



## OVERVIEW AND SCRUTINY COMMITTEE

Monday 24<sup>th</sup> April 2023

### ACTION POINTS ARISING FROM PREVIOUS OVERVIEW AND SCRUTINY COMMITTEE MEETINGS

1. **Meeting Date:** Monday 27<sup>th</sup> March 2023

**Agenda Item:** 8. Integrated Care System Update

**Request:**

- 1) To circulate the Integrated Care Strategy for Improving Health and Wellbeing in Gloucestershire.

**Update:**

This document has been shared with Overview and Scrutiny Committee Members and is also available online at: [Interim-Integrated-Care-Strategy-v1.1.pdf \(onegloucestershire.net\)](https://www.onegloucestershire.net/interim-integrated-care-strategy-v1.1.pdf)

2. **Meeting Date:** Monday 27<sup>th</sup> March 2023

**Agenda Item:** 10. Here to Help and Report It Briefing

**Request:**

- 1) To circulate a list of City Council and County Council responsibilities to all Members.
- 2) For the Customer Services Manager to make contact with Gloucestershire County Council to discuss concerns raised regarding signposting residents from Shire Hall reception.
- 3) Whether any further details or data could be provided relating to the 'any other query' category of telephone calls.

## **Update:**

Action 1: A list of Gloucester City Council and Gloucestershire County Council responsibilities has been circulated to Overview and Scrutiny Committee Members and will be shared with all Councillors via a Members' Bulletin.

Action 2: Officers are aware of instances where Gloucester City Council customers visit Gloucestershire County Council reception at Shire Hall to seek advice and assistance. Senior officers responsible for customer services at both Councils do meet regularly to discuss these interactions amongst other matters. Communication between the customers services teams of both councils is organised to resolve issues as quickly as possible. At times, customers are not aware of the difference between what is a Gloucester City Council function and what is a Gloucestershire County Council function and there is agreement between our respective customer services teams that it would be difficult to stop our customers contacting the incorrect council in the first instance. Offices of both councils continue to work together to communicate the differences in responsibilities and hopefully the list of what are City functions and what are County will help officers to signpost residents appropriately.

Action 3: In regard to the "any other" category for calls, it would be very difficult to provide a detailed analysis because the queries are very wide and broad ranging, Some examples of other queries include:

- Blue badge
- Parking
- Elections
- Proof of life – pensions
- Food voucher
- Flooding calls.

Some examples of calls which would be signposted to Gloucestershire County Council include:

- Highways
- Education
- Registration births, marriages etc.

There is also a "quick query" function available to officers, where advice is given but no further action is required. The following slide provides some further examples and a breakdown of "quick query" call categories in March 2023:

## QUICK CALL – BREAKDOWN

- Quick calls were introduced in January 2021 as part of the new Granicus (previously Firmstep) solution.
- They have been brought in so we can gather data on the calls that we take but don't log. These can include redirecting to another service, signposting to external services or providing advice to customers.
- Categories have been broken down below, for March 2023, with details of how many Quick Calls were recorded.

**Total - 1,286 - increase of 15.96%**

- |   |                              |   |
|---|------------------------------|---|
| > Council Tax - 162                         | > Licensing - 60             | > Refuse and Recycling - 303            |
| > Council Tax Support/ Housing Benefit – 70 | > Other: Undefined - 122     | > Self Service Assistance - 0           |
| > Electoral Services - 15                   | > Parking - 19               | > Sign Post to Other Organisation - 242 |
| > Environmental - 33                        | > Parks and Open Spaces - 16 |   |
| > Housing - 94                              | > Payments - 70              |   |
|   | > Planning - 80              |   |

