



Buckinghamshire County Council Select Committee

Transport, Environment and Communities Select Committee

Report to the Transport, Environment and Communities Select Committee

Title: TfB Members Working Group and Members Portal Update

Committee date: Tuesday 23 January 2018

Author: Dan Elworthy

Contact officer: Dan Elworthy | 01296 387679 |

t-delworthy@buckscc.gov.uk

Cabinet Member sign-off: Mark Shaw

Purpose of Agenda Item

For information: This report gives an update on the new online Members' Portal.

Background

The TfB Members Working Group was established as part of an initiative within the TfB Improvement Programme the group is chaired by Cllr Paul Irwin, Deputy Cabinet Member for Transportation. The Improvement Programme has four themes:

1. Customer Satisfaction
2. Value for Money
3. Quality
4. Innovation

The members of the Working Group are: Cllr Ralph Bagge, Cllr Alex Collingwood, Cllr Clive Harriss, Cllr Angela Macpherson, Cllr David Martin, Cllr Peter Martin, Cllr Anne Wight, Cllr Gareth Williams.

One key action identified by the group and the improvement plan was the need for better TfB related information to be available for all Members.



Summary

As part of the TfB Improvement Plan, a need was highlighted to provide better reliable transport related information to County Councillors to aid them in answering questions from residents within their divisions, about the area they live.

Information has previously been supplied through the use of emails and updates from Local Area Technicians, as well as web based targeted information for individual Members.

In order to improve the information flow in the most efficient way, it is intended to re-introduce a web based solution to supply relevant transport information to all County Council Members in a timely and dynamic fashion.

Key issues

Working with the TfB Members Working Group, feedback was sought on the preferred content of the portal. Key areas of information will include;

- Links to existing maps showing the Buckinghamshire Highways asset
- Details of number of defects reported, completed and outstanding, with the ability to search for and generate specific reports
- Up to date statistics of completed activity
- News and other updates from TfB, including the latest from Twitter (@tfbalerts)
- Seasonal 'hot topic' page e.g. winter, grass cutting, street lighting
- Reporting highway defects
- Signposting to current surveys and petitions
- Details and programmes of improvement schemes within area
- Contact information for Local Area Technicians
- Frequently asked questions – to enable self-serving and remove the need to contact TfB officers
- Updates on planned and current road closures and events on the highway (via roadworks.org)
- Links to Local Area Forum reports

Next steps

Training will be offered to all Members via a drop in session taking place on 23 January 2018. Following this, all Members will be asked to give feedback on the suitability and functionality of the portal. Feedback will be reviewed and adjustments made to accommodate any concerns where possible.

There will be a phased approach to further development of the pages and adding in of further functionality. In addition we will be seeking to continue to improve the information provided to Town and Parish Councils and the general Public as part of the overall Improvement Programme.

