



Digital Health Check Report: Radyr & Morganstown Community Council

Recommendations for Improved Digital Operations



Ariennir gan
Lywodraeth Cymru
Funded by
Welsh Government

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Introduction

The purpose of this report is to provide recommendations for Radyr & Morganstown Community Council based on the findings of their Digital Health Check Self-Assessment. The goal is to enhance the council's digital operations, increase efficiency, and ensure compliance with relevant legislation. Each recommendation is aligned with a specific section of the assessment to provide targeted improvements.

Website

Assessment Summary

The council's website is managed by Webjects. Content updates are handled by Clerks.

The website includes essential information compliant with Section 55 of the Local Government (Democracy) (Wales) Act 2013.

The domain name for the website uses .org

Recommendations

- Utilising a .gov.wales domain would be recommended; this will promote better credibility as a website and create stronger trust with website users.

Multi-Location Meetings

Assessment Summary

The council supports multi-location meetings using Zoom and has invested in necessary equipment such as a webcam.

Recommendations

- None

Other Digital Engagement

Assessment Summary

The council is active on Facebook and twitter, where it promotes various local events.



Recommendations

Consider expanding social media engagement to reach different demographics. Different demographic groups are more likely to use different platforms:

- Facebook: Popular among older adults, primarily aged 30 and above, who use it for staying in touch with family and community events.
- Instagram: Favoured by younger adults and teenagers, particularly those aged 18-29, for sharing visual content and engaging with influencers.
- Twitter (X): Used by a diverse demographic, but most popular among users aged 18-49, for real-time updates and interactions.
- LinkedIn: Primarily used by professionals, aged 25-49, for networking and career-related content.
- TikTok: Highly popular with teenagers and young adults, aged 13-24, for short-form video content.

Digital Communication and Collaboration

Assessment Summary

The Clerk is provided with an official email address; councillors are not provided with official email addresses and therefore use personal accounts for council business.

The council uses Microsoft 365 and cloud storage.

Recommendations

- Councillors should not forward emails to private accounts.
- Ensure all staff and councillors are provided with and encouraged to use email addresses associated with the council's domain name.
- Promote the use of online collaboration tools to save staff effort, facilitate document sharing, and enhance remote accessibility.
- Maximize the use of cloud storage for backup, easy access from different locations, and efficient sharing of documents.

Digital Services and Operations

Assessment Summary

The council's services and facilities are shown on the website, and there are capabilities for online engagement and booking.

Digital systems are in place for accounting.



There are policies and procedures in place for the retention, backup and disposal of information.

Recommendations

- None

Technology

Assessment Summary

The council provides necessary equipment for the clerk and is supported by an IT provider.

Network coverage is rated as good, and there is Wi-Fi in council buildings.

Recommendations

- Consider Leasing Equipment: Explore leasing options for equipment to ensure regular upgrades and cost-effectiveness. Refurbished devices can also be a suitable, budget-friendly option.

People-Centric Digitalisation

Assessment Summary

Staff confidence in digital working is rated as good, while councillor confidence is moderate.

The council does provide digital training on request.

Recommendations

- Offer digital training for councillors to enhance their confidence and competency in using digital tools.
- Digital training is available via One Voice Wales



Conclusion

Overall, Radyr & Morganstown Community Council demonstrates a good standard of digital maturity, and it ensures compliance with expectations as set out by legislation.

Below are our recommendations for improvement:

1. A “.llyw.cymru or a .gov.wales” domain name would ensure better credibility for the website and create better trust with the public.

Please see the below guidance on how to register for a *gov.wales* domain:

[Policy for registering and running .llyw.cymru and .gov.wales domains \[HTML\] | GOV.WALES](#)

2. There is a presence on social media, but if a bigger target audience is desired, the tips given above can be useful.
3. Ensure all staff and councillors are provided with and encouraged to use email addresses associated with the council's domain name.

Councillors are not currently provided with official email addresses and are therefore using personal email accounts for council business. This can imply risks should there be a breach of confidentiality or a freedom of information request arise.

One Voice Wales would be happy to discuss how improvements could be made in this regard. We also plan to introduce training in this respect via its Digital Community of Practice

