

Core Information for Members (2)

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18 May 2017

Helping you know your patch



How we can help you

- Local Insight Profiles

“What is my area like?”

- Local Service Activity Profiles
(coming soon)

“How do my constituents use County Council services?”

- Maps and atlases

“How does my patch compare?”

- Bespoke questions and queries

“Can you tell me about...”

Local Insight Profiles

What sort of
people live here?

What are their
health needs?

What are the
local challenges?

How easy is it to
access work and
core services?

How does it compare
with Gloucestershire as
a whole?

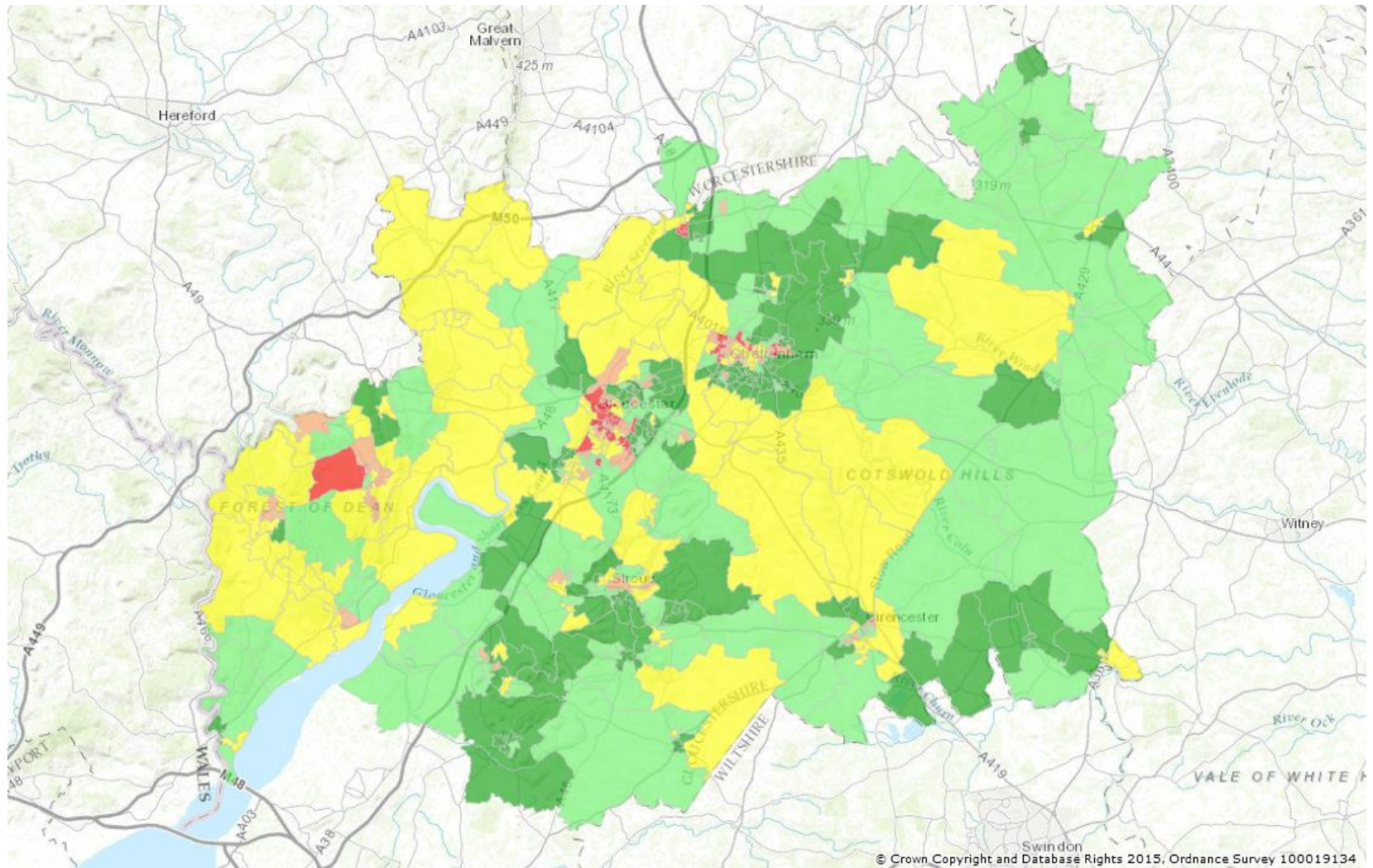
What is the mix of
housing?

How financially
resilient are local
people?

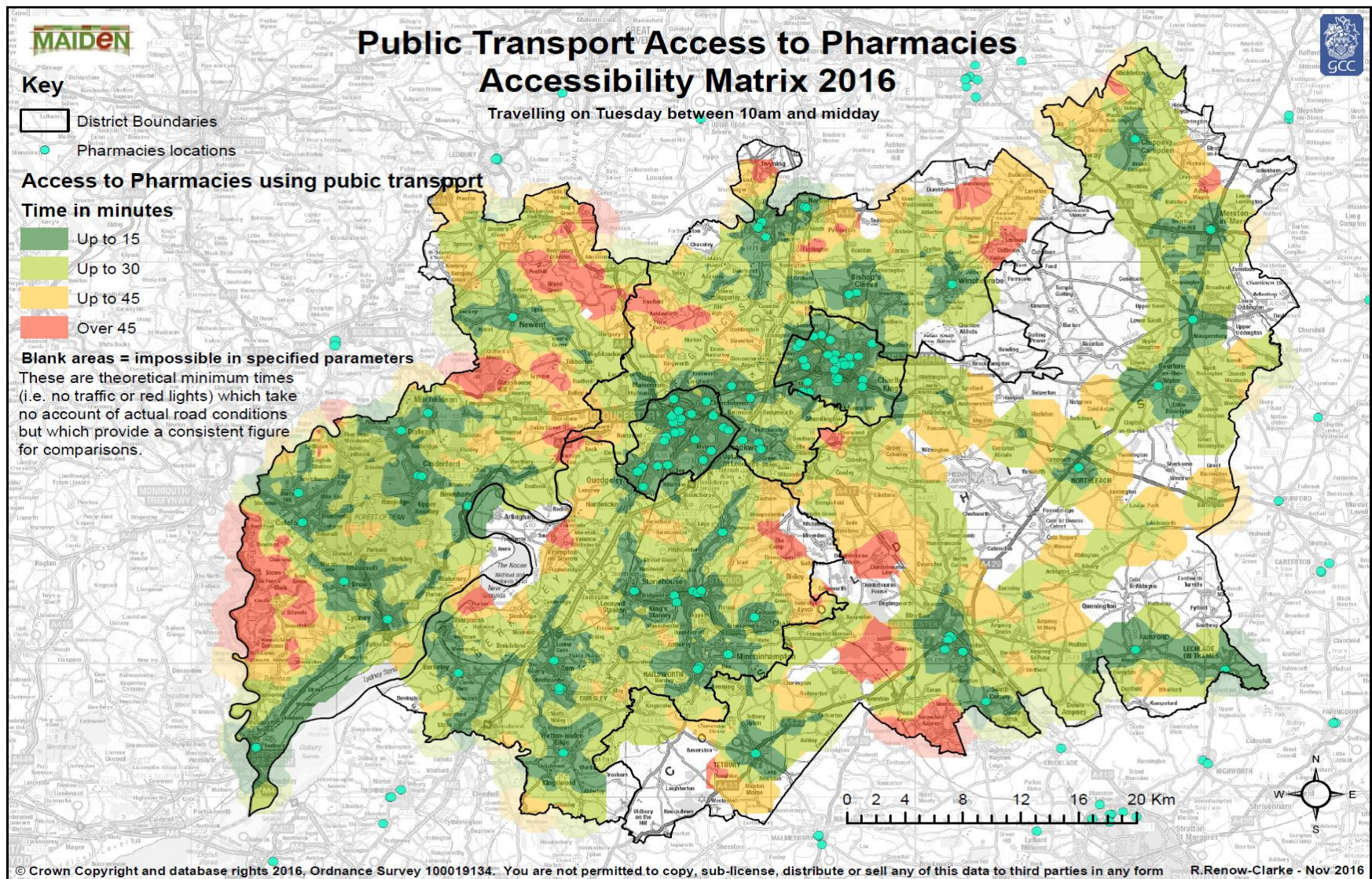
How involved are
they in
community life?

How do they like
to communicate?

Heat maps and atlases



Accessibility mapping



More information is available on our website

InformGloucestershire

Enter keywords here

SEARCH

Home

Themes

News

Contact Us

Home

Understanding
Gloucestershire
JSNA

Profiles

Help



Multi-Agency Information
Database for Neighbourhoods

Welcome to Inform Gloucestershire

Inform Gloucestershire is a new site that will bring together MAIDeN/Inform and the iJSNA. The site will be populated over the coming months and will house Understanding Gloucestershire – JSNA, other analyses produced by the Strategic Needs Analysis Team and partners, as well as statistical information about Gloucestershire split by various topics and geographies.



Accessibility -
Transport & Internet



Adults & Older People
- under development



Children & Young
People



Community - under
development



Community Safety



Deprivation



Economy



Environment - under
development



Equality & Diversity



Geography &
Boundaries



Health



Population

Website: <https://inform.gloucestershire.gov.uk/>

Or you can contact the team...

- Email: informgloucestershire@gloucestershire.gov.uk
- Tel: 01452 32 8554
- Website: inform.gloucestershire.gov.uk/

Let us know if you would like to book up a 30-minute appointment for a member of the team to guide you through your Local Insight Profile

Issues from the doorstep

- In groups identify top 3 issues
- How would you go about resolving these?
- What help might you need?

Common “post bag” issues

- Roads, potholes and parking
- School places, school transport and Special Educational Needs (SEN)
- Social care assessment
- Antisocial behaviour
- Advocacy and helping others
- District, town and parish council issues

Advice from retired members

Always get the full story before “jumping in”

Don't make promises you can't deliver

Don't always take as gospel what the complainant says. They may say they speak for many but often they mean I.

Be honest with your residents; say “I don't know the answer, but I will find someone who can help”

Work with officers; don't fight them. They have probably dealt with similar problems before and can guide you through

Look after officers and they will look after you. Work together as a team on issues, build trust and earn respect and never criticise officers in public

Advice from retired members (cont'd)

Councillor's job is usually, not to be able to solve a problem but to find a man (or woman) who can

Get out and about in your Division – and not just at election time, but all the time

Only ask questions at committee if you have read the papers! It's easy to look foolish if you pretend you have read things and it is clear that you haven't

Don't panic

Keep in touch with your parish councils. Try to attend every meeting and always go to the AGM when the public can ask questions. Parish councillors are the eyes and ears on the ground and can identify problems for you to sort

Emails do not need an instant response. Don't get into the habit of trying to answer immediately. Read the email and acknowledge it but do your homework before you go back with a proper reply

A word about personal safety

- Good practice for local surgeries
- Dealing with emotional constituents; vexatious complaints
- Home visits
- Malicious and nuisance calls; personal callers
- Mail and email
- Shire Hall; other GCC premises; first aid etc
- Reporting incidents
- More information in our guide

Post Bag issue: Schools and the council

- The local authority role:
 - Admissions and place planning
 - Additional needs
 - A plethora of statutory responsibilities
- Hot topics in schools:
 - Academy status and Multi Academy Trusts
 - Funding
 - Recruitment and retention
 - Selection

Issues for the public and parents/carers

- Getting a school place
- Home to school transport
- Support for children with special educational needs

Post bag issue: Your role in Complaints

- How complaints are dealt with in GCC
- Local Government Ombudsman
- How to help your constituents
- Who to contact

How complaints are dealt with in GCC

There are 3 complaint procedures:

- Children's Social Care (DFES legislation)
- Adult Social Care (DOH legislation)
- Corporate (local policy)

GCC's Approach to Complaints

- Treat complaints positively and consistently
- Provide a clear response to the issues
- Aim to leave customers feeling satisfied that their complaint has been fairly and thoroughly investigated (even if they do not like the outcome)
- Use complaints to improve services

Local Government Ombudsman (LGO)

- If GCC cannot resolve a customer's complaint then we will signpost to the LGO
- The LGO will only investigate an issue if the complainant has been through all stages of the relevant GCC process
- The LGO can make recommendations to GCC on how we should put things right
- In a small number of investigations the LGO produce a "Public Interest Report" that they feel other councils and care providers could learn from

How to help your constituents

- If possible, ask your constituent to put their concern in writing
- Make sure you know all the relevant facts
- What outcome do they want; it should be realistic
- Have they already spoken to somebody at GCC on the matter?
- Have they got consent?

Who to contact

- corporatecomplaintsteam@gloucestershire.gov.uk
- Caroline Jones, Complaints Manager – 01452 427032
- Colin Davies, Complaints Manager – 01452 426539

Post bag issue: FoI & EIR

Freedom of Information/Environmental Information requests:

- Applies to public authorities (GCC not individual Councillors, but)
- Requests often within complaints
- foi@gloucestershire.gov.uk

Post bag issue: DPA

Data Protection

- Does apply to individual councillors
- Designed to protect personal information
- Right of access
- How we treat and store information
- Data breaches - fines if we get it wrong up to £500k

Post bag issue: Information Governance & Security



- Up to date virus checker - run any ICT and APP updates
- Password protect
- Lock things away and limit access to information.
- Have an offline back up
- Shred paper documents at Shire Hall
- Delete spam / phishing emails – don't open them
- Think about what you put online and tweet about – digital footprint, once written it's always there somewhere!

Highways who to contact

Day to day operational issues.....



GCCHighways@amey.co.uk
GCCCouncillors@amey.co.uk



08000 514 514



www.gloucestershire.gov.uk/reportit



@GlosRoads



Amey Gloucestershire, Floor 5,
Block 5, Shire Hall, Gloucester GL1 2TH



Parking@gloucestershire.gov.uk

[Gloucestershire County Council](#) > [Roads, Parking and Rights of way](#) > [Roads](#) > [Report It](#)

Report It

Report a problem with the roads, paths or other county assets

In emergency call 08000 514514

If you have already reported an issue you can [check the status of your report here](#).

- **Hazards**

- [Traffic light or pelican crossing](#)

(If the light is not working or stuck on red/green - call 08000 514 514)

- [Other hazards on the road](#)

Debris, mud, oil or other spillages that could be hazardous on our roads.

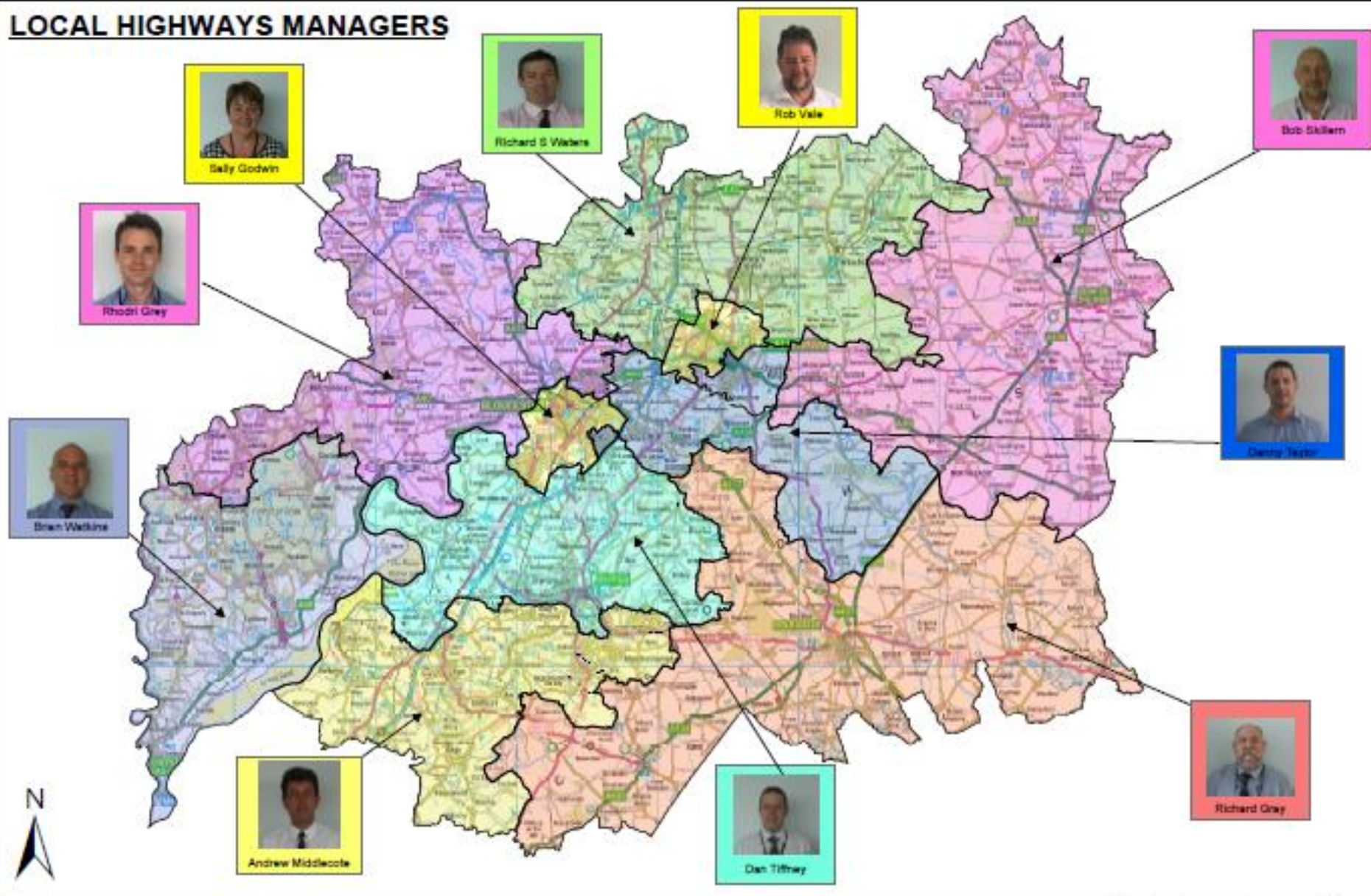
(In emergency call 08000 514514)

- **Road Safety**

- Visit the [Road Safety Concern Page](#)

- **Water on the road**

LOCAL HIGHWAYS MANAGERS



Highways Local

£30k spend



Lengthsmen

“Two man crew focused on a range of activities over a ‘length’ of road”.



www.gloucestershire.gov.uk/lengthsman-scheme
(video, brochure & member programme)

The Big Community Offer

Highways

-Your Way



Community
Action



Community
Match



Community
Top up

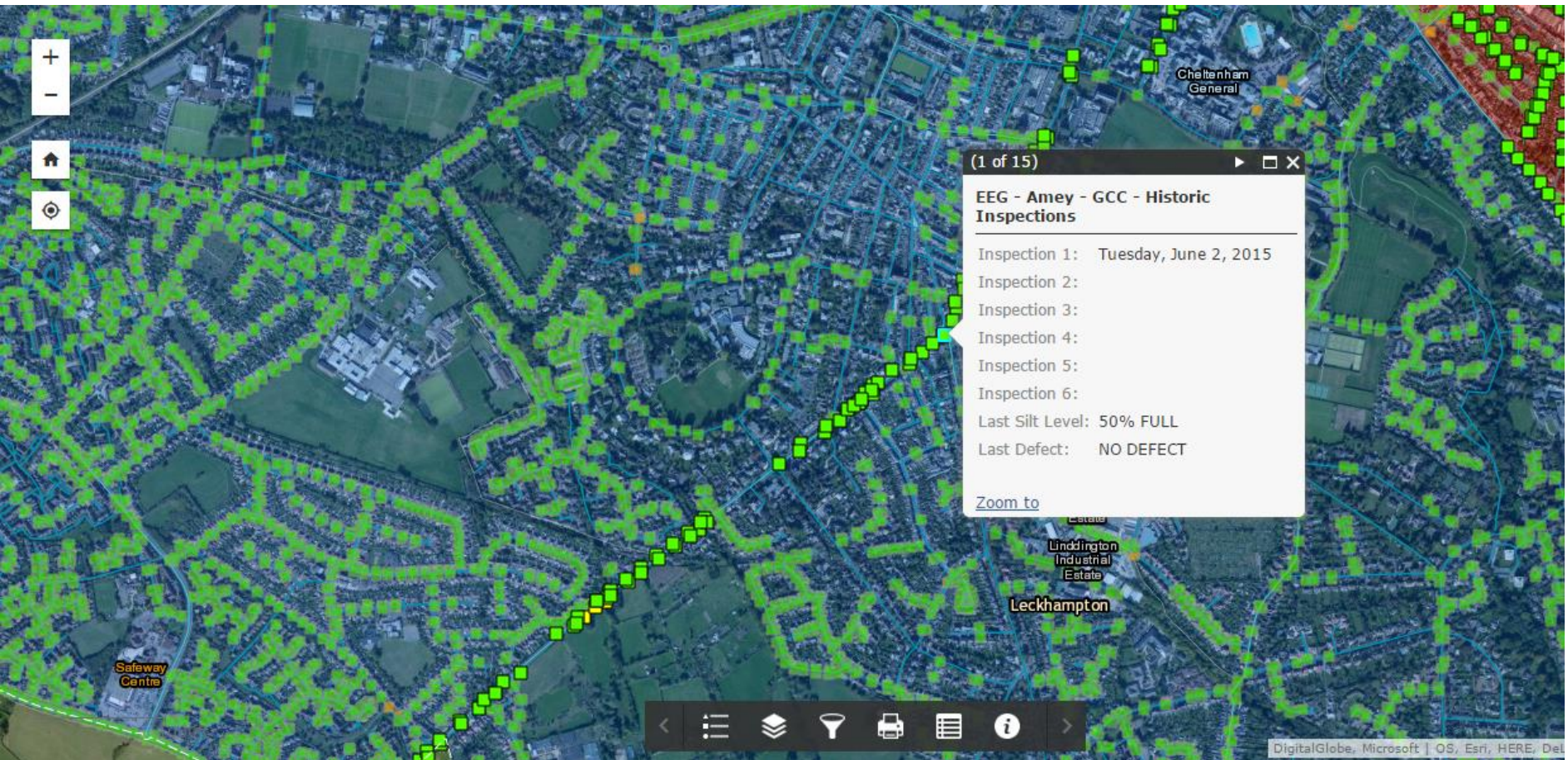


Capital Programme

- Over £15m of resurfacing , patching and surfaces dressing works this year.
- Over£1m of bridge repair works
- Over £1m of drainage and geotechnical works
- Major Schemes including:
 - Cinderford N. Spine road
 - Elmbridge Court Rdbt
 - SW Bypass

Drainage

Managing gully cleaning



Potholes





Key Documents that could help.....

- Highways Guide
- Transport Asset Management Plan (TAMP)
- Highways Safety Inspection Policy
- Vehicle Activated Signs
- Tree policy

And many more.....

<http://www.gloucestershire.gov.uk/roads-parking-and-rights-of-way/plans-policies-procedures-manuals/highways-policy-and-guidance-documents/>

- Coming soon.....Highways Business Plan 2017

Any Questions ?