

DRAFT ACTIVE INDIVIDUALS ACTION PLAN

The process of building capacity in communities is intrinsically linked with having active individuals in that community. By supporting and developing active individuals, we create an environment that encourages and nurtures community capacity. This in turn encourages, promotes and supports more active individuals. Both the active individuals and active communities policies and action plans seek to draw on the cyclical nature of this and the critical interdependencies between the two policies/action plans.

Activity	Impact	Lead
What we are going to do	What we want/expect it to achieve/improve	Who is responsible for this piece of work
Online services – Digital by Default for services and information; Self-service options for customers wherever possible; Digital assistance for customers who need support to help themselves online		
Previously reviewed our website to reduce the ‘clutter’ and make it easier to use.	To make it easier for customers to find what they are looking for on our website – be it services or information	Jenny Keen, Digital Engagement Manager
Libraries have been carrying out ‘Gadget days’ and will continue to do so	To help customers understand how they can use their own devices to access the virtual library, and other services.	Sue Laurence, Head of Libraries Service
The Fastershire programme has been rolling out fast broadband in rural areas of the County	To increase the internet speeds available to customers – which will support their ability to take-up online services	Claire Edwards, Outcome Manager
We are rolling out new public access computers to Libraries, including those libraries now run by the community	To enable people to access computers, and therefore information and services, when they might not be able to at home/elsewhere	Sue Laurence, Head of Libraries Service

Re-procurement of the council's web hosting platform	To achieve a more flexible and customer-friendly website – including effective search functionality, A-Z list of services/information	Jenny Keen, Digital Engagement Manager
Website improvement work will continue to streamline the information presented and ensure it is more user-friendly – and can also be used across mobile phones and tablets. We will work with customers to do this	To ensure the website is user-friendly & presents information clearly across a number of different devices	Jenny Keen, Digital Engagement Manager
We will be reviewing how we use social media for customers to engage with us, and for us to respond	So that customers have other channels to use to contact us, and we can share information with customers in this way	Jenny Keen, Digital Engagement Manager
Managing customer contact effectively – streamlining processes; delivering responses right first time; closer partnership working		
Introduced a common and consistent way to manage comments, compliments and complaints	To ensure common and consistent practice across the organisation and across customer groups when responding to comments, complaints and compliments	Becky Ledger, Programme Manager
We are looking to increase the number of transactions customers can carry out online	To meet the demand from some customers for 24/7 online access	Becky Ledger, Programme Manager
Working to deliver 'right first time' responses to customers across service areas, ensuring people answering queries have access to the right information to offer to customers	To provide customers with the right answer, the first time they contact us	Becky Ledger, Programme Manager
Working closer with partners (both statutory and voluntary) to join up services, access to information etc	So that customers don't have to worry about who to contact	All Council officers

Reviewing the way customers access services to enable customers to access in different ways where appropriate	To provide more efficient access channels to customers, and meet the demand for online information and services. To protect scarce resources for those who need them most.	Becky Ledger, Programme Manager
Face to Face – rationalising our properties; working closer with partners		
We have been rationalising our property portfolio	To use our buildings more effectively, and to generate capital receipts towards paying off debt and protecting funding for front-line services	Neil Corbett, Property Strategy Lead
We will continue to rationalise our property portfolio, sharing space with partners where appropriate, and working to understand where we should be located across the county	To ensure we are using buildings efficiently, working closely with partners, and based in the right places across the county	Neil Corbett, Property Strategy Lead
Healthy Individuals – Supporting individuals to be active and have healthy lifestyles		
Active Together grants	To encourage more sport and activity across the county and make it easier for people to stay active	Di Billingham, Outcome Manager
Review commissioning of lifestyles related information support including support to stop smoking, eat well, be physically active, drink alcohol within safe limits.	To encourage individuals and families to adopt healthy lifestyles	Sue Weaver, Lead Commissioner (Health Improvement); Tracy Marshall (Outcome Manager)
Provision of effective Information, Advice and Guidance		
Development of a plan for the provision of Information, Advice and Guidance as part of the Care Act	To set out the way we will respond to the Information, Advice & Guidance requirements of the Care Act – seeking to make access to information easier and clearer	Fiona Jones, Outcome Manager

Reviewing how we provide Information, Advice and Guidance across the organisation	To ensure a common and consistent way of providing Information, Advice & Guidance to customers, ensuring resources are used effectively	Becky Ledger, Programme Manager
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Complementary activity in other council plans		
The draft Early Years and Children Partnership Plan		
This plan includes an outcome to ensure that children and families' needs are met in their communities. The Active Individuals Policy will support this through work to use buildings within communities more efficiently	To provide children and families with ways to access support and information in their communities to enable them to meet their outcomes	Kath Rees, Lead Commissioner
An Early Years integrated service will be developed to deliver aligned working between different services, this will be supported by improved locality working	To meet the needs of children and families at an earlier stage through a coordinated approach and offer	Michael Richardson, Gloucestershire Care Services
An Annual Participation Plan will be in place by April 2016	This Plan will be an opportunity for children and young people to inform support	Della Price, Participation & Consultation Manager
Draft Older People's Plan		
Reviewing the Council's Early Intervention and Prevention Plan	Ensure that older people in Gloucester can access support and help at an early stage that will help them to live better, more independently and remain longer in their own homes.	Patrick Graham Care Act Lead Early Intervention & Prevention.

Develop the information, advice and guidance offer.	To ensure we make access easier and readily available	Fiona Jones, Outcome Manager.
Mental Health examples – awaiting feedback from Karl Gluck		
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Draft Building Better Lives Implementation Plan		
The enhanced enablement workstream of this Policy aims to ensure that that people get early access to the support and assistance they need to engage fully in their community	People of all ages aspire to and are able to get jobs, regardless of their disability; Disabled people have access to their community and are able to play a role in contributing to that community; disabled people shape, plan and ultimately deliver services to each other	Chris Haynes, Building Better Lives Project Manager
Integrated Risk Management Plan ‘Working together for a safer Gloucestershire’		
This plan includes an aim to work towards ‘Prevention and Protection’ in the community, which includes working with individuals to raise awareness and change behaviours.	To reduce risks to life, property and the environment from fire and other emergencies	Gloucestershire Fire and Rescue Service