



**Un Llais Cymru
One Voice Wales**

Llais Cyngorau Cymuned a Thref yng Nghymru
The Voice of Community and Town Councils in Wales

Digital Maturity of Community and Town Councils Self-Assessment

COUNCIL Community/Town Council

October 2024

Introduction

This self-assessment is designed to allow councils to quickly review their current Digital and Information Technology setup. The intent is to allow councils to think through how they are working digitally, to consider any good practices which they could adopt, as well as prepare for any next steps in their adoption of digital.

The assessment covers various key aspects of digital maturity as relevant to councils.

- Digital Engagement – online and hybrid meetings, digital publication via website, community engagement via social media etc.
- Digital Communication and Collaboration – emails, file sharing
- Digital Services and Operations – Service Provision and Facilities Management, Operations, Data management (storage, access, retention, security)
- Technology – Equipment, Support
- Infrastructure – Connectivity
- People-Centric digitalisation – staff training, member culture

The assessment consists of several questions which typically have a Yes or No answer together with a space for further details. Please use the space to provide the information requested and to note any plans or actions your council currently has which might change the answer in the future.

The document contains some basic tips which councils may like to consider around digital working. However, to receive the full recommendations please return the document to the Digital Maturity Team at One Voice Wales (digital@onevoicewales.wales)

The team are looking to collect a set of baseline data on council's digital working to support the development of the Community and Town Council sector and your council's answers to this assessment will contribute to this data collection.

However, the findings of this individual self-assessment will not be shared with any other organisation. They are solely to be used as a basis for recommendations towards improving digital best practice.

Should you need any clarification or assistance in completing this assessment please don't hesitate to get in touch with the Digital Maturity Team.

Council Details

Name of Council	Towyn and Kinmel Bay Town Council
County	Conwy
No. Of Councillors	Fifteen
Number of Dwellings	One
Approximate Total Precept 2024-25	253,549
Self-assessment completed by	<i>Katherine Evans Deputy Town Clerk</i> <i>deputy@towynkinmelbay-tc.gov.uk</i>

This information will only be used to assign your council to an appropriate grouping for data collection.

Digital Engagement

1. Council Website https://towynkinmelbay-tc.gov.uk/	
Website address (e.g. <i>www.local-cc.gov.wales</i>)	
	Response / Comments
Did you use a service provider to create your website? If so, who?	Yes – NTXweb https://nxtweb.agency/
Who updates content for the website?	Assistant – Diane Donaghy
Do you encounter any technical problems with your website? If so, please add in comments box	Yes, uploading zip files containing meeting correspondence to website- this is due to the website needing to be upgraded. A new website has been agreed and work is due to commence shortly.
Does the website contain the contact details for the council and for councillors?	Yes
Does it contain details of financial and audit returns and other policy documents?	Yes
Does the website display agendas and minutes for council meetings?	Yes
Do you give details of the council's accounts information?	Yes
Does the website publish information re: Members' Allowances and Declarations of Interest?	Yes
Is the website bilingual in Welsh and English? Please provide details	No but any documents can be requested in Welsh

Note any additional areas which your websites covers (e.g. details of the local area)	Policies Safeguarding Community Place Plan Grants Community Defibrillators Blog page which covers what's going on in local area
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Tips

- It is a good practice for Community and Town councils to use a domain name from gov.wales/llyw.cymru (or gov.uk). this will help ensure you are instantly recognisable as an official, authentic government organisation and your communications and webpages can be trusted.

2. Multi Location Meetings	
	Response / Comments
Where are your council meetings held?	In the Community Resource Centre/ Hybrid
Do you have a reliable internet connection in your meeting locations?	Yes
Does the council currently support multi-location attendance at council meetings? <i>(i.e. can people attend from remote locations?)</i>	Yes Zoom access
How many people usually attend in person and remotely?	14 in attendance and one via Zoom
Is remote attendance via audio only or also via video?	Audio and Video (Zoom)
Do you encounter problems with multi-location meetings? If so, what?	No problems
Did you have to invest especially for multi-location meetings (e.g. Webcams or microphones?)	Yes, meeting OWL and TV

What online platform is used for online meetings? (e.g. Zoom)	Zoom
Overall, do you consider your use of multi-location meetings to be successful and beneficial?	Yes

3. Other Digital Engagement	
	Response / Comments
Does the council have a social media strategy?	Not a separate document as the strategy is included in the Social Media Policy
Does the council have social media representation? If so which platforms?	Yes Face Book
If there is social media representation, how many followers or members are there?	441 followers on Face Book
If so, what kind of engagement do you engage in? I.e. promotion of events, schemes etc.	Community events Good news stories Councillor engagement/activities

Tips

- Creating a Facebook page for the council can be very simple and is free, other than the time it takes.
- You can post any updates about key council activities.
- Share the updates into suitable local Facebook neighbourhood groups.
- Consider the use of social media by your residents including demographic factors such as their age

Digital Communication and Collaboration

1. Emails	
	Response / Comments
Does the council provide email addresses, using your Domain Name (@councilname.gov.wales" for staff?	Yes
Does the council provide email addresses using your Domain Name (@councilname.gov.wales" for councillors?	Yes
If so, do the councillors use the email account regularly?	Yes
Do any staff or councillors use personal email accounts for council business?	No
2. Collaboration	
	Response / Comments
Do you use a collaboration platform (e.g. Microsoft 365 or Google Workspace)?	Yes Microsoft 365 on Deputy Clerks computer
Do you use any form of cloud storage and file sharing, such as SharePoint, Dropbox or Google Drive?	Citrix and VSM

Do you use online tools to do other tasks such as community consultation?	CANVA Microsoft Forms QR codes
Do you use online collaboration e.g. when preparing meeting documentation and agendas?	Yes- VSM is used to share meeting correspondence and agendas
Do you use shared online calendars for meeting management such as invites?	Yes- Outlook

Tips

- Microsoft 365 and Google Workspace include cloud storage and file sharing
- Collaboration tools such these can be set up relatively easily and at little cost

Digital Services and Operations

1. Services and Facilities	
	Response / Comments
Are details of any facilities which are managed by the council shown on the website?	Yes- Community Garden
Is there a timetable of regular events, published on the website?	Yes, for Community Centre
Is it possible to engage with services and facilities online? e.g. to book services	No but possibly on the new website

2. Operations	
	Response / Comments
Does the council use any digital or online systems for its accounting practices?	RBS Riatlas Suit

Tips

- Consider a package or service tailored for local councils to save time spent on accounting.
- Several online accounting packages exist which are designed for local councils.
- Please contact OVW if further information is needed.

3. Data, privacy, and security	
	Response / Comments
Is there a procedure for file backup, retention, and disposal of information?	Yes- IT company takes regular back ups Retention Policy in place Members regularly reminded about retention responsibilities
Do you use online cloud storage for file backup?	Yes – managed by IT company – Microshade
Has the council published an information security and data protection policy?	Yes
Do you use external hard drives?	No
Do you have a policy for how long documents are retained?	Yes
Do you have a policy for secure disposal of files?	Yes

Tips

- Ensure backups are stored in a separate place to the primary version of data in case of a disaster such as a fire or flood;
This could be an external hard drive kept in a different location or online cloud storage
- Microsoft 365 and Google Workspace include cloud storage and security feature

- Technology

1. Equipment	
	Response / Comments
Does the council provide laptops/devices/telephones for office-based staff?	Yes – desk top computers/Laptop
Does the council provide laptops or other computing devices for councillors	Yes – Ipads

2. Support	
	Response / Comments
How is any council equipment supported and maintained?	External IT company- Microshade External Telephone/Internet Company – Rydal External Website company- NTXWeb

Tips

- Leasing equipment can be a cost-effective option for small organizations, as it allows for regular upgrades and avoids the upfront cost of purchasing.
- Refurbished equipment can be very suitable for council purposes and significantly cheaper than purchase of new devices

Infrastructure

Network	
	Response / Comments
In your opinion, what is the level of broadband coverage in the council's area?	(1-5) where 5 is the highest 5
Is there network access (e.g. Wi-Fi) in council buildings or locations used for council meetings?	Yes
If not, what is the reason for not having network access	

People Centric Digitalisation

1. Resources	
	Response / Comments
In your opinion how confident or competent are council staff in Digital working?	(1-5) where 5 is the highest 5
In your opinion how confident and competent are councillors in Digital working?	(1-5) where 5 is the highest 3
Does the council provide any digital training? (Other than access to One Voice Wales training)	No

Tips

- One Voice Wales can give further advice on how to better use digital tools and approaches