

**COUNTY COUNCIL –14 February 2018
PUBLIC QUESTIONS**

<p>1. Questioner's name: Tracy Millard</p>	<p>Respondent's name: Cllr Kathy Williams</p>
<p>How fail and fool proof is the coldharbour system?</p>	<p>Coldharbour sits on a SQL platform which is industry standard by Microsoft, with a back-up server in case of any issues. Data backups are taken every night in line with standard GCC Procedures.</p>
<p>2. Questioner's name: Tracy Millard</p>	<p>Respondent's name: Cllr Kathy Williams</p>
<p>Can carers manipulate the coldharbour system?</p>	<p>No, Coldharbour sits on the County Council Network and Reablement Workers do not have access to Coldharbour.</p>
<p>3. Questioner's name: Tracy Millard</p>	<p>Respondent's name: Cllr Kathy Williams</p>
<p>Cllr Mark Hawthorne talks of a protocol of workers, in the reablement team, 'when worker does not see the person'. How many times during financial year 2014-15, 2015-2016, 2016-2017 and 2017 to date has there been a failure to comply with this protocol?</p>	<p>We moved to the Coldharbour system in 2016 – so historic records aren't available. From April 2017 to today, out of the 139,543 hours of caring and travelling time carried out, only 309, or 0.2% are classed as "wasted". That includes occurrences for when a worker doesn't see the person, including</p> <ul style="list-style-type: none"> • No reply at property • Late cancellation by client • Client in hospital • Administrative error • Worker not attending at the designated time.

4. Questioner's name: Tracy Millard	Respondent's name: Cllr Kathy Williams
<p>Who will see the action plan in response to issues raised from the PSW first health check of adult services and when?</p>	<ul style="list-style-type: none"> • Senior management within ASC • Margaret Willcox (Commissioning Director for Adult Social Care, and DASS) • Cllr Kathy Williams (Cabinet Member for Adult Social Care Delivery) • ASC Recruitment and Retention Co-ordinator • ASC Business Manager • Anyone who has been assigned an action. <p>All ASC staff will be provided with updates as and when targets have been met.</p>
5. Questioner's name: Tracy Millard	Respondent's name: Cllr Kathy Williams
<p>In the Adult social care annual Report 2016-17 under 4.15 there are a list of main themes from local complaints, what action has been done to correct these?</p>	<p>General themes from complaints, including specific case studies following an Ombudsman review, are discussed every six months with the Adult Social Care Operational Managers (Head of Service and Integrated Social Care Managers). They review the main themes both locally and countywide in order to make the necessary adjustments to correct the issues. These are then discussed with each locality team. Some of the feedback to staff is designed to reinforce best practice and to highlight the consequences for the council if best practice is not followed.</p> <p>If themes highlight areas where increased support could be helpful this will be provided.</p> <p>Specific actions taken within 2016-17 are recorded in the report at point 4.30.</p>

6. Questioner's name: David Willingham	Respondent's name: Cllr Nigel Moor
<p>The questions all relate to the Cheltenham resident parking zones in St Peter's ward, Cheltenham.</p> <p>In his answer to my question (Q13) at County Council on 6th December 2017, Cllr Moor referenced his answer to question four, which stated "We will be carrying out a further technical assessment of parking availability before the end of next month". Given that this self-imposed deadline has now passed, could the Cabinet Member please confirm whether this technical assessment has been carried out in full?</p>	<p>We carried out a survey in December. The initial results of this indicated there would be a benefit in repeating the survey in January. This survey has also been completed. All of the data is currently being analysed.</p>
7. Questioner's name: David Willingham	Respondent's name: Cllr Nigel Moor
<p>Could the Cabinet Member please advise what the outcomes of this technical assessment were and, for the benefit of local residents and businesses, ensure that they are published in full?</p>	<p>We will share the outcomes of the analysis in due course. (see answer to question 6).</p>
8. Questioner's name: David Willingham	Respondent's name: Cllr Nigel Moor
<p>In light of the results of the technical assessment and the on-going parking problems experienced by the residents I represent, could the Cabinet Member please confirm when the residents affected by parking displacement issues around the scheme and snagging issues within the scheme, will see proposals brought forward to tackle the issues on their streets?</p>	<p>The local highway manager and traffic regulation officer are working together with the local county councillor to identify and solve any safety related parking issues in the area.</p>

<p>9. Questioner's name: David Willingham</p>	<p>Respondent's name: Cllr Nigel Moor</p>
<p>Could the Cabinet Member please confirm that sufficient budget and resources have been allocated to ensure that proposals can be consulted on and delivered to residents before the end of the 2018/2019 municipal year, and if not what timescale the County Council will commit to?</p>	<p>All TRO proposals have to be priority assessed before funding can be agreed and allocated. However, I appreciate the importance of resolving these issues and we will ensure that local residents concerns can be properly addressed.</p>
<p>10. Questioner's name: David Jaynes</p>	<p>Respondent's name: Cllr Nigel Moor</p>
<p>I would like to raise a question regarding the parking problems adjacent to the areas that have had parking / Permit restrictions implement last year.</p> <p>I have personally complained numerous times to local Council Councillors ,County Councillors , Member of Parliament also parking department well before these restrictions came in about the displacement of vehicles but this appears to have fallen on deaf ears as we have vehicles park in the streets all day while going to work which is unfair on the residents of the streets, in the street I live we have some days 10-20 vehicles parked in the street all day and in to the night which is disgraceful and still no one find a solution to this ongoing problem which is only going to get worse as the new office block by Waitrose is finished and again has limited parking so I ask what are you going to do about this as a resident of one of these streets affected I have asked everyone involved what they intend to do yet know one will answer so as suggested by Cllr Willingham I have written to you on Public Question for an answer.</p> <p>A concerned resident of Alstone Croft Cheltenham</p>	<p>I can't comment on the new office block – that's a development control issue for Cheltenham Borough Council. The County Council will be looking very closely at the results of the survey work we've carried out, and working with the local county councillor, will look to see what steps we can take to address the concerns of local people.</p>

<p>11. Questioner's name: Max Wilkinson</p>	<p>Respondent's name: Cllr Mark Hawthorne</p>
<p>To: Cllr Mark Hawthorne</p> <p>It has come to light that Gloucestershire Conservatives charged senior county NHS figures £50-per-ticket for attending a political fundraising dinner with health secretary Jeremy Hunt in November. How many of the Gloucestershire County Council Conservative group attended the dinner? Please provide the names in a list format.</p>	<p>I can confirm I attended, but, as this was not a county council event, I am afraid that I don't have a broader list of attendees to share.</p>
<p>12. Questioner's name: Max Wilkinson</p>	<p>Respondent's name: Cllr Mark Hawthorne</p>
<p>To: Cllr Mark Hawthorne</p> <p>Gloucestershire County Council has the statutory duty of scrutinising the CCG and hospitals trust. In the light of the attendance by the Trust CEO and chair at a Gloucestershire Conservative party dinner, how can his party claim to be able to effectively and without prejudice scrutinise health trust plans?</p>	<p>I understand Gloucestershire's Police and Crime Commissioner offered to be the main speaker at a local Liberal Democrat annual dinner (although apparently it was subsequently cancelled). I don't believe that undermined the way in which Liberal Democrat Cllrs Hay or Brown scrutinised his actions on the Police and Crime Panel, even though being a main speaker is a much more significant relationship than simply attending a dinner. For a similar reason I continue to have confidence in the way that councillors of all parties scrutinise the NHS on this council.</p>
<p>13. Questioner's name: Max Wilkinson</p>	<p>Respondent's name: Cllr Vernon Smith</p>
<p>In 2015 Cheltenham had a 'pothole summit' to come up with a long-term solution to its pothole problems. Nearly three years on, Cheltenham's roads are still in a shocking state. How has the county council changed its approach to fixing roads since the summit?</p>	<p>The Council has been investing additional funds into road maintenance and have continued to highlight to government the importance of additional funding to help reduce the long term backlog. Over the next four years the Council will invest £150m in highway infrastructure including the doubling of our resurfacing programme. This will help reduce the backlog and make our roads more durable and less susceptible to potholes forming.</p>

14. Questioner's name: Max Wilkinson	Respondent's name: Cllr Vernon Smith
Could the cabinet member confirm that it is his department and Gloucestershire County Council that is responsible for the maintenance of roads and pavements in Cheltenham?	The County Council is the highways authority, responsible for keeping roads and pavements in a safe and usable condition. The aesthetic condition of the roads and pavements, along with other "street scene" issues is the responsibility of Cheltenham Borough Council, although we do our best to support them in addressing them.

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Members' Questions**

<p>1. Questioner's name: Cllr Paul Hodgkinson</p>	<p>Respondent's name: Cllr Vernon Smith</p>
<p>With the number of potholes at an alarming level on the back of a colder winter, residents are rightly angry at bills for shredded tyres and damaged suspension. We are all spending time swerving to avoid craters in the road, making driving dangerous and unpredictable. New ways of repairing roads are being launched including using plastic instead of tarmac - which not only lasts much longer but reuses plastics which have been much in the news recently as polluting the planet.</p> <p>Will you be actively looking at using plastics, thereby promoting reuse and stopping this yearly cycle of unsafe road surfaces?</p>	<p>The County Council trialled a “plastic road” in Innsworth last year. We’re now watching it very closely to see how it performs. The real improvement to our roads, however, will come from the massive increase in new resurfacing that our £150m investment in Gloucestershire’s roads will allow.</p>
<p>2. Questioner's name: Cllr Jeremy Hilton</p>	<p>Respondent's name: Cllr Nigel Moor</p>
<p>The first meeting of the Emergency Services Collaboration Governance Board was due to be held at the end of January.</p> <p>Could you tell what positive outcomes came out of the meeting?</p>	<p>The inaugural meeting of the Gloucestershire Emergency Services Collaboration Board (GESCB) was held on the 26 January 2018.</p> <p>The meeting was constructive and outcome based with a positive relationship between the county council and the OPCC.</p> <p>Discussions were based around the following:-</p> <ul style="list-style-type: none"> • Terms of Reference • Budgets • Opportunities for collaboration <ul style="list-style-type: none"> ○ Estate ○ Equipment ○ Organisational functions ○ Operational opportunities • National Emergency Services Collaboration Report

	<ul style="list-style-type: none"> • Aspirational and future plans • Prioritisation of activity and next steps
3. Questioner's name: Cllr Jeremy Hilton	Respondent's name: Cllr Nigel Moor
Could you tell me what plans you have to improve road safety in the county, in particular, by working in collaboration with the police and ambulance services?	We are continuing our work with Gloucestershire Constabulary and the Tri-Force roads policing team in relation to road safety matters. Opportunities to expand and develop effective collaboration across all three emergency services are being discussed as part of the newly formed Gloucestershire Emergency Services Collaboration Board.
4. Questioner's name: Cllr Jeremy Hilton	Respondent's name: Cllr Nigel Moor
What does this council do to help prevent drowning?	Gloucestershire Fire and Rescue Service delivers a number of local initiatives directly related to drowning prevention based on national campaigns throughout the year, supported by the National Fire Chiefs Council and the Royal Life Saving Society.
5. Questioner's name: Cllr Jeremy Hilton	Respondent's name: Cllr Nigel Moor
Could you provide an update on the usage of the SkillZone by local schools?	<p>Safety Education has been delivered at SkillZONE for 3164 school children to date in 2017/18 and the projection to the end of the financial year is 4047 children during 157 visits.</p> <p>2016/17 - 5187 2015/16 – 4996</p>
6. Questioner's name: Cllr Jeremy Hilton	Respondent's name: Cllr Nigel Moor
When will Gloucestershire Fire & Rescue Service get its first inspection under the new Home Office inspection regime?	We believe it will be in Spring 2019.

7. Questioner's name: Cllr Paul Hodgkinson	Respondent's name: Cllr Nigel Moor
Does the County Council have any plans to reduce on street parking charges in any part of Gloucestershire?	<p>The long-standing practice of the council has been to look at the parking charges district councils impose for off-street parking, and to base our on-street parking charges off that. We do so for two reasons. Firstly because off-street car parks are safer and have less impact on congestion than on-street parking – and it would be perverse to incentivise the on-street over off-street. Secondly because we appreciate the importance that car parking revenue has for district councils, and don't wish to compete with them.</p> <p>With that in mind, I have committed to review the length of charging in Cheltenham should the Liberal Democrat administration there implement its manifesto pledge to allow free town centre parking after 6pm, with a view to the county council matching this on-street. I do not believe Cheltenham Borough Council have any plans to do so at present.</p>
8. Questioner's name: Cllr Paul Hodgkinson	Respondent's name: Cllr Vernon Smith
What is the total amount paid out by this Council in compensation for damage to vehicles from poor road surfaces in the last 12 months?	£5,837.47.
9. Questioner's name: Cllr Paul Hodgkinson	Respondent's name: Cllr Mark Hawthorne
What have been the specific benefits to individual named organisations and companies in Gloucestershire from the visit to China made by the Leader, Chief Executive and any other GCC member of staff a couple of years ago? Please remind me of the total cost to GCC of that visit.	<p>To the best of our knowledge, three of the four businesses involved with the visit went on to have active discussions, with one business, Prospect Training, going on to export services to the Chinese market.</p> <p>Specifically Prospects are growing their partnership in China, now covering football education, on-line delivery, translation and coaching focussed training. The Department for International Trade</p>

	<p>are aware and supportive.</p> <p>Royal Agricultural University are in ongoing discussions with some major Chinese organisations about partnership activity but these discussions, as I'm sure you will understand, can take a considerable amount of time to come to fruition.</p> <p>It is our role to create the environment for successful business, which I believe we have done.</p>
<p>10. Questioner's name: Cllr Colin Hay</p>	<p>Respondent's name: Cllr Vernon Smith</p>
<p>There is general acceptance that the section of Cheltenham High Street from Rodney Road to Bath Road is in a shockingly poor state and urgently needs fixing. If Cheltenham Borough Council hadn't taken the lead in planning and funding this work, how much would the County Council as Highways Authority have to pay to bring it up to an acceptable standard?</p>	<p>The County Council is the highways authority, responsible for keeping roads and pavements in a safe and usable condition. The aesthetic condition of the roads and pavements, along with other "street scene" issues is the responsibility of Cheltenham Borough Council, although we do our best to support them in addressing them. Cheltenham Borough Council is currently commissioning a major resurfacing scheme to address the appearance of the High Street. The county council has committed £340k, which is our expected maintenance savings for the next ten years, as well as around £25k in officer support to the project. We understand that the funding available should be sufficient to bring the High Street up to a good aesthetic standard, so long as Cheltenham Borough Council selects a sensible pallet of materials.</p>