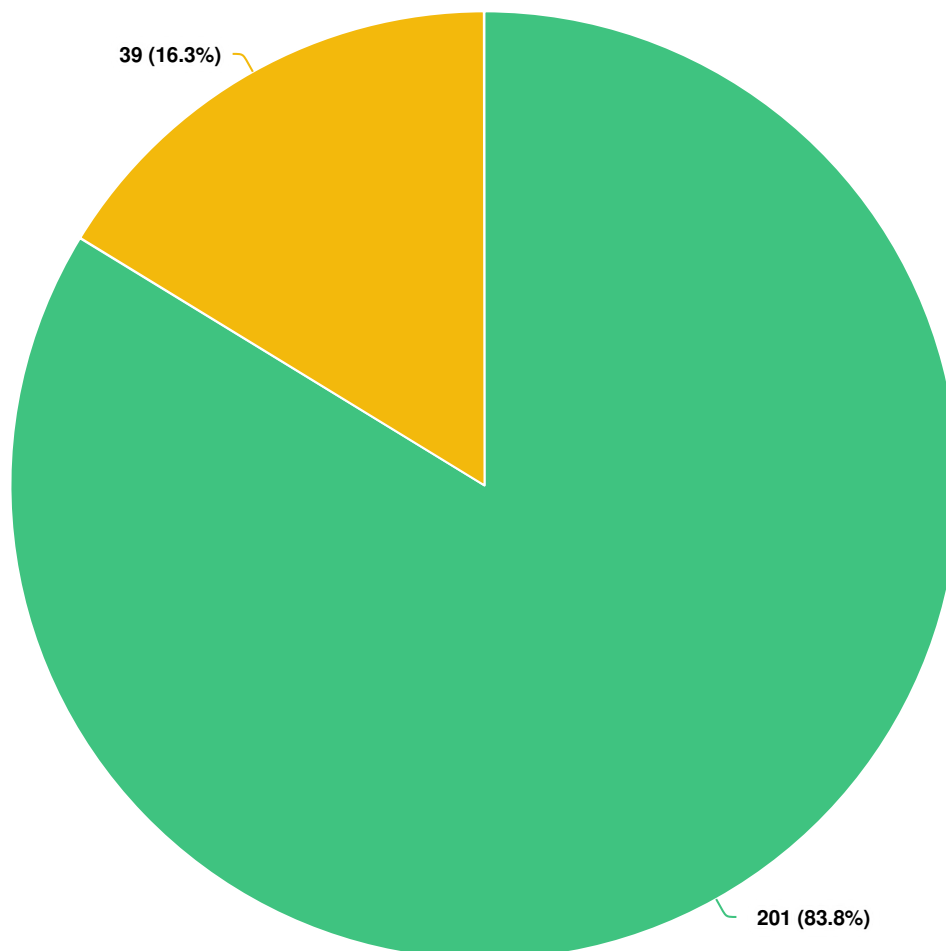
73 (30.2%)

169 (69.8%)

Question options

● Yes (please explain what):   ● No

Optional question (242 response(s), 8 skipped)
Question type: Radio Button Question

Q4   **Digital CouncilThis principle will focus on evaluating our business processes and reviewing the way we work, redesigning our services to better serve a 24/7 digital citizen. We will also ensure our workforce have access to the right technology and...**
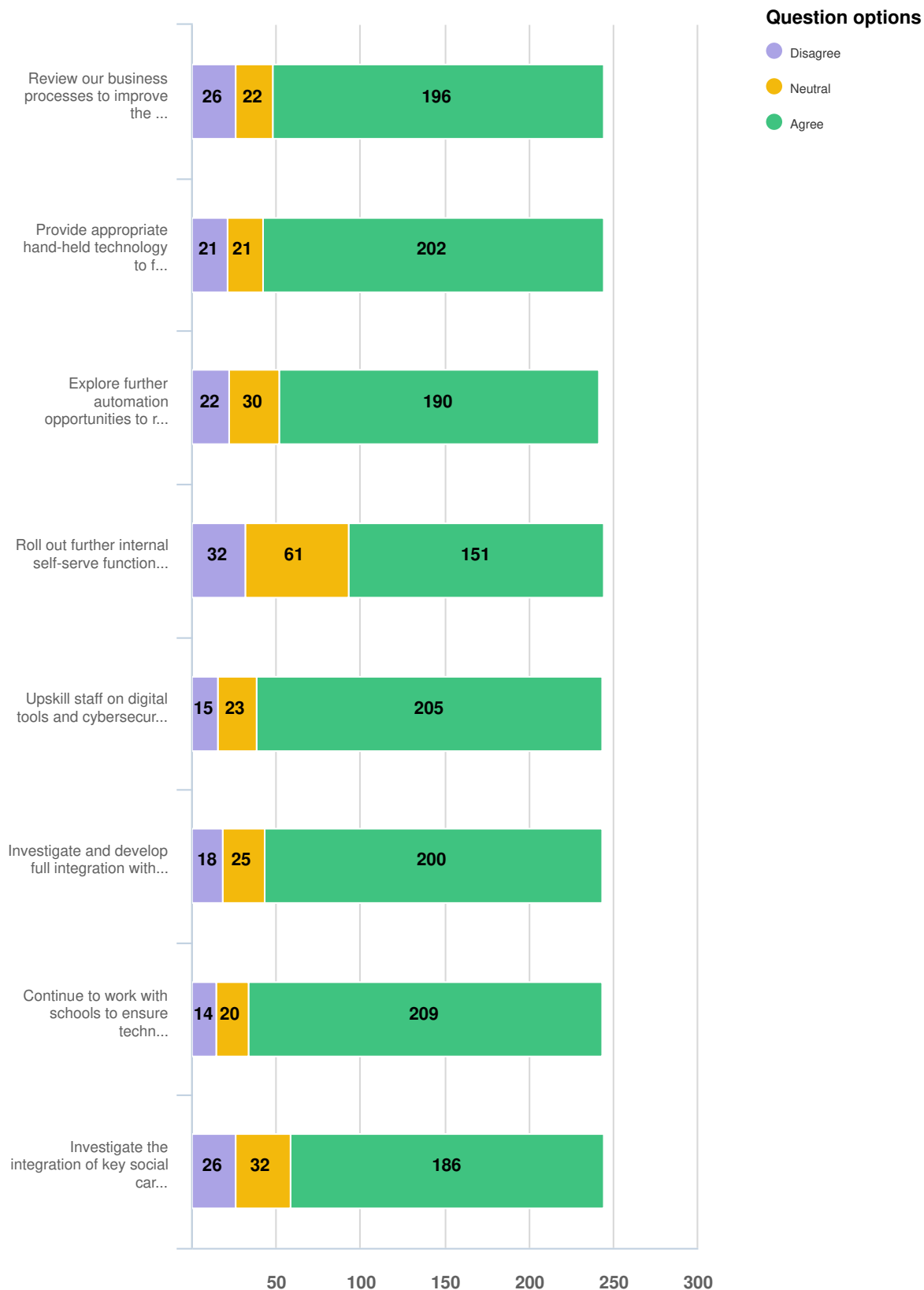

39 (16.3%)

201 (83.8%)

Question options

🟡 No (please explain why):   🟢 Yes

Optional question (240 response(s), 10 skipped)
Question type: Radio Button Question

Q5 **Please let us know whether you agree or disagree with the following key digital developments we proposed to focus on over the next four years as part of our Digital Council principle.**


Question options

- ● Disagree
- ● Neutral
- ● Agree

| Category	Disagree	Neutral	Agree
Review our business processes to improve the ...	26	22	196
Provide appropriate hand-held technology to f...	21	21	202
Explore further automation opportunities to r...	22	30	190
Roll out further internal self-serve function...	32	61	151
Upskill staff on digital tools and cybersecur...	15	23	205
Investigate and develop full integration with...	18	25	200
Continue to work with schools to ensure techn...	14	20	209
Investigate the integration of key social car...	26	32	186

Optional question (244 response(s), 6 skipped)
*Question type: Likert Question*

Q5 **Please let us know whether you agree or disagree with the following key digital developments we proposed to focus on over the next four years as part of our Digital Council principle.**
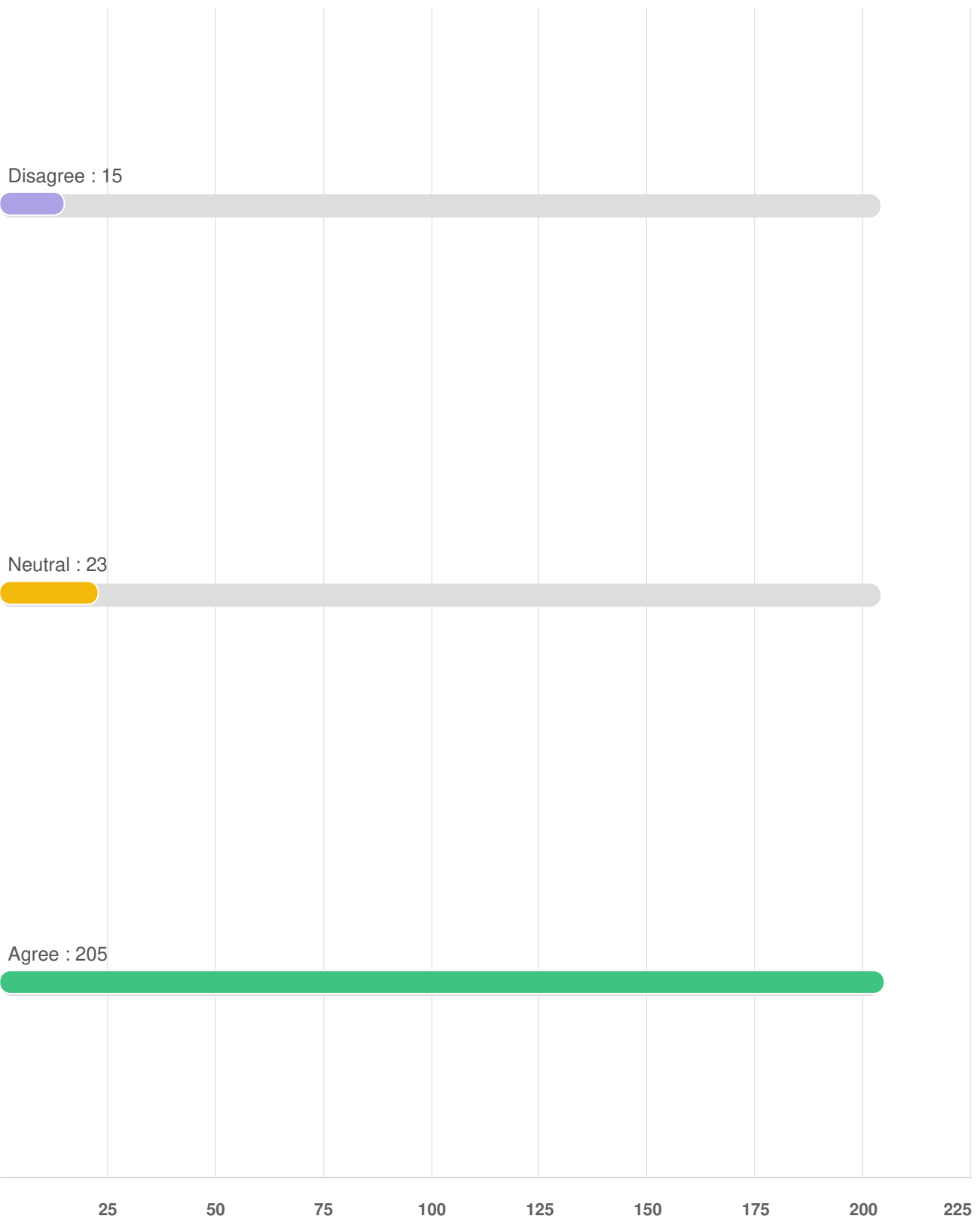
Review our business processes to improve the way services are delivered, reducing print and postage costs

Disagree : 26

Neutral : 22

Agree : 196

| 25 | 50 | 75 | 100 | 125 | 150 | 175 | 200 | 225 |
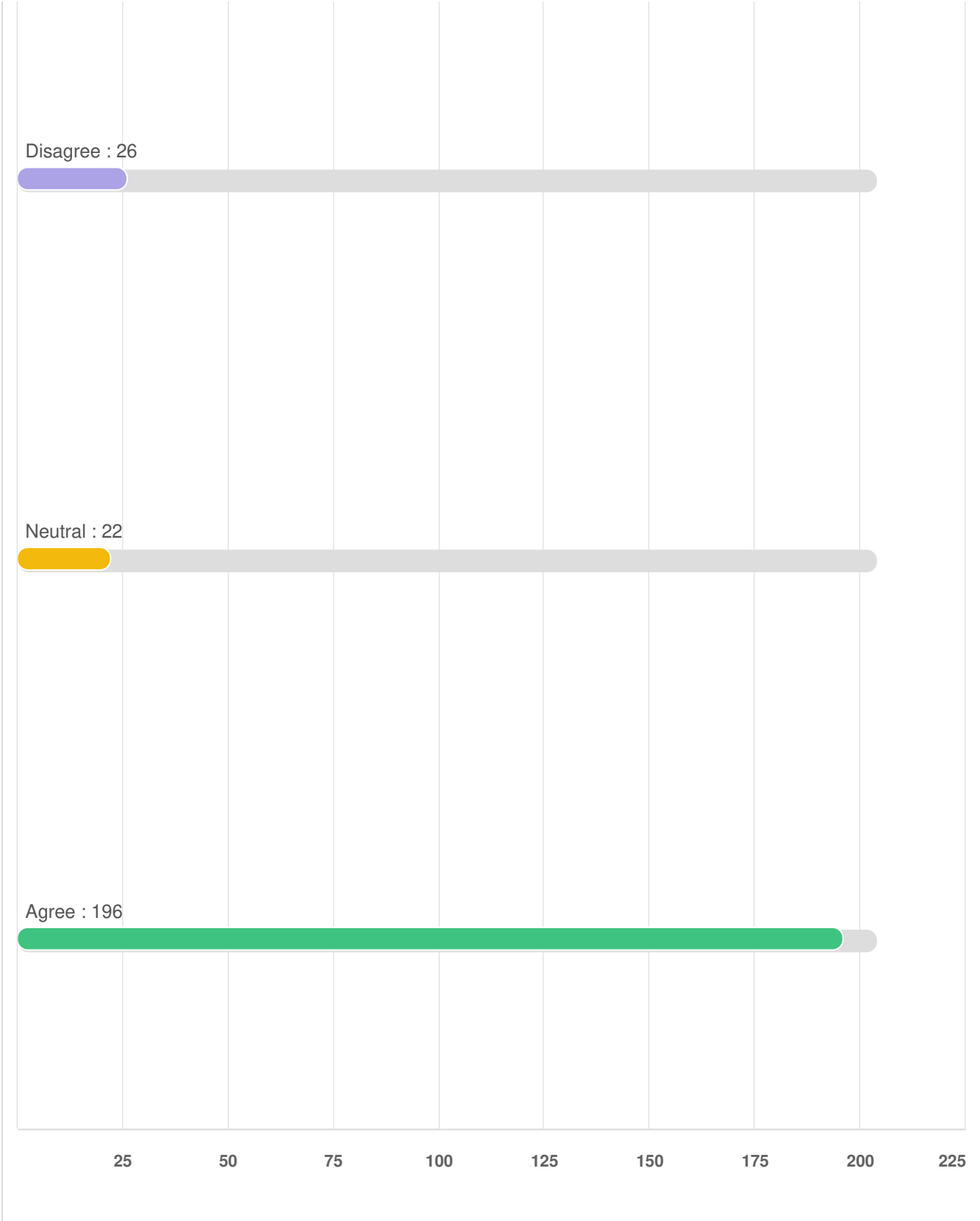
Provide appropriate hand-held technology to frontline staff allowing real time updating of information leading to improved end-to-end services for citizens

Disagree : 21

Neutral : 21

Agree : 202

| 25 | 50 | 75 | 100 | 125 | 150 | 175 | 200 | 225 |
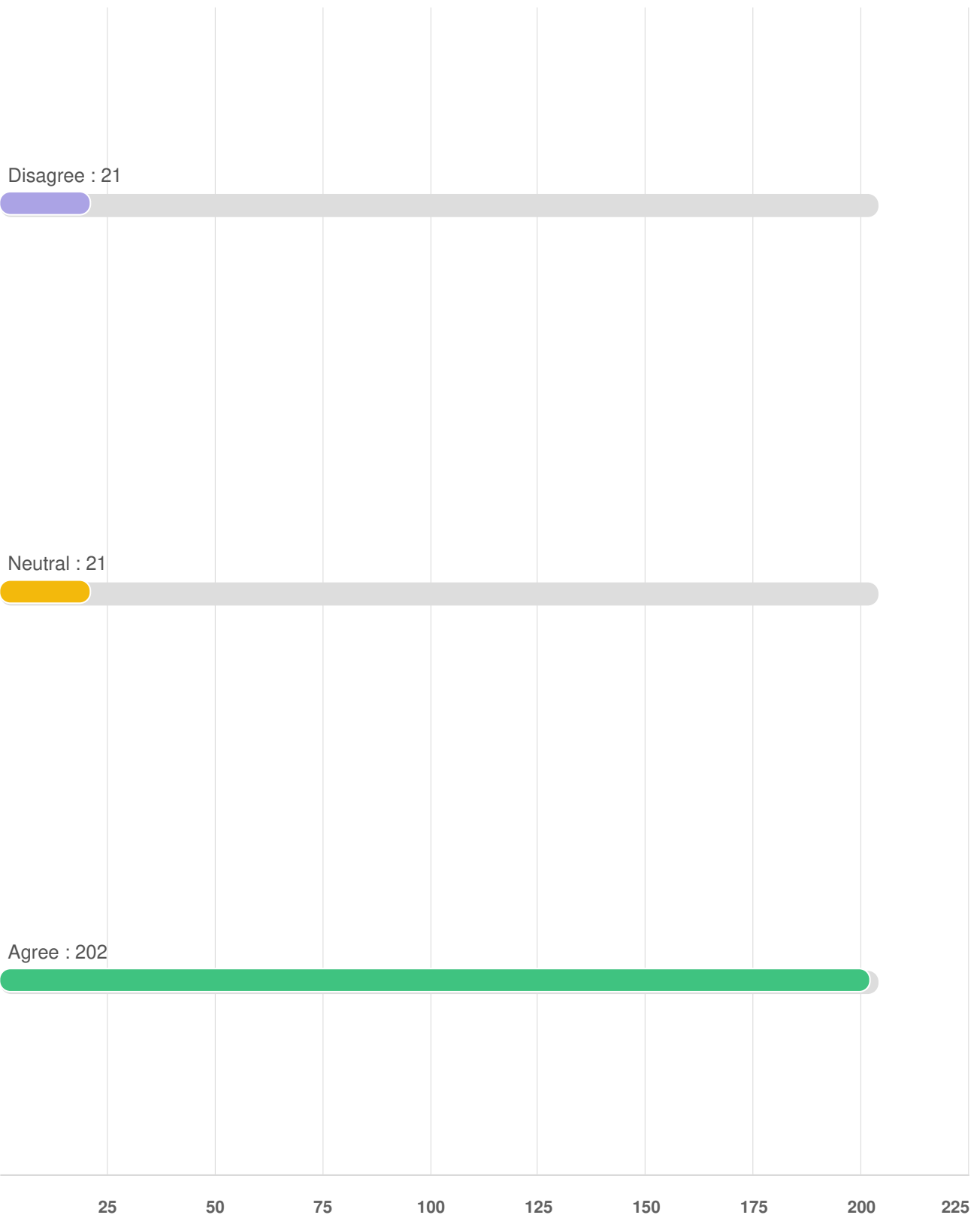
Explore further automation opportunities to reduce repetitive administrative tasks

Disagree : 22

Neutral : 30

Agree : 190

25   50   75   100   125   150   175   200
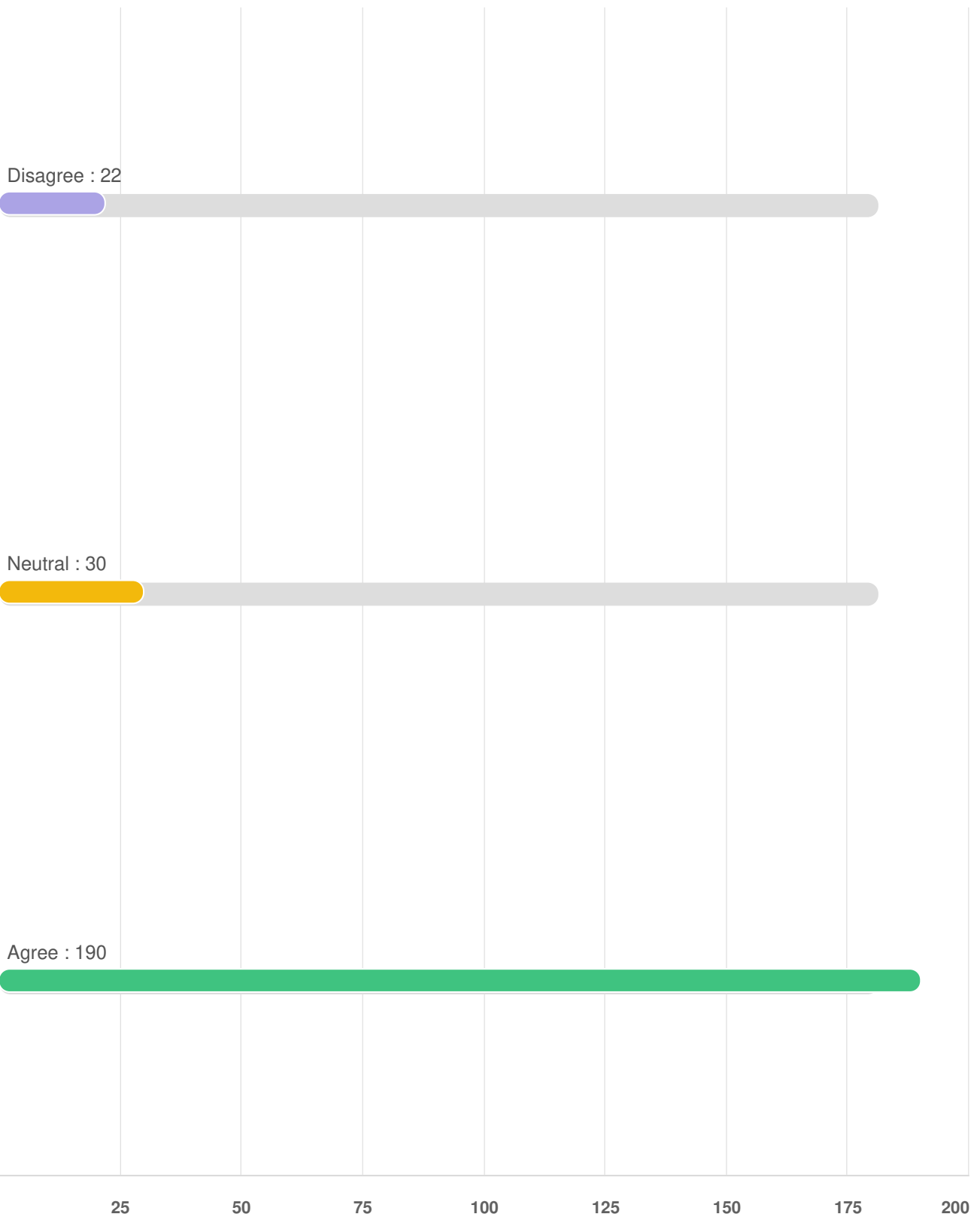
Roll out further internal self-serve functions to managers and employees in relation to HR and payroll

Disagree : 32

Neutral : 61

Agree : 151

20	40	60	80	100	120	140	160
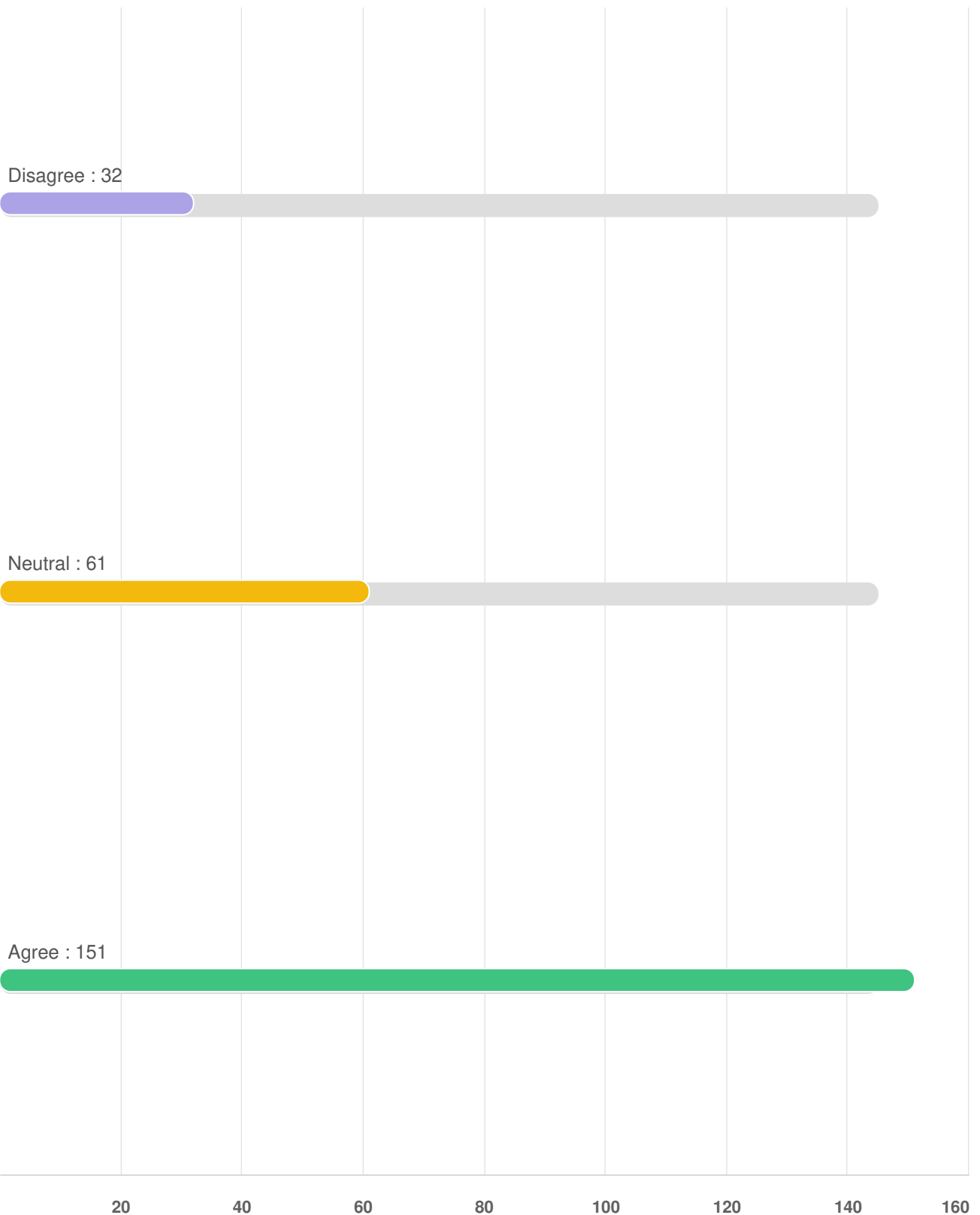
Upskill staff on digital tools and cybersecurity protocols

Disagree : 15

Neutral : 23

Agree : 205

25   50   75   100   125   150   175   200   225

Investigate and develop full integration with back-office systems where possible, to help manage data more effectively across the council

Disagree : 18

Neutral : 25

Agree : 200

| 25 | 50 | 75 | 100 | 125 | 150 | 175 | 200 | 225 |
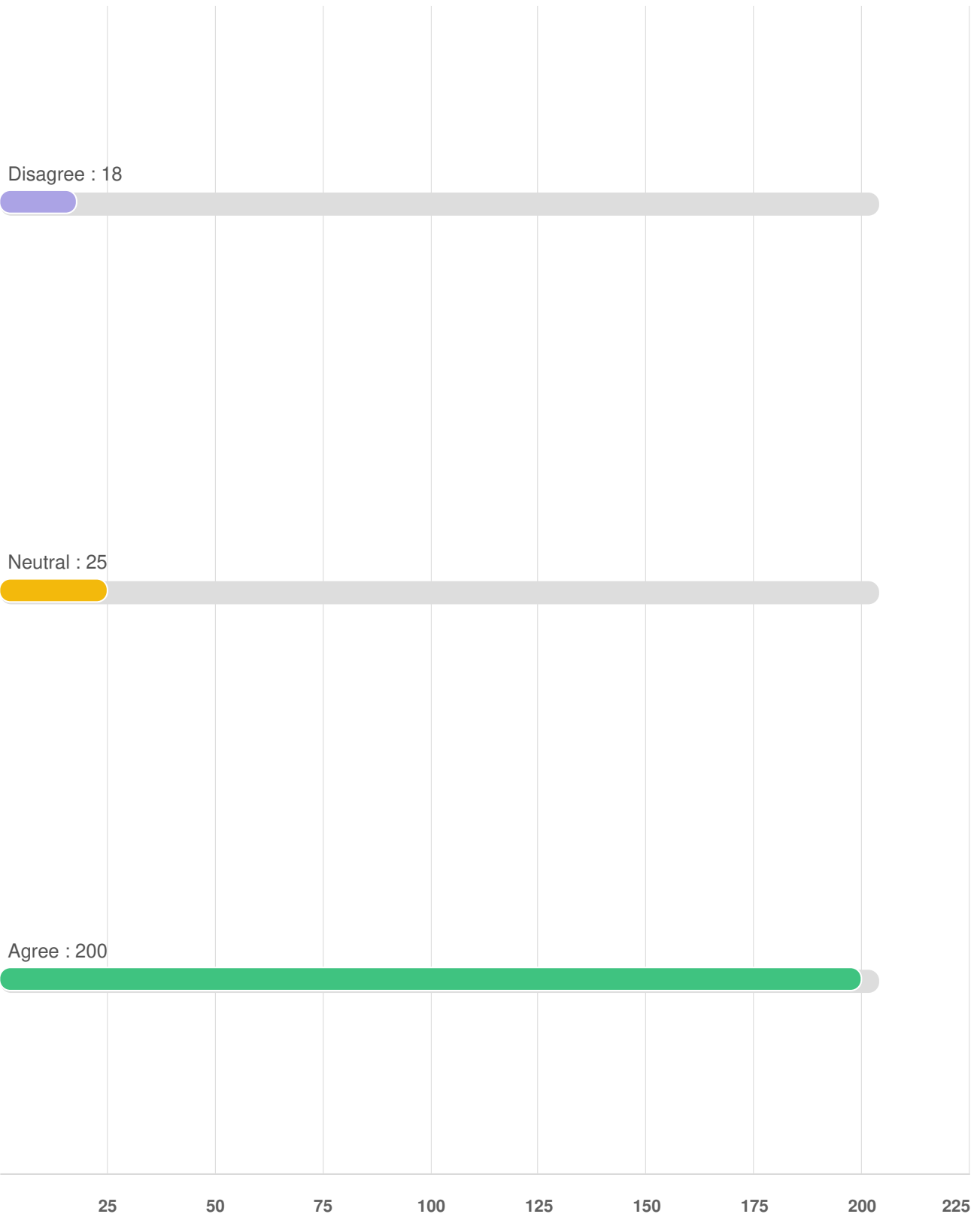
Continue to work with schools to ensure technology is a tool for education and not a barrier

Disagree : 14

Neutral : 20

Agree : 209

25   50   75   100   125   150   175   200   225
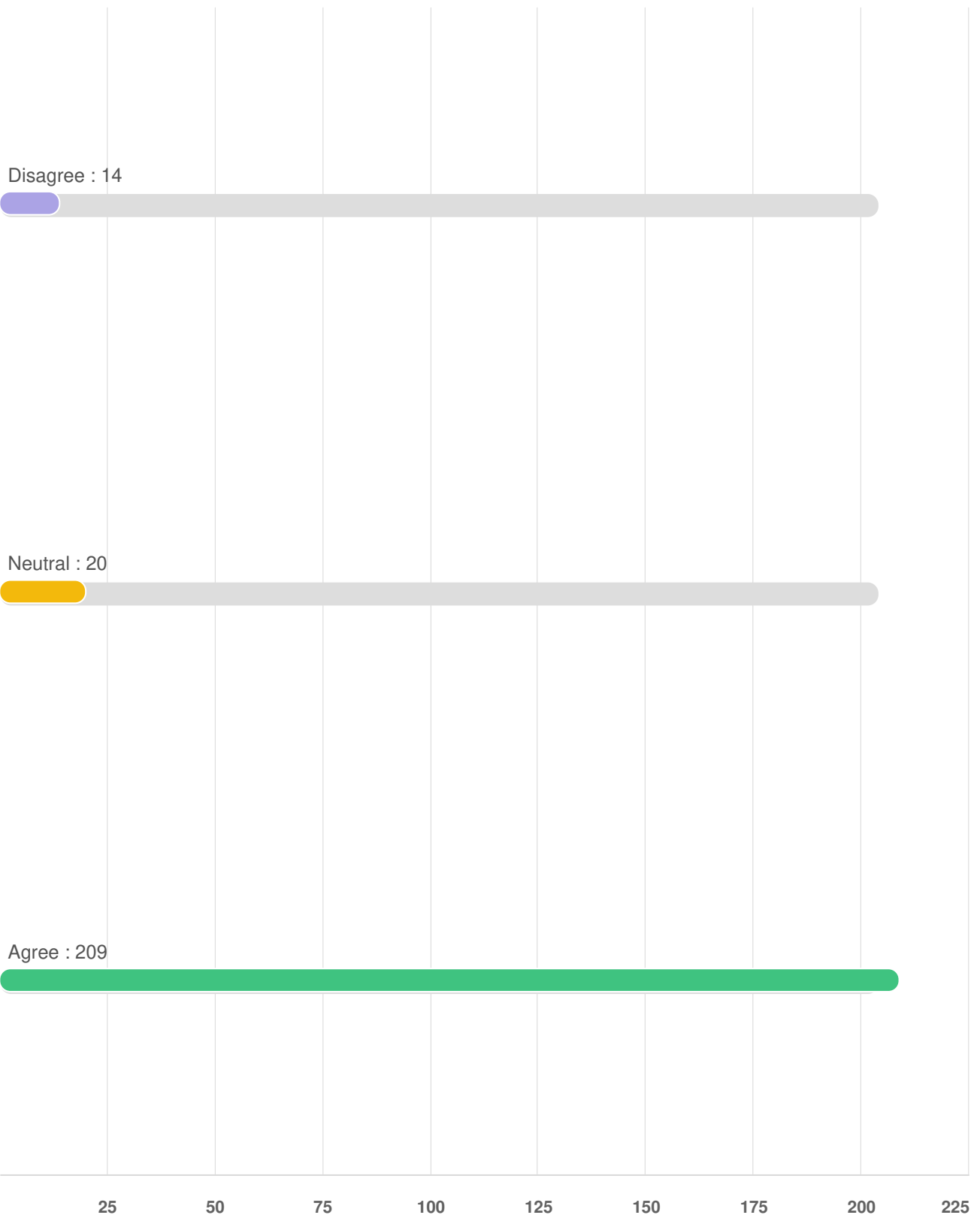
Investigate the integration of key social care and health systems to enhance integrated working with partnership health boards

Disagree : 26

Neutral : 32

Agree : 186

| 20 | 40 | 60 | 80 | 100 | 120 | 140 | 160 | 180 | 200 |
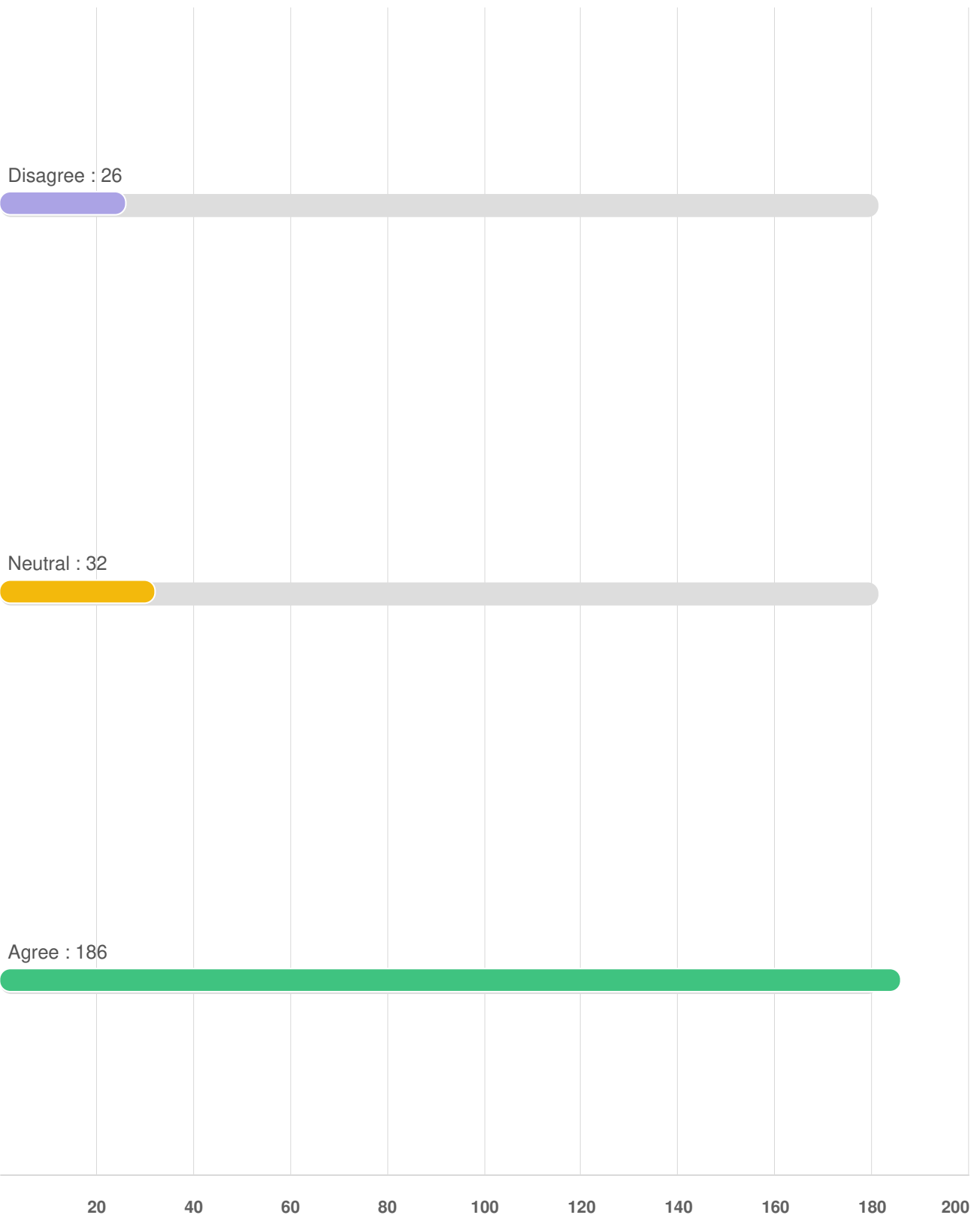
Q6 **Are there any other key developments you think we should focus on as part of our Digital Council principle?**
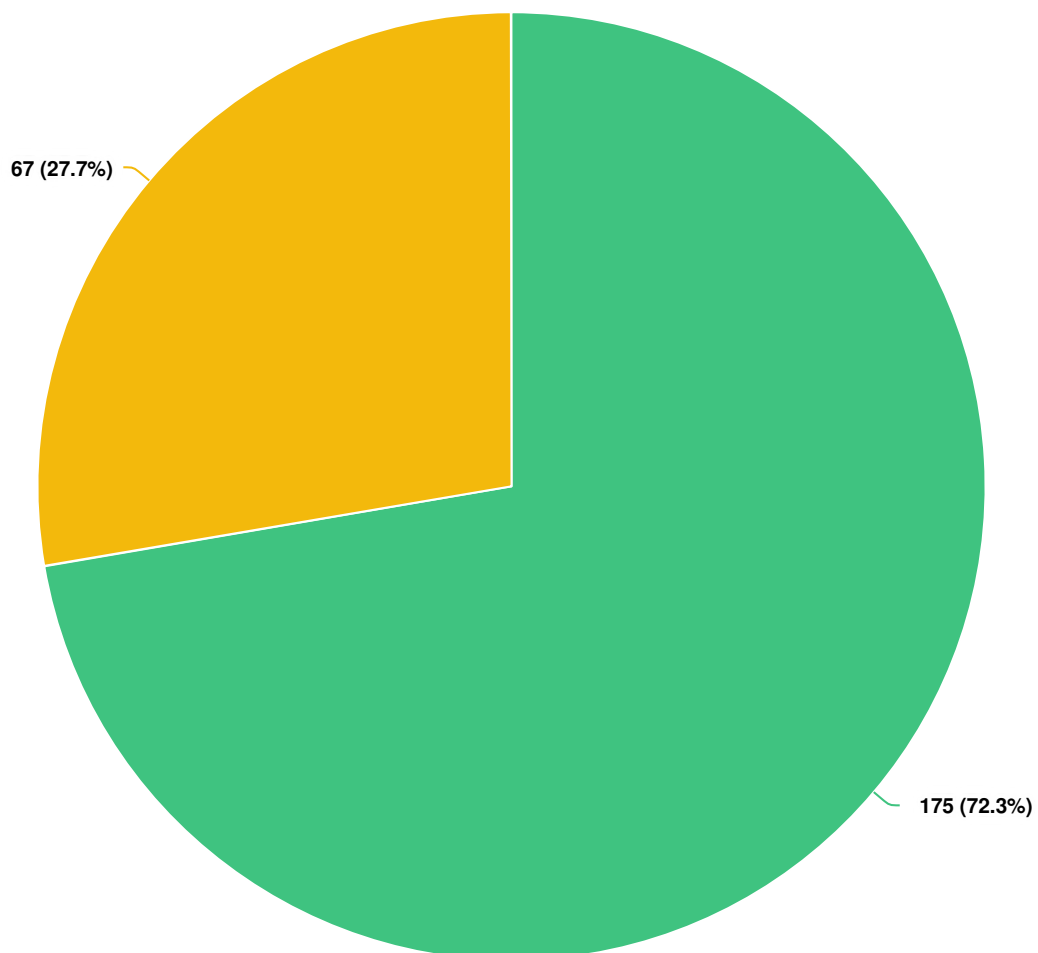

55 (22.9%)

185 (77.1%)
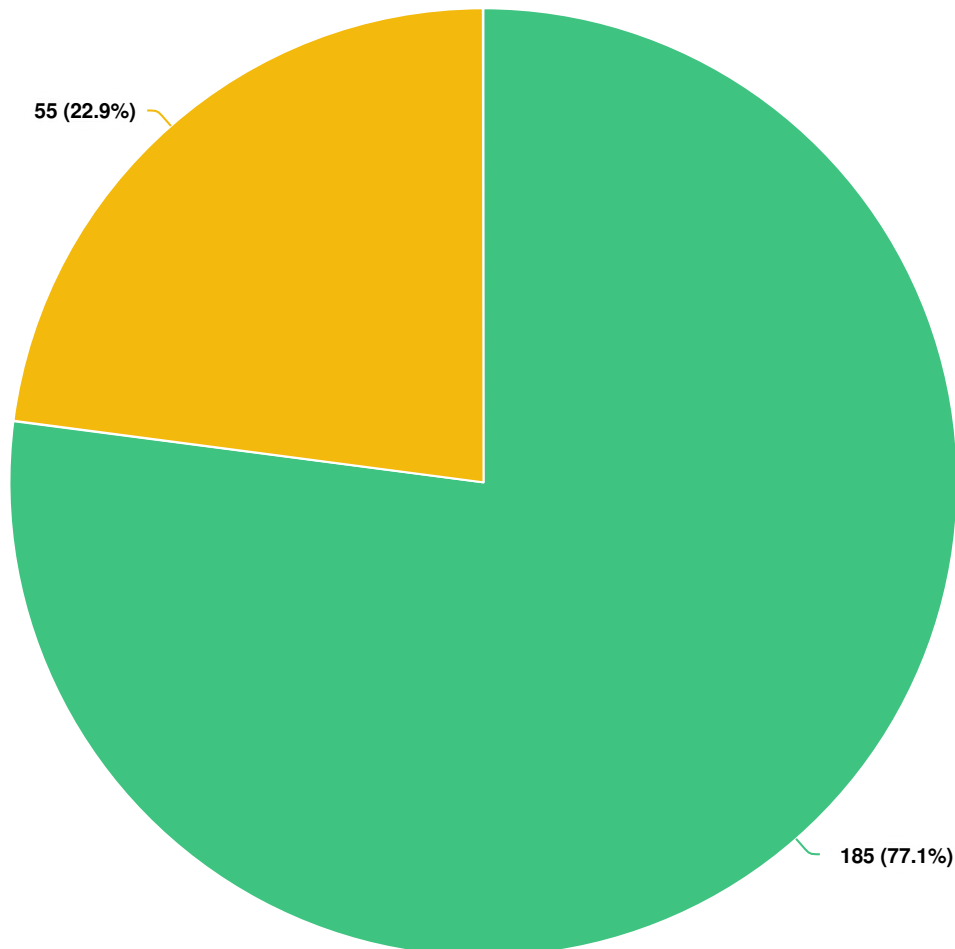
Question options

● Yes (please explain what): ● No

Optional question (240 response(s), 10 skipped)
Question type: Radio Button Question

Q7 | **Are you happy to answer a few more questions about yourself?**

67 (27.7%)

175 (72.3%)

Question options

● No ● Yes

Optional question (242 response(s), 8 skipped)
Question type: Radio Button Question

Q8 | **Do you consider yourself as disabled?**

10 (5.7%)

32 (18.4%)

132 (75.9%)
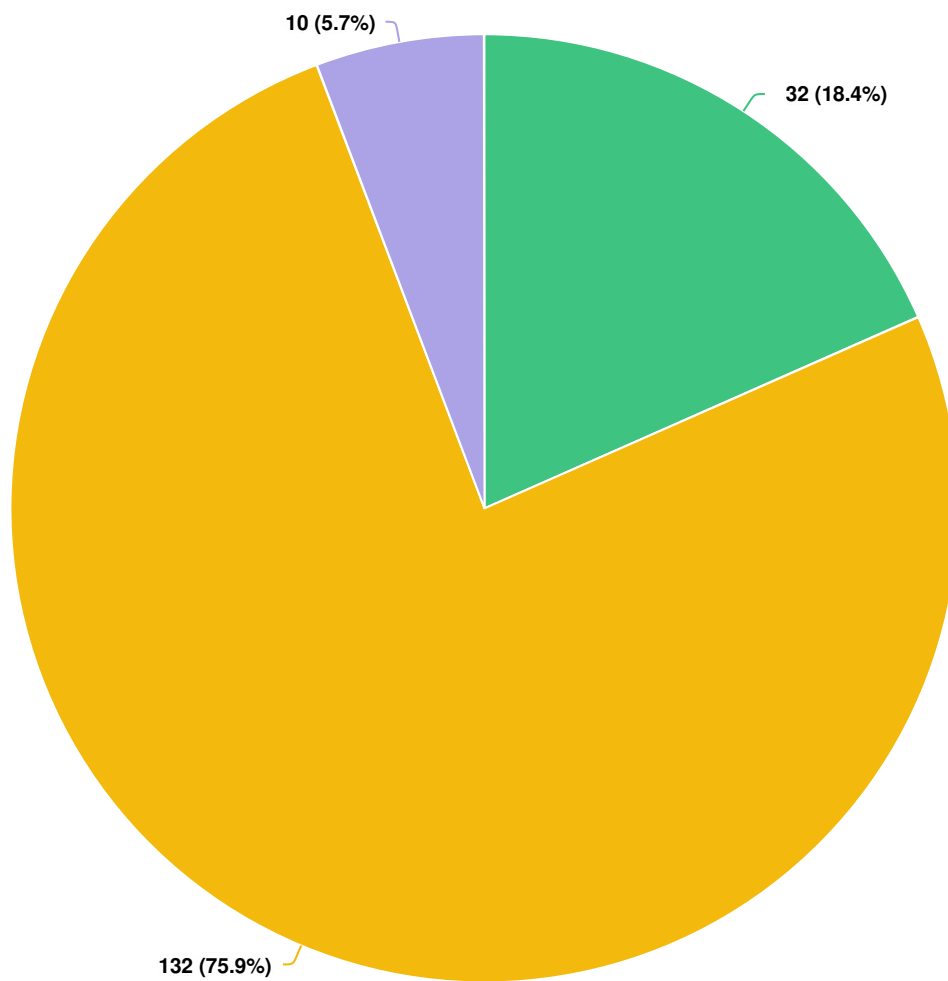
Question options

● Prefer not to say   ● No   ● Yes

Optional question (174 response(s), 76 skipped)
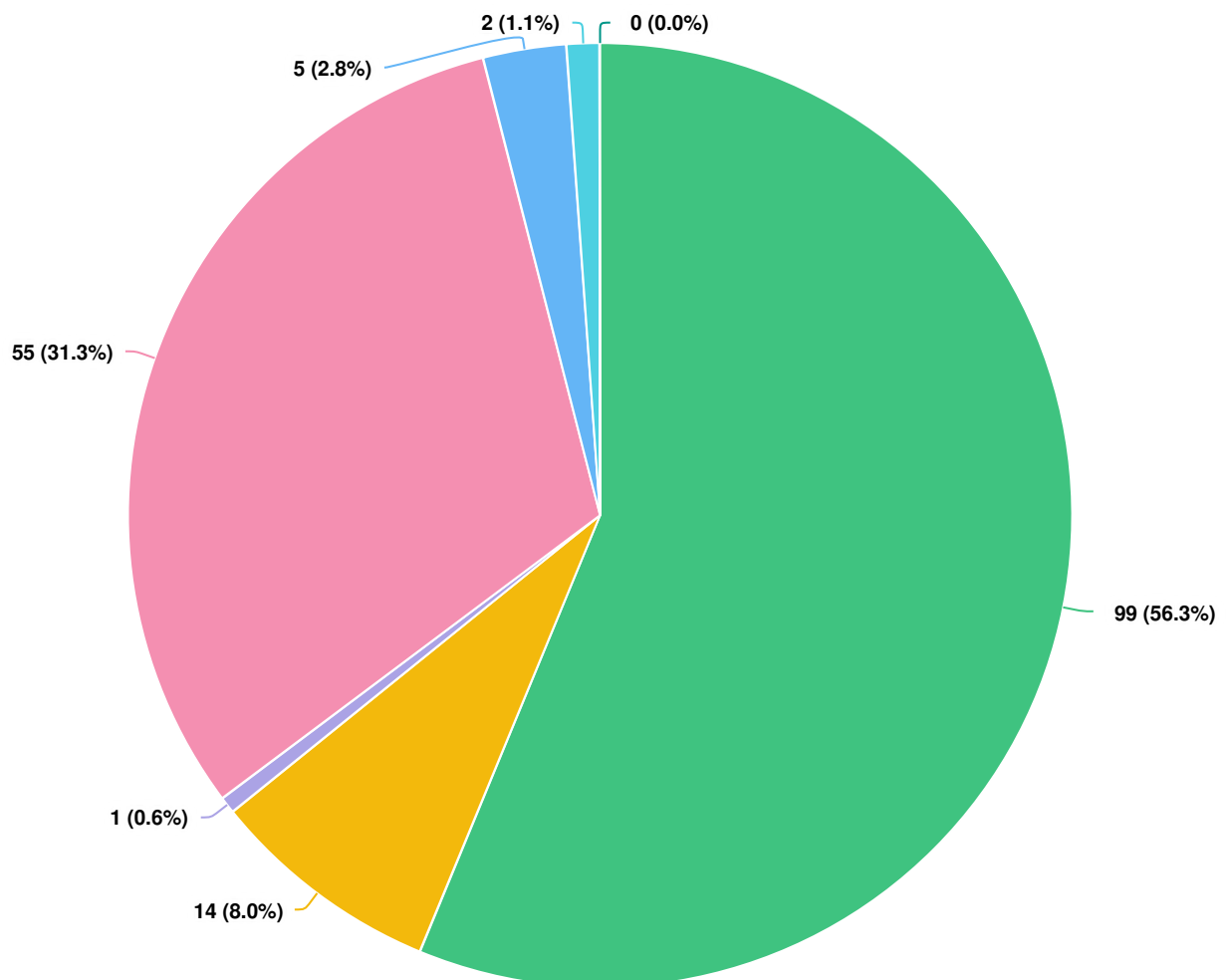*Question type: Radio Button Question*

Q9 **Please select your age category:**
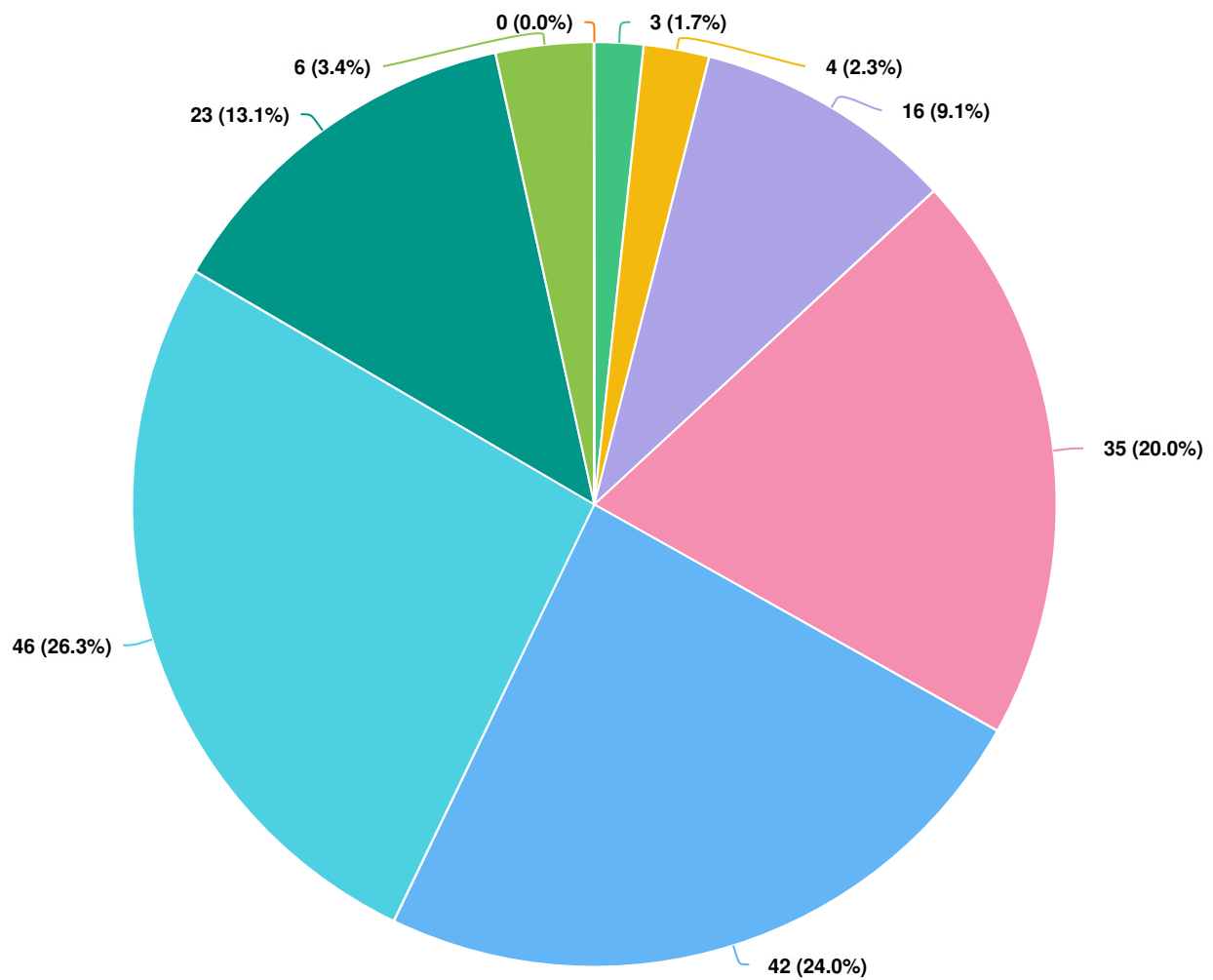
Question options

● Under 18 ● Prefer not to say ● 75+ ● 65-74 ● 55-64 ● 45-54 ● 35-44 ● 25-34 ● 18-24

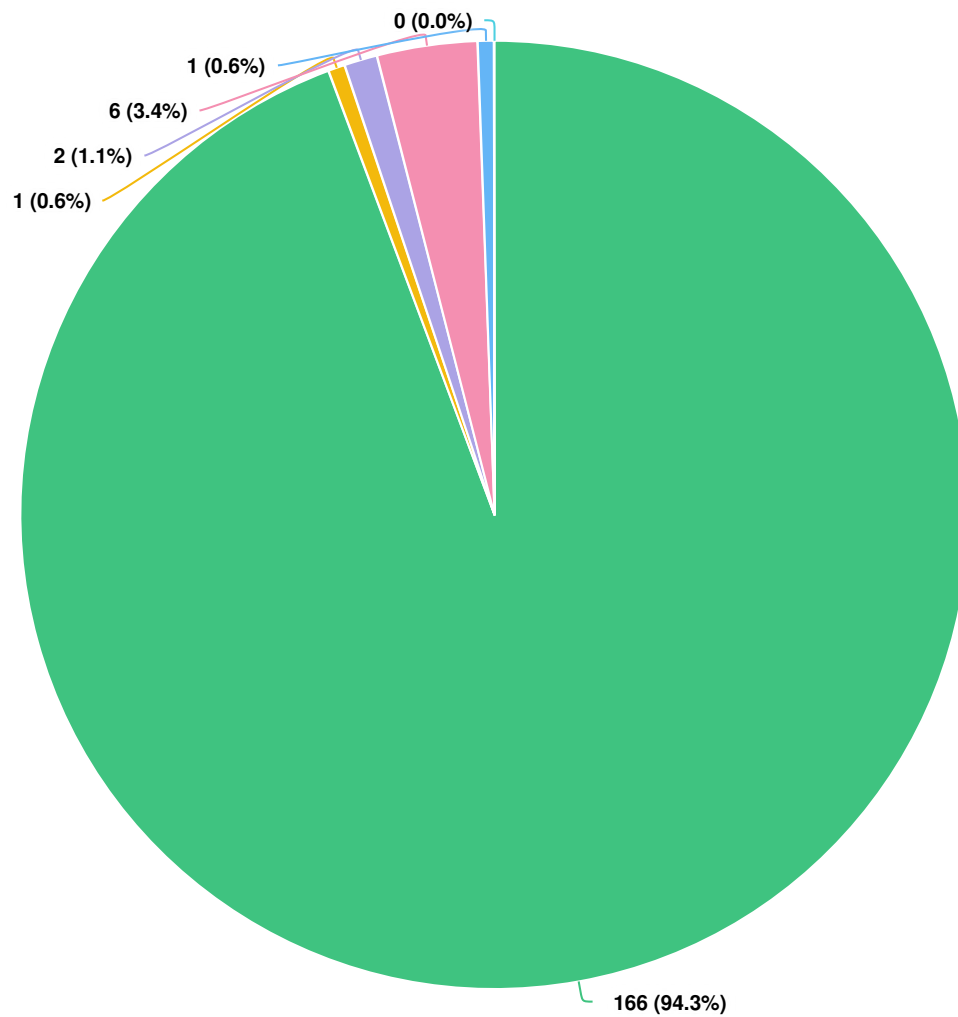*Optional question (175 response(s), 75 skipped)*
Question type: Radio Button Question

Q10 | **How would you describe your nationality?**

Question options

- Northern Irish
- Other (please specify)
- Prefer not to say
- British
- Scottish
- English
- Welsh

Optional question (176 response(s), 74 skipped)
Question type: Radio Button Question

Q11 | **What is your ethnic group?**

0 (0.0%)

1 (0.6%)

6 (3.4%)

2 (1.1%)

1 (0.6%)

166 (94.3%)

Question options

- Black / African / Caribbean / Black British
- Other (please specify)
- Prefer not to say
- Asian or Asian British
- Mixed / multiple ethnic groups
- White

Optional question (176 response(s), 74 skipped)
Question type: Radio Button Question

Q12	What is your religion or belief?
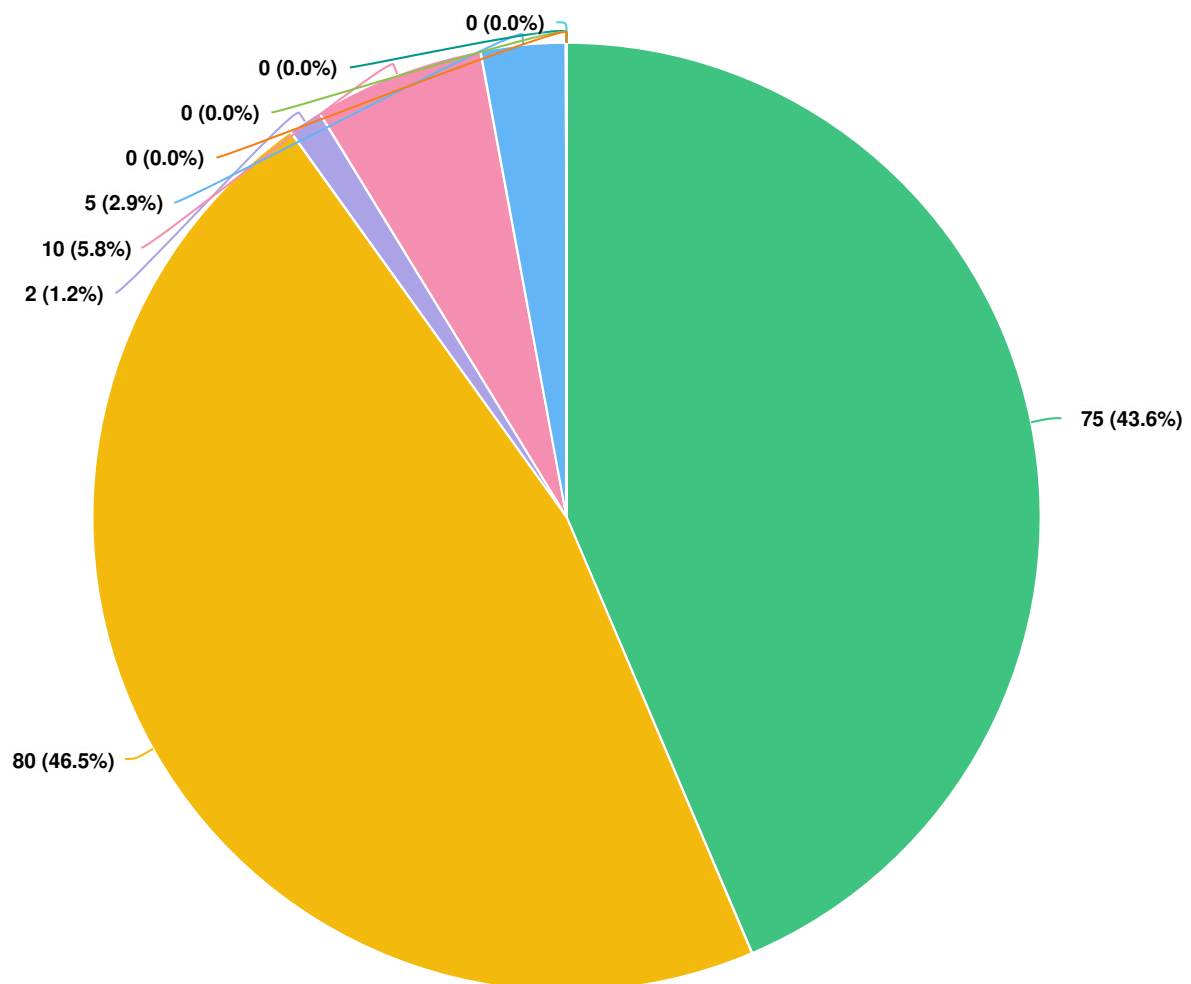
Question options

● Jewish ● Sikh ● Muslim ● Buddhist ● Other (please specify) ● Prefer not to say ● Hindu
● Christian ● No religion
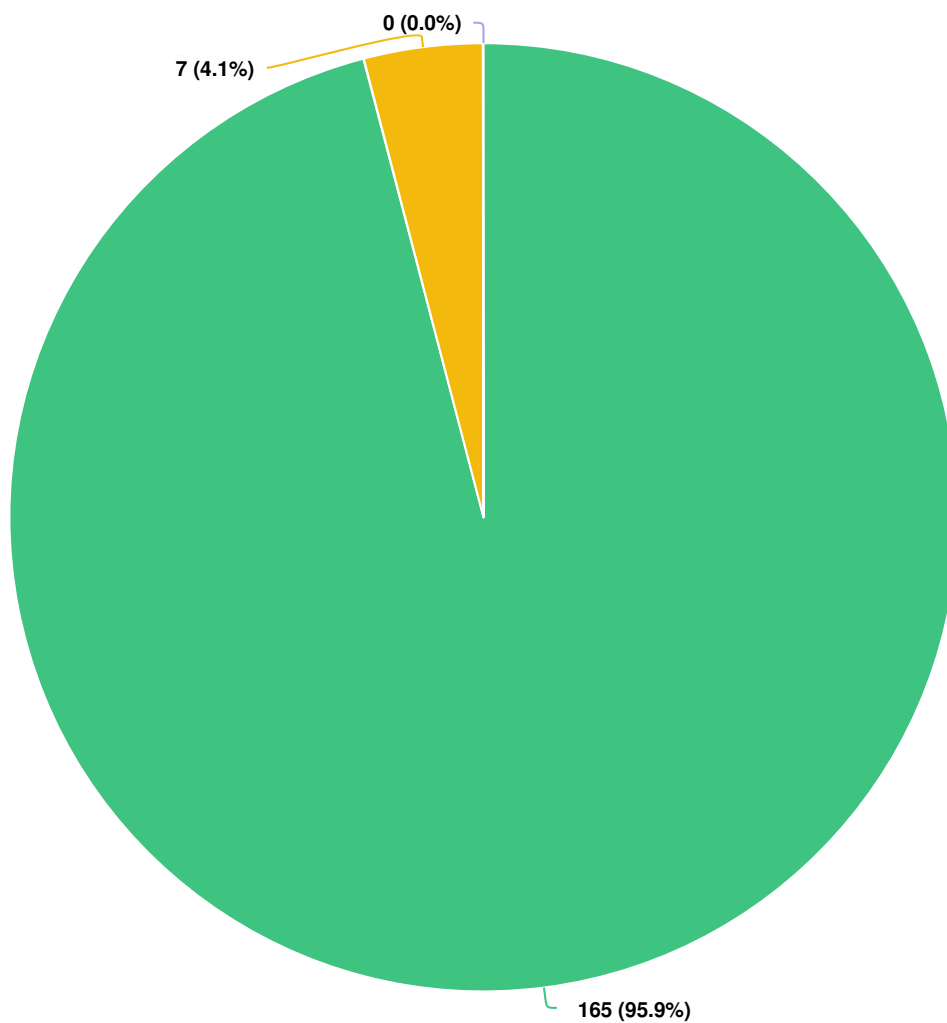
Optional question (172 response(s), 78 skipped)
Question type: Radio Button Question

Q13 | **How do you describe your gender?**

0 (0.0%)

4 (2.3%)

74 (42.3%)

97 (55.4%)
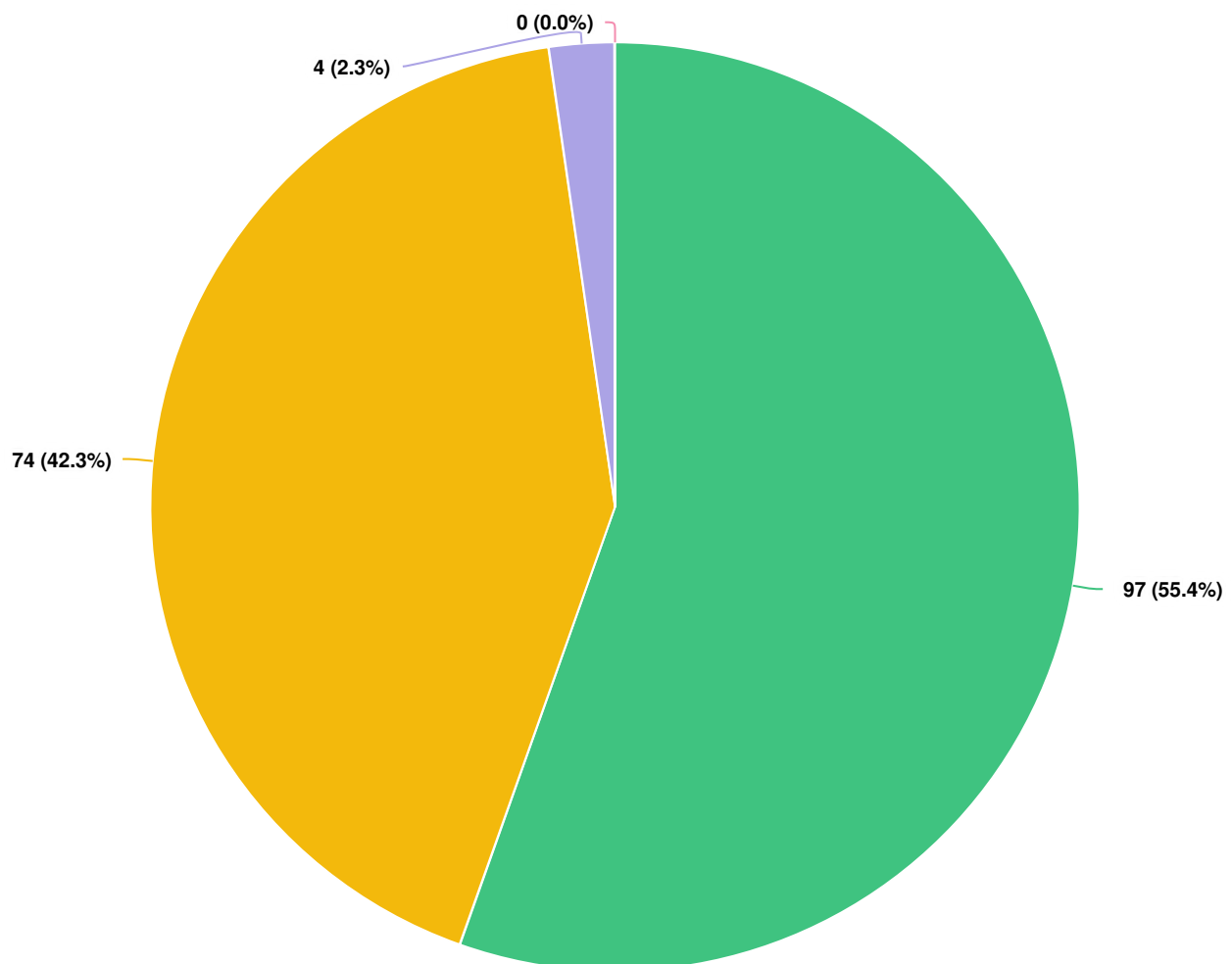
Question options

● In another way (please specify)   ● Prefer not to say   ● Female   ● Male
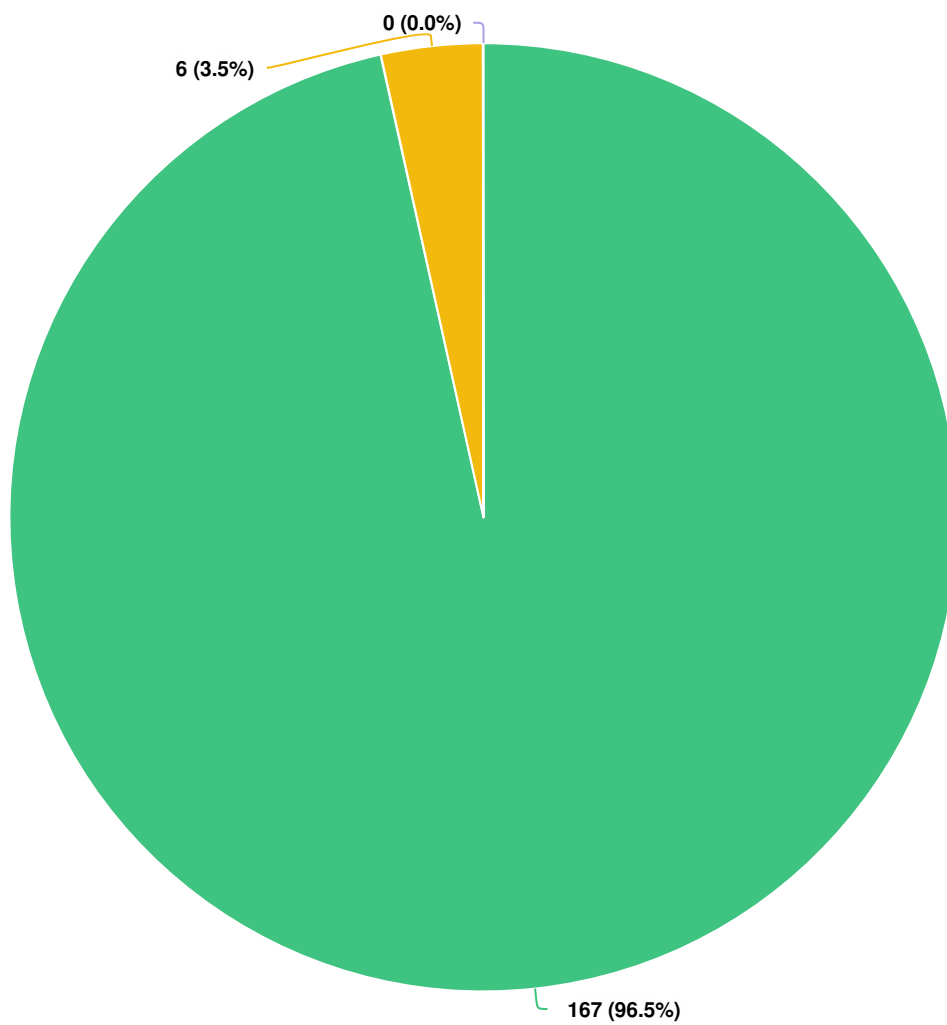
Optional question (175 response(s), 75 skipped)
Question type: Radio Button Question

Q14 | **Are you pregnant?**

Question options

- Yes
- Prefer not to say
- No

Optional question (172 response(s), 78 skipped)
Question type: Radio Button Question

| Q15 | **Have you given birth in past 26 weeks?** |

0 (0.0%)

6 (3.5%)

167 (96.5%)

Question options

● Yes   ● Prefer not to say   ● No

Optional question (173 response(s), 77 skipped)
Question type: Radio Button Question

| Q16 | **What is your sexual orientation?** |

1 (0.6%)

11 (6.3%)

3 (1.7%)

2 (1.1%)

4 (2.3%)

154 (88.0%)
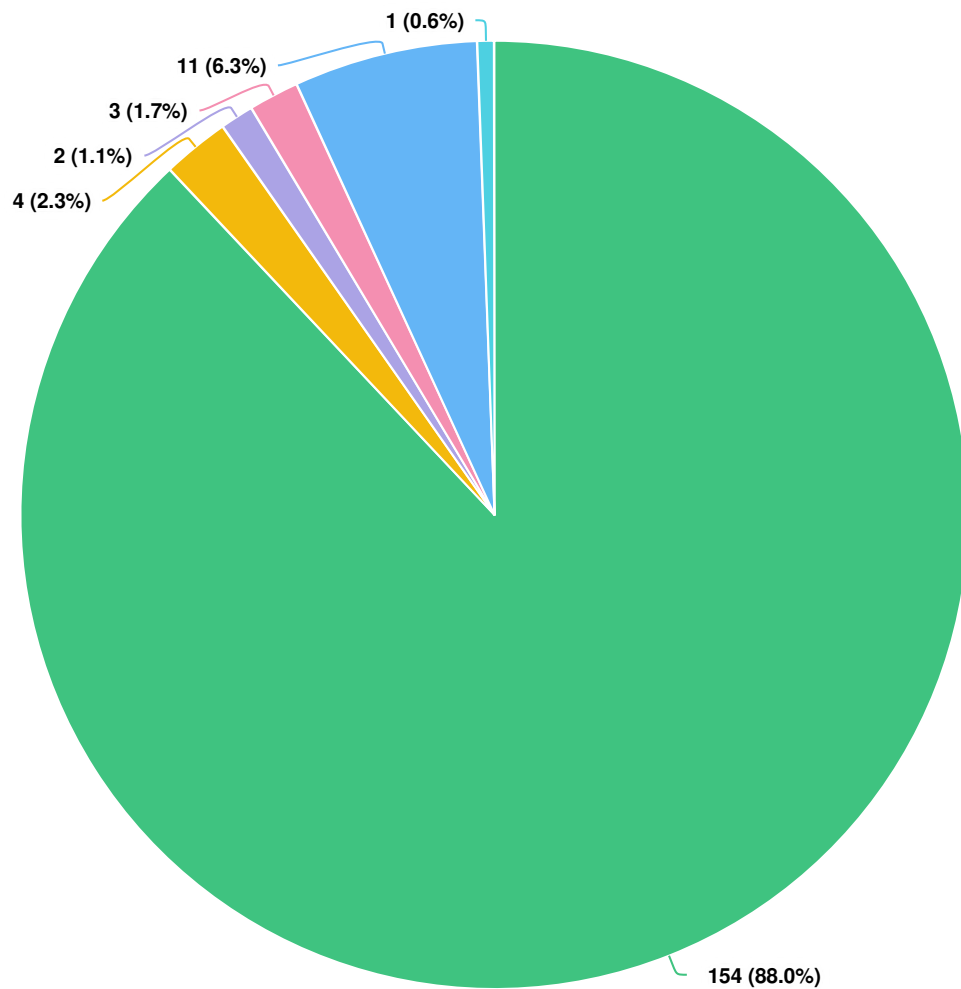
Question options

● Other (please specify)   ● Prefer not to say   ● Bisexual   ● Gay women / Lesbian   ● Gay man

● Heterosexual / Straight

Optional question (175 response(s), 75 skipped)
Question type: Radio Button Question

Q17	**What is your marital status?**
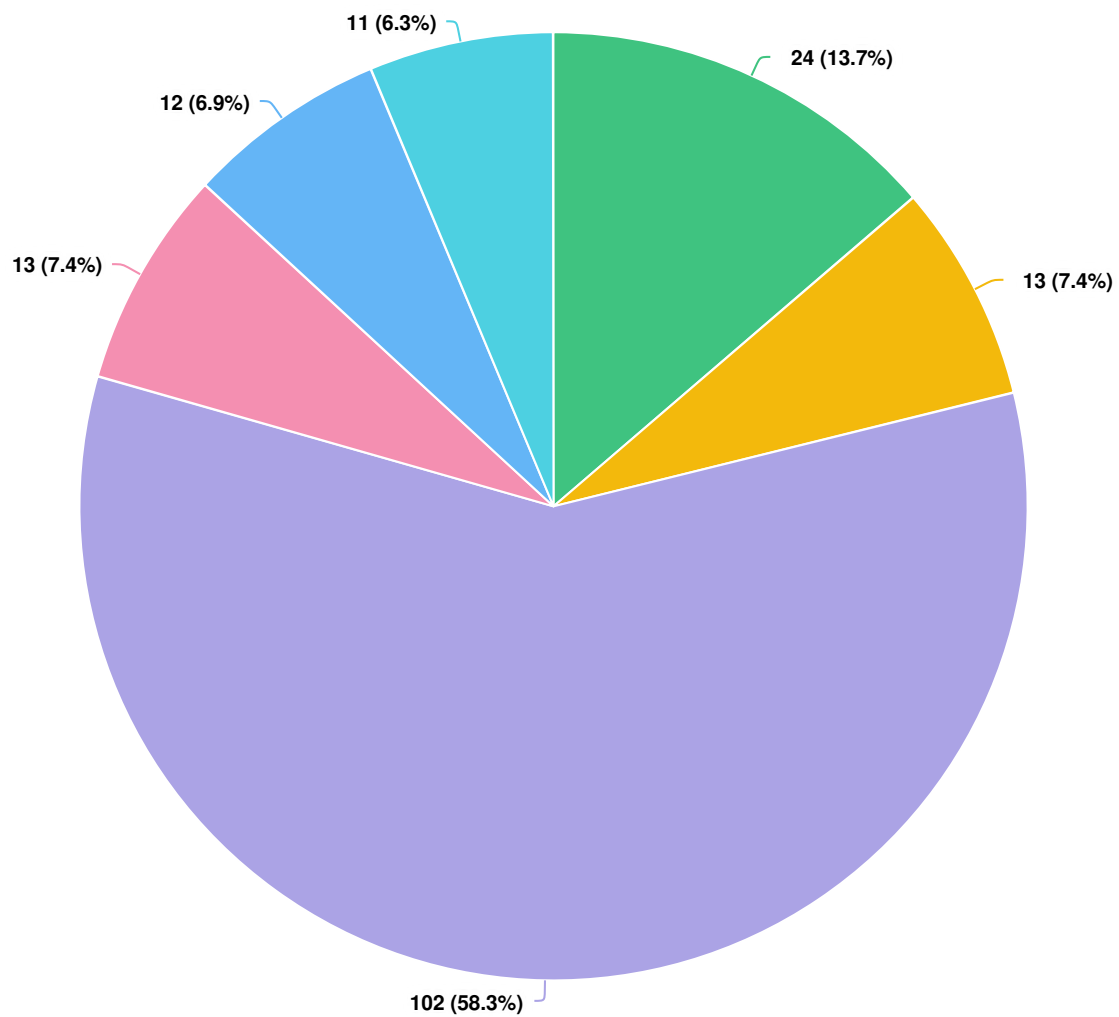
Question options

- Prefer not to say
- Widowed
- Divorced
- Married / Civil Partnered
- Partnered
- Single

Optional question (175 response(s), 75 skipped)
Question type: Radio Button Question

Q18 | Are you able to to...

Question options

- Prefer not to say
- Fluently
- Fairly well
- A little
- Not at all
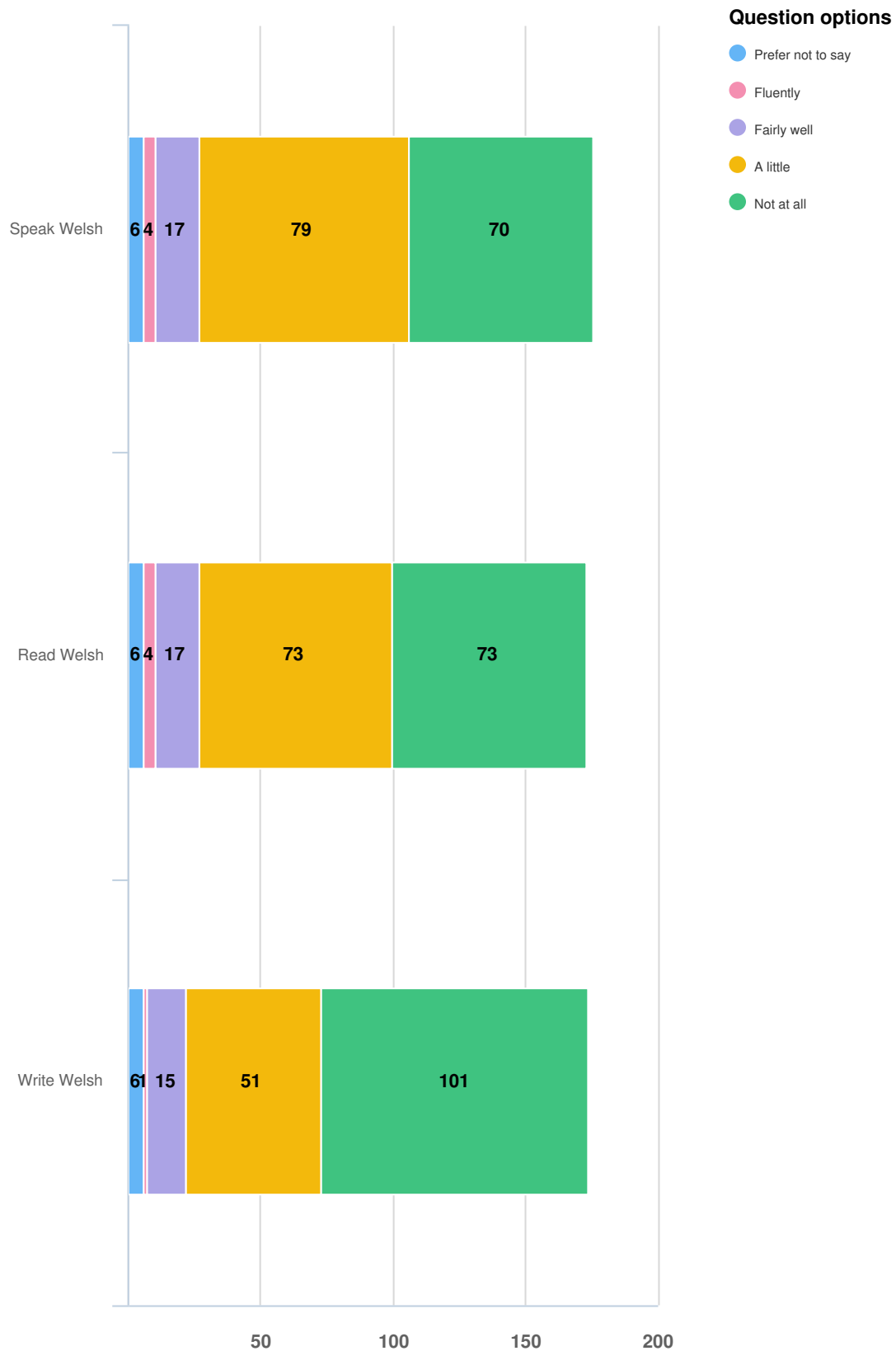
Optional question (176 response(s), 74 skipped)
Question type: Likert Question

Q18	Are you able to to...

Speak Welsh

Prefer not to say : 6

Fluently : 4

Fairly well : 17

A little : 79

Not at all : 70

| 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 |

Read Welsh

Prefer not to say : 6

Fluently : 4

Fairly well : 17

A little : 73

Not at all : 73

| 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 |

Write Welsh

Prefer not to say : 6

Fluently : 1

Fairly well : 15

A little : 51

Not at all : 101

| 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 | 110 |