

Meeting the Challenge – Together We Can

Verbatim Comments

Question:

Please use the text box below to give us any general comments or thoughts on how we could improve on what we're proposing.

- 1 Protect phone and face to face for next 10-20 years for elderly - Promote community spirits with events once a year - Learning & physical disabilities do still need institutions sometimes necessary.
- 2 selling assets needs to be done on criteria of social value - otherwise 'buy to let' or 'bad' businesses will take over. - going online is fine but needs proper investment in good transaction systems - otherwise frustrating. - early intervention should
- 3 Getting disabled people into work is a good thing
- 4 Closing buildings - this has happened to youth centres, but now there is a clear gap in youth support leading to disaffected young people. can't rely on communities to run, most people are incredibly busy trying to keep their day job and home life together. More youth support! * Ongoing (long term) support for troubled families and resource hungry families - turn around these families and subsequent generations, than that's where you'll make your savings. * Support those issues which are really key to the enjoyment of people's lives such in the county such as youth issues, crime/ASB prevention (not detection), potholes!, regeneration of towns and the city.... * Remember commissioning is not always the right answer to resolve local issues - support and fund local services to deliver to their communities.
- 5 Groups of people you will have get to help, but there is a middle group if you lead them and give them a vehicle to do things. *Rent buildings out rather than sell. *Hard to raise people's enthusiasm.
- 6 Helping people to get in touch with community sources rather than tell them. *Make sure to put safeguarding/guidance etc in place for community groups and volunteers.
- 7 Learning buildings should be on terms that make it viable for community/voluntary sector to take it on, e.g. not paying maintenance *Learning disability children in mainstream schools if not so severe. *Adequate support needs to be offered to them to stay in own home
- 8 Use some assets to raise money. *Put calibre of teachers in schools to help disabled students live normal lives. *Villages and towns can do more for themselves directed towards people who can.
- 9 all Leaflets + information if ... Support carers is more effective potentially than direct support Don't sell the county council farms. Preserve food security. Encourage active and healthy communities is excellent but the .. needs to be carefully ... Communities may .. with to give up what they're currently offered Need a simple point of contact and consistency of approach ... personal Need to get control of home to social transport Remove funding for transport for faith schools

10 communities to support each other Housing access is all very well if you have decent contact, have voluntary groups Broadband - some areas fall through the cracks Badgeworth Broad support does .. management ... Better joined up actually in the community We shouldn't support people who damaged their own health (smoking etc) Support provided needs to be of a case by case basis. Information needs to be shared.

11 money efficient

12 1 - Government owned buildings and land should be seen as investments and an asset rather than trying to sell them for a one off payment 2- web-based information requires constant updating to be useful, this will require investment in staff to ensure it stays updated 3- People have the right to make 'bad decisions', the government should not be focusing on ensuring people make the 'right decisions' but rather ensuring people are more resilient and are able to bounce back from hard times 4- the question mentions 'our plan is to help people find the support they need' but does not mention anything regarding capacity building of communities when the support is not yet in their community... for this to work, investment is needed to build communities in order to cope with demand the government will expect of them 5- the way intensive support practices is worded sounds like discharge rates are more important than the quality of service and whether an individual is actually ready to be discharged from care... it is not ok to not look at an individual's personal circumstances when deciding care and care length. 6- Policies should not be created that expect borough council's to deliver outcomes without themselves being part of the policy development from the start. Therefore the last question is worrying that expectations are raised of communities without first gaining buy in of borough councils first.

13 1 - Plan criterion 2 - Assess needs individual 3 - Provide care physical financial

14 1) In theory, it sounds fine but I worry that, in practice, it is simply an exercise to opt out of your responsibilities to the community and that the financial considerations will outweigh all others. 2) Asking for assistance, particularly for older people, should be made simple so they don't have to cope with complicated forms and please remember that older people were brought up to be independent and asking for help is far harder for them than for the youngsters born into the "Nanny State". 3) Too many buildings and land have been sold off. Instead try consulting the local community on how a change of use might fill their needs before any sell-off - and not just via the internet as older people, who do not use this, also have lots of ideas, particularly since they come from a "make-do and mend" generation.

15 1. "Uk children are losing contact with nature at a dramatic rate, and their health and education are suffering" - National trust report. 2. UNICEF'S report into child well-being (2007, updated in 2011) placed Britain bottom of the european table and argued that, "losing touch with nature was a large part of the problem"3. Evidence links less time spent outdoors with higher levels of depression and attention deficit hyperactivity disorder (ADHD) in children. PLEASE NOTE A LETTER WAS SUBMITTED TO THE CABINET MEMBER WITH REGARD TO THE WILDERNESS CENTRE (LETTER HAS BEEN FORWARDED TO CLLR THEADOULOU)

16 1. 750 premises has to be a good starting point for reduction. 2. Be careful with internet and media, not everyone has it or can use it 3. Early intervention is key 4.The dependence for long term support has occurred over decades and will take years to reduce. 5. I agree on the reduction in spending on social care services so long as people are empowered to help themselves.

17 1. Carry out proper job evaluation exercise on present staff levels - a further reduction could be achieved with less. 2. Until 1) completed - no further recruiting. 3. Consult public on what residential services required.

18 1. EFFICIENT YES - SELLING BUILDING AND LAND SOUNDS VERY CONSERVATIVE - AS IN SELLING THE FAMILY SILVER. ASSETS SUCH AS BUILDINGS AND LAND SHOULD BE GENERATING INCOME FOR THE COUNCIL. CREATING JOBS, RENTING OUT AND ENTERPRISING SCHEMES - PEOPLE WITH VISION - ONCE SOLD AND THE MONEY SPENT ON FRONT LINE SERVICES IT IS GONE FOR GOOD. 1.AVAILABLE ON THE INTERNET YES BUT REMEMBER NOT EVERYONE CAN USE THE FACILITY - DO NOT BECOME FACELESS. 3. ONSET OF DEMENTIA -

PEOPLE ARE NEVER GOING TO GET BACK TO NORMAL - MAYBE NHS CAN DO MORE HERE 3. BIG QUESTION - SUPPORT FOR VULNERABLE ADULTS - CHILDREN - TO GRITTING ROADS - PAVEMENTS - NOT ENOUGH INFORMATION TO GIVE A CONSIDERED ANSWER

19 1. Empty buildings - yes farm land which is leanned well NO 2. If only it were true 3. Could do better

20 1. Involve local industry, especially in rural areas, to help fund initiatives. 2. Involve unemployed persons, especially the young, in community projects that they can feel ownership of.

21 1. Not everybody is online - Don't exclude those who are NOT 1)If you sell all your/our assets there is little for the future? rent good stuff 2)As long as it is the right support i'm still amazed, after a life of chronic pain, diagnosis, and eventual wheelchair use - how few people really know about support needed - aids/helps ok 3) Depends, as you know on severity of events - some need full time care, if packages leave folk without night time help or some other particular need met then intensive packages fail. The idea is good

22 1. Public buildings - land have a purpose and their loss is irretrievable. This would need evaluation - consultation individual basis. 2. The quality of community support and of ongoing support needs to be strongly put in place - tested over a realistic period before change. Services appear confused, inadequate, under funded.

23 1. Selling assets such as buildings can provide a quick income but may backfire long term as service demand increases and more staff are needed. By it's very nature it's a one-off action which cannot be repeated. it should be avoided at all costs. 2. Focusing effort on the areas that most need it is a noble idea but it is reactive to the current situation. A proactive approach whereby minor issues are addressed and prevented from becoming major issues may be more beneficial in the long term.

24 1. This runs the risk of further isolating those who do not have IT literacy skills or even basic computing skills. 2. Staying active and health requires motivation and long term commitment which cannot come from council initiatives. - Supporting people to remain in the community must be cost effective and not excessive spending on individuals. 3. Families do need to take more responsibility however their needs and lives need to be taken into consideration as sometimes this is over looked.

25 1.Selling assets such as buildings will not clear the county councils current debt. It also leaves at risk to pay market rental prices and it is only a short term gain. 2.Carers advice or sensible direction has been removed at school level, for the last seven years i have not had any good engineers onset from graduate level or schools. Too many youngsters are pushed into debt and insecurities, a key way of gaining a carer used to be apprenticeships. 3. Community support only works when they have resources and correct training.

26 1.You need to have a matrix of what Glos CC staff do. 2. You need to create project of real need in the county eg at bista, young revenge, young families mid life with early onset dementia, the elderly etc. By developing case studies you have a baseline of where real needs are: compare 1234 3. You need to excellence - map all the strengths of the centre of services in the county. 4. comparing needs with existing excellence you can stack-rate what other orgs are providing. 5. You must protect the best if it is needed and agree with other partners mutual responsibilities. This will reduce duplication and justification.

27 10 July 2014 Dear Sirs Re: Meeting the Challenge Having carefully considered and discussed the merits of your proposals, Cainscross Parish Council feel very strongly that relying on relatives, friends and volunteers as is indicative in your questionnaire is a retrograde step. It appears that the idea is based on demand management initially with prevention in mind which at this level we believe to be a good idea. However members feel strongly that front line services should be protected and therefore it should not be assumed that people are not willing to pay for these services and a referendum should be held to truly gauge public opinion. Yours faithfully *Redacted name* Clerk to Cainscross Parish Council

28 2. There is a likelihood that people eg elderly, learning difficulties, no or limited access to internet (exacerbated by library closures) will not have either the means or ability to access the information 3. With the present lack of funding for adult social services & in view of the next round of cuts, we are struggling to provide appropriate care & support for

vulnerable adults in the community already. There is a moral obligation on any council to protect & support the elderly/vulnerable members of our communities. This is becoming increasingly difficult.

29 3. Depends on peoples circumstances

30 6 week care package in inadequate blanket approach. No follow up - daughter 39 had a stroke only had short period of care More support Lack of consistency due to funding

31 9.30 bus pass starts - Need to get to town earlier for appointments - 9am

32 A focused approach doing what only the CC can do and engaging with trusted partners in other areas should be the approach

33 A little vague on the detail to be able to give any meaningful comments

34 A lot of older people aren't computer literate. Must support communities to support vulnerable individuals - people need to check on them

35 a prime example of waste is in road repairs where no apparent quality control exists to determine that a repair once done does not need to be repaired again six months down the line. Its all very well filling potholes in but if lack of quality control or supervision exists then we see the same bit of road repaired time and time again. When talking of assistance for the elderly etc there seems to be an assumption that everybody has access to computers and the internet and can therefore access all the help they need, clearly this is not the case and ongoing assistance by professional carers will always be required face to face for those who cannot for whatever reason comprehend what help is available or how to get it.

36 A very commendable approach. My personal experience says that it will be very difficult to 'retrain' the thought processes of many that use these services, probably excessively and unnecessarily now. I would be interested in helping!!

37 Adapt it to individual needs.

38 Adequate funding. Co-ordination with other foundations. Pension for really old people 80+ 90 - 100 yrs The numbers of them frail individuals will rise. They will be too frail - mentally + physically to live in community so will need to provide adequate care home accommodation.

39 Adult social care is the key area - efficiencies are needed as this budget area can not be ignored, despite the difficult choices that have to be made. While it makes sense to help people stay in their homes for longer there needs to be a focus on helping families so that they have the tools to cope. This is both in terms of equipment and mental preparation so that families can support their loved ones who have to face challenges such as dementia.

40 Agree communities should come together and support each other.

41 Agree that communities should provide support but a key role of the council should be an enabler for this to happen. While we need specialist services we should also invest in projects in local areas that help people help themselves.

42 Agree to sell land and properties generally, but reserve right to control future use and suitability of new building. Bear in mind that not everybody has or even wants 'outline' facilities. People in cities must always have public services available as an ultimate back up. How is one's ethnic origins relevant? Do we officially have degrees of caring?

43 Agree for elderly Agree supporting vulnerable elderly, but not families as they should look after themselves

- 44 Agree with helping less fortunate families but not to the detriment of essentials like road care (our roads in Gloucestershire are like Ireland 30 years ago and being a motorist they are still disgusting!
- 45 Agree with if funding there
- 46 Agree with proposals
- 47 Agree, need to stop making people dependent
- 48 All services should work together and communicate. An example is we have a list of youth services in county council and district council that don't work together.
- 49 All sounds good.
- 50 All the proposals are bland and unobjectionable. The devil is in the detail. "Signposting" is a skilled task. Identifying the most needy is a skilled task. Encouraging the development of community support is a skilled task. All skilled tasks done properly cost money. Early intervention can be expensive in the short term but save money in the long term. I would have more confidence in the proposals if it wasn't the case that every County Council employee I have met in the last couple of years wasn't seriously demoralised and pessimistic. I fear that the quality of life of very many people will deteriorate. The Government require you to significantly cut services. Be honest. Don't pretend that you are improving services by doing them in a different way. You are cutting.
- 51 All the proposals SEEM eminently sensible but are very all encompassing i.e. crisis events to get people back to normal, with dementia and some forms of stroke that simply is not going to happen. Most people would prefer to stay in their own homes but without adequate support that will not happen.
- 52 All these proposals are laudable but the real challenge will lie in finding the right people to carry them through. I hope some thought has been given to this.
- 53 All well and good for those with a social conscience, but not everyone would be willing to step forward to help and it would then be left to a minority of the community which would be unfair.
- 54 All well and good in theory but there will always be some people who have no one else to support them and need more ongoing care. With the increase in pension age for women there will no longer be the large group of willing people in their early sixties willing and able to prop up community care. Who else is supposed to provide this when everybody has to work longer? There also needs to be more joined up thinking between District and County Councils. CDC for example is proposing to focus the majority of the next twenty years housing stock in Cirencester. This will not help with supporting the increasingly aged population in the villages. Volunteers will not travel at their own expense vast distances.
- 55 Already focus on active people at central gov level and public health, eg quit-stop etc
- 56 Although improving efficiency is essential, selling assets to provide funding for front line services is a short-term solution. In the long term, when the money is gone, you are left with less assets and some valuable public assets may close or move into the private sector. Strategically it is a short-term solution that will lead to a poorer service in the long-term.
- 57 Although story thing of local communities is clearly a great plan, it does not care lets agree. Community been doing this all along and there is not that much slack to pick up. Finance should still be to support organisations into help generate interest in self help schemes
- 58 Always keep the focus on what is needed. it is not just about reducing costs - a little more spent on 'prevention' can save a lot spent on 'cures'.
- 59 Analyse this then :(

- 60 Any intensive support needs to go on long enough if not permanently to avoid people falling back into crisis
- 61 Appropriate training/support etc must be given to communities to ensure vulnerable people are not left without support
- 62 Are all immigrants benefiting our society. some are some aren't
- 63 Are you taking over the role of NHS? isn't it just moving a problem?
- 64 As a family who rarely seeks support and receive no benefit, I am saddened that all support goes to those who are classed as vulnerable and on benefits. I don't need continual help and support, however I would like the roads to be gritted so I can still get to work, I would like the people on benefits to help themselves as much as they can. I would like them to get work. I would like the genuinely needy to get the help; such as people who are very poorly or elderly. Not people who don't work because it is easier for them not to.
- 65 As a health care worker I have found short term intensive support packages do not give enough time to fully recover people into a good positive routine. However investing in community support is very possible as it allows people to communicate with them, but hard to initially set up.
- 66 As a Trustee of a charity that runs a nursing home I am well aware of the costs of residential care. I have for years been concerned that those who pay their own fees are subject to a "stealth tax" in the extra they pay to subsidise those for whom the County Council cannot or will not pay the actual cost of care. I know much less about the costs of domiciliary care but suspect, from observation, that it is inefficient to have carers spending more time on the road than actually providing care
- 67 As far as is legal the precept should be increased in order for the council to meet its responsibilities and the needs of the people of Gloucestershire. Communities cannot and will not pick up all the slack and those communities that have the most need will be least well placed to do so.
- 68 As far as possible support all that helps families stay close to one another eg. affordable housing and rented property for young people.
- 69 as I am not on line I would always like to have a telephone contact
- 70 As long as 'stepping back' and 'helping people help themselves etc' is not just a way of OPTING OUT then I agree. Is there a body or people available to help? Are the resources available from other organisations etc to take on the role of helping the young, old, infirm etc if you are not doing the helping.
- 71 As long as the families are not left to carry the emotional, mental, and physical care when longer term care should be in place, and they're just left to manage as they've had their allotted in-put
- 72 As long as the services are excellent well supported need, help needed. Spend it properly and make a difference
- 73 As long as there is suitable, focused communities who have the support and training with the life skills to go with it to help all those who need it.
- 74 As one who remembers the system of the fifties that you mention in your introduction, I will soon be retired, and a prime candidate for a bit of support for things that I can no longer manage on my own. However, I do not expect any arm of government, from parish to central government, to provide for my every need. I expect basic services so that I, and hopefully my family, have the basic tools to enable me to provide as best possible for my own needs. The following are a few of the basic services that I do expect local government to ensure for me and my community. Good public transport. An adequately manned and funded local police service. Roads in good repair and clean roads. Decent and reasonably reachable health services such as doctors surgeries, hospitals and pharmacy provision. Good and accessible schools for the younger generation. Reasonable recreation facilities and access to green open spaces. Encouragement of local facilities such as shops and services. Here are a few things that I don't think should necessarily be provided by local authorities.

Free bus passes. I have one now because I am of that age, but I could well afford my own bus fares. Subsidised internet access. If I choose to live in a remote area, generally, that is my choice. Taxi vouchers. Provide me rather with a decent public transport service. Libraries. Good as a source of social information, but don't fall for all this twaddle about the educational benefits. (That was true in the fifties - I remember it well, but now it is much of a sentimental anachronism.) Here are a few things I don't necessarily mind public money being spent on. Skate parks and MUGAs. Give our youngsters something active to do and a place to meet socially. Allotments. Give our older people something active to do and a place to meet socially. Green parks and sportsfields. I don't mind subsidising sport and active recreation for all ages. Subsidised social centres for local communities. GL3 hub is a good example. Here are a few things on which I object very strongly to public money being spent. Politically correct ideas such as racial equality commissions or LGBT activities. (Legislation provides adequately for minority rights and for the prevention of discrimination). Police and crime commissioners. I would rather the money be spent directly on policing. Other than drinking water, any form of catering or entertainment for public events. Let them eat cake? International twinning. Never did see the point of it, and a frivolity in straitened times. Fixed automatic expenses for councillors. Make the rules strict and make them justify actual expenditure. Finally, one comment. Our local County Councillor says that he, and all his fellow councillors, have been allocated £10,000 to spend for the benefit of the community. He says that he is minded to give his £10,000 to diabetes research. If this is so, however good the cause of diabetes research may be, it is an inappropriate use of County Council money. Although £10,000 will not re-build much road surface, or even fill many pot holes, that and similar work is core County Council business, and a more appropriate use of County Council money than sponsoring individual councillors' pet projects.

75 As usual you're asking for more money (Council Tax) from people for less services and expect them to do more for themselves. I can't see very many people being happy with that.

76 As well as re-focusing services, I think there should be a continual watch on unnecessary bureaucracy and unnecessary layers of management. It is all too easy for bureaucracy to increase unless a sharp eye is maintained upon all processes. For example, form filling should be reduced to a minimum and attempts at measuring ridiculous targets should be scrapped. It is also far too easy for layers of management to increase almost unnoticed. In particular, unnecessary senior management posts should be removed. These are the most expensive jobs and only a few jobs of this nature can pay for a lot of front line service.

77 Ask people in the community if they would be prepared to provide a meal for an elderly neighbour.

78 Ask what people want first

79 Assets - social value

80 Assets shouldn't be sold to fund frontline services, once they're gone they're gone and it will cost more to build new if needed in the future, let the community have them on a free lease agreement. I totally agree with families taking on the responsibility which they should be happy to do anyway. We need to get away from the UK being seen as a nanny state and I'm glad to see the authority who spends out taxes have finally woken up. Nobody owes anybody a living. A child is born who didn't ask to come into this world so people should be educated that it is their responsibility to support each other. Except for those who can't for special reasons i.e. disabled no relatives in the local area etc You need to look at how effective some of the current services in social and care services are, I know a few people who get paid a good wage for doing nothing productive, cuts of

81 Assist immediate family by allowing carers allowance to enable them to give up work to look after family members.

82 Avoid selling off all council owned property. Continuing to lease buildings, eg farms, offices, gives people a chance who otherwise wouldn't have those opportunities, and ensures the buildings are safeguarded for future generations.

83 Avoid unnecessary overlap with other services such as NHS Look at cost effectiveness of health/welfare/information Focus on needy - not middle class

- 84 Balanced approach to giving health advice, don't wasting money by going overboard with preventative measures. 2 Down to individual circumstances. Not everyone has family. Some people are v independent + don't want to accept help from community The roadshow presentation is v. white + not inclusive.
- 85 Be clear and honest with people about what we need to save and WHY. Need to be absolutely clear because a lot of people just don't seem to understand the situation. There's no point trying to put a positive spin on the cuts - people in the county need to understand how serious the situation is. People don't want to see tax or council tax rises, but complain when there are cuts to services.....
- 86 Be honest that what you are proposing is not necessary but arises out of political choice. Don't pretend that the cuts aren't going to hurt those who need support of those charged with providing it Oppose 'austerity'. Fight for the resources that the people of Gloucestershire need to support good quality public services.
- 87 Be more independent. Go on face -book- virtual community. Socialise
- 88 Bear in mind people cannot stay in their own homes forever and in many cases need to be moved to care homes. Though in home care is good initially.
- 89 Becoming more efficient is key to making savings BUT these constant room alterations then reviews are costing money rather than saving it. There is not enough opportunity for staff in the frontline to inform/show top management how structures/teams can be altered to work more efficiently and with due respect decisions are not always effective if made by those that do not know how teams work. By selling off buildings/land this gives money for frontline services now but it is a one payment only and cannot be sustained for future years when assets are not available to be sold.
- 90 Being disabled or elderly is hard enough financially, physically and emotionally. Adding the threat of removing care services or financial support will be enough to tip some people over the edge. Not everyone has family or friends that can help. What is the point of keeping the elderly and disabled alive with excellent medical care, services and drugs if they can't lead enjoyable lives to their potential? Many people would be better off dead than losing their care. Would you want to sit in faeces and urine all day with nothing to do and limited access to food and drinks. If the budget is not there can we apply for additional funding from the government on the basis that we have a lot of disabled and elderly people? Or can we increase taxes? Or can we direct more money from non essential services?
- 91 Being seventy seven years old everything around us is so different to when I was young having never claimed a benefit, I am very worried everything is going on my care, any tthing the council do for families and older people how very lucky the all are from what I see in my area.
- 92 Being very disabled it would be nice if there was somewhere local where I could go. I use a wheelchair and scooter which give me help, but a day centre would be great.
- 93 Believe we're doing the right sort of thing
- 94 Believe you are on the right course of action
- 95 Believing what parents & adults with disabled have to say when there is a crisis. Not constantly backing the care providers and sweeping things under the carpet. Only when there is a crisis does someone actually listen. To the detriment of the person who has suffered sadly!
- 96 Better communication between services. This is still a major problem where collaboration and cooperation is still not happening. People are still being passed from department to department often leaving them frustrated and isolated.
- 97 Better communications as to what's going on in your area. Not everyone has internet access. Local comms in village hall etc about whats on and how you can get involved.

- 98 Better communications with residents
- 99 Better linkages between county and district councils in meeting everyone's financial challenges, sharing buildings, resources and people wherever possible to meet these challenges - we need to stop thinking of ourselves as separate authorities and work more closely together to achieve our objectives.
- 100 Better road and pavement maintenance. I fell outside my house recently and the pavement is disgraceful. You know about this and only this week repaired a piece of pavement about 100 yards away which was slightly better than the one outside *REDACTED ADDRESS*. roads too are disgraceful and instead of occasional full repair you keep repairing the patches
- 101 Better to hold onto assets - make a return with social value Intervention only in severe cases
- 102 Boots corner a waste and money for potholes What happens after intensive period of support in intensive package! Dont rush people - flexibility Resources spent on flowers on roundabouts unnecessary Less money spent on around ceremonies and mayoral functions
- 103 Bring back principle of ultra vines
- 104 Bring back: Open house Open Sewer Sanatorium
- 105 Bring shops into town centers - fairer business rate. Trains from North - South going through Gloucester
- 106 Broadly i fully understand the planned approach, however there needs to be a robust suggestion in place to assess whether an individual is capable of making "correct" decisions and understanding what this means. If someone cannot cope and their families can no longer cope their needs to be support in place, the situation cannot be ignored just to fit in with the new plan. No one should be at risk to save money. Also if selling off assets these can only be sold once, so should only be sold for best price and if no longer needed not to raise short term funding
- 107 Budget families with supported needs (disabilities) focus on giving them intense support so families can support their loved ones so they don't have to move out. Fund carers for people with disabilities so they don't have to work and be full time carers
- 108 Build housing complexes for older people. They need a 'bed sit' with a community area where people can talk. And another room with TV. Look into copying what they do in Holland with their older people.
- 109 Build more bungalows in quieter environments the older section of the community on a whole require this. Build cheaper starter homes in villages so families can stay together and help each other at the moment youngsters are priced out of village life which they have grown up in. Stop closing village post offices which usually means the local shop goes to. Bring council tax in to be paid by the number of adult occupants in a home, one person finds it hard to pay council tax the ratio is clearly wrong. Encourage senior people to exercise by making local amenities cheaper and accessible.
- 110 Build the incinerator.
- 111 Building number can be reduced but not land
- 112 Buildings are assets, rent them rather than sell them
- 113 Buildings should be kept for social value Council needs to be louder about promoting family and healthy lifestyles

- 114 Buildings should be sold to ensure social value - lease it rather than sell it. Would use website if it was competent and efficient. Transport especially complex to find.
- 115 Buildings unused: suggest rent them out rather than sell them, continuous income. Land - why sell? can raise capital against
- 116 By being open and transparent about if what the council is investing in is working. It's very difficult to get answers to questions.
- 117 By cutting back there could be a risk of decreasing the quality of services or losing the ability to support vulnerable people if community support fails.
- 118 By giving too much help some forget to help themselves. By all means support most vulnerable but you have a lot who expect too much
- 119 By having open eyes, ears and mind and really listening to what people are saying and being totally honest in response.
- 120 By improving information available at a local level e.g local transport information/council services/ health info all available in one place in local communities - not everyone has internet access, particularly in rural areas¹
- 121 By investing more money to support community based roles & projects & the voluntary sector. They are in a great position to offer support & encouragement to strengthen the capacity of our communities. More sustainable financial backing would help.
- 122 By making sure that information on web-sites is up to date and easily understandable. Where people do need to contact the Council those who answer the queries should actually know what they are talking about and stop trying to palm people off to someone else.
- 123 By really planning so that services by community at adequate before cutting services Do not rely on neighbours to pick up the slack
- 124 By running these services centrally at one base for the whole county instead of separately for Cheltenham, Gloucester, Stroud, Tewkesbury, etc.
- 125 By your own description the need for services and extra assistance is growing. Can you give assurance that further cuts to staffing and other support services won't lead to increased isolation or vulnerability for the elderly, disabled and those in need of support?
- 126 Can improve general problems
- 127 Can't find what your leading for online - service users (public) should design websites. Early intervention - when is early enough? Less risk of litigation for cleaning/gritting pavements
- 128 Cap pay for Council executives. If the PM is on £150k execs should be capped at £100k with no exceptions. When outsourcing, look for best value and not cheapest bid. Conflicts of Interest should be declared immediately through website, local press and radio. Right of removal for councillors who are incompetent or criminal - decision taken by independent body and NOT council members. Make more use of EU investment funds. Pay rises should be put to public vote. Less management consultancy and more public consultancy.
- 129 Capacity within the community is limited as people have to work longer and support their own families. Community organisations often rely on a handful of older people and when one falls the organisation can collapse. Sorry one more negative but volunteers will expect GCC to tell them what to do, how to do it and when to do it so their expectations for instruction will need to be managed.
- 130 Care assessment has recently taken away her lift to social group - is going to result in her isolation - no bus service. Needs a social hobby to prevent dementia. People sometimes don't disclose full details of what they're able to do in care assessments.

131 Care in the community - it doesn't work!

132 Care in the community didn't work, can't rely on altruism inconsistent care. Horses for courses - some people with physical and learning disabilities do need

133 Care in the home has its place, but also its limitations. Excessive care in the home should be avoided, the alternative being residential & nursing home care.

134 Caring package was very poor quality will result in more need so now in a care home. Rehab would have helped her stay independent

135 Carry on listening to the views of the public and staff. I am also a carer.

136 cheaper rent + bills

137 Cheapest does not always mean good value for money. The Council needs to place the emphasis on good value for money, and avoid cheaper solutions which may not stand the test of time, and thus do not represent a real saving as they might have to be repeated too soon - ie false economies. This point needs to be strongly argued with Central Government if necessary, as well as the principle of "invest to save". For example, it cannot be right that so much effort is spent on short term pot-hole filling instead of durable road maintenance. Some road schemes seem to take forever (eg a roundabout at Aston Down, the need for which was questionable, taking 15 weeks to build - more than 3 months!) and thus will cost more than they are worth to the community. Best quality materials and proven quality, cost-effective contractors should always be preferred, and competitive tendering should be organised to achieve this.

138 Check who you pay the most to in your organisation and ask your selves the question "are they worth it" do they earn as much as the prime minster for an instance ? if so its too much Look at your spend focus on cutting costs. eg how many pens do you buy ? what will a 1 pence reduction save you in a year so as well as the big wage "earner's " look after the pennies as well

139 Children and families on the edge of needing additional support and intervention often need ongoing support in order to maintain good enough parenting. To offer short term interventions does not always work. We all know that there are no quick fixes or magic wands to make problems disappear. For many families issues such as poverty, domestic abuse and substance misuse are ongoing and will not be solved without continuing help and support. I do not believe that Communities, neighbours and volunteers are equipped with the necessary skills to support these needs and there could be serious issues around professional boundaries and confidentiality.

140 Cirencester courts could be turned into bus station. Website currently confusing. We have become too caring as a society - need to focus on economy to really help the country. Focus on services & processes not people. Simplify the system - too much wastage Inadequate rural bus services will cause further isolation.

141 Clarify what type of support is suited to being made available locally, define locally in terms of distance or population, and make proposals as to how local organisers and contacts could be selected and publicised. This advice could be based on successful groups known to the council as mentioned in the next question.

142 Closer focus on not wasting money that is spent and making sure you can evidence that things you are spending money on are actually working and making things better.

143 Closer monitoring of provider contracts to ensure quality. 'Home Help' scheme would have helped in current situation - scrapped too soon. Earlier interaction from child support teams

144 Co location Reduce pay of senior execs Pot holes repaired but as a cyclist find what they do to patch it doesn't work. Need to repair roads not just fill pot holes. Need to be sealed properly. Save money and bring back respect for cyclists by doing this.

- 145 Combine services; do away with the multiple levels of councils - no need for county council and city or town councils and village/parish councils all funded in one way or another by council tax/government. One 'county council' and then allow towns etc to have councils who are funded by county. Services such as planning, roads, schools, transport can be delivered, or not, by local body upto level of funding ex county.
- 146 Communicate better. I didn't know anything about the consultation events until afterwards
- 147 Communication is key especially as a resident who has recently tried accessing social care services for the very first time. It is extremely difficult to know where to begin, there is plenty of information on the website but nothing is joined up, it's very piecemeal.
- 148 Community care is great and important but not at the expense of respite care where needed and families are already under pressure. Care should include counselling individual- and group. If the community is entirely relied on and the council cut back services it places too much pressure onto the community.
- 149 community resilience is a ... problem. The way you sold off the wilderness centre is an example of the sort of short term thinking that is really unhelpful. we need young people to learn about the environment and the "wings of life" to put their lives in context.
- 150 Community resources are stretched to capacity. They are reluctant to take things on. Must be supportive of community resources
- 151 Community supporting each other will work in some places and not others Elderly people cannot use the internet Where equipment is necessary it needs to be provided for free hearing aids
- 152 Concentrate support on the most needy ie disabled and elderly
- 153 Concern about actually getting people volunteering when the council steps back
- 154 Concerned about the constant hopeful use of voluntary organisations as they may soon run out of funding and resources and may get fed up of being "put on". Difficult to understand how older people may use the signposted services as some may not be able to leave the house or use a computer or own a computer and may find it difficult to communicate with a stranger if their carer is removed or the service reduced. Older people may become more isolated. In current times I would imagine more people may feel depressed therefore no sure how if people don't care much about what goes on and how they feel about themselves, how would you encourage them to get out and be active. There would be benefits to the exercise but think it may be difficult to get people on board.
- 155 Concerned that at home care for elderly may involve too many different people/agencies being involved with unsettling consequences
- 156 Consider all areas of the county - in the Forest of Dean we are always last on the list and by then the cash available is minimum. We have very poor or limited services.
- 157 Consideration is needed to mobile I.T. eg lap tops / Ipads to enable front line workers to complete "paperwork" at the time with our service users. This would be transparent & empowering. Would stop the hours of admin taking us away from the families. Much more efficient.
- 158 consultation within community groups. It would be nice to have a community where neighbours help and look out for each other without fear of being seen as busy body's. If you could get somewhere near this it would take away the need in some cases for support from the council.
- 159 Continual communication about progress to achieve aims with perhaps some real life examples to give a feel good factor
- 160 Continue to educate the public about these changes in order to manage expectations and encourage people to help themselves and their families

- 161 continue with letting the public know of the tightening of resources and need for their understanding of how the public can manage expectation but get the help and support they need. So they are not left vulnerable, frightened and angry
- 162 Cost effective
- 163 Could be a negative impact if people have to travel more to get to work if there's fewer offices
- 164 Could face to face be offered in different locations - like post offices, ipad clubs at post offices - use community spaces more effectively
- 165 Could we see the numbers pl?
- 166 Councillors should not be paid
- 167 Councils should be stricter when giving grants and services to people on benefits and single parents. Those who put the least in to life and society should get the least out! Social care should start with family ie don't go to the council go to other family members first
- 168 Councils should take responsibility for services, everyone needs to be an individual, better care for vulnerable people of all ages should be paramount and not palmed off cheaply to the lowest bidder.
- 169 Cut back on immigration
- 170 Cut executive managers salaries. If selling off land for housing some some of that housing must be affordable. Make website more navigable. Health advice is none of the councils business Depends on individual circumstances Support is non existent already
- 171 Cut management Complex Issues need telephone or face to face Protect special schools
- 172 Cuts are not necessary. They are indirectly driven and part of a decommunal attack on public services and local government. This is a conservative political agenda. Donjt ask the people to buy into it as if there is no alternative.
- 173 Cutting grass in the parks not done properly. Leave collection in communities
- 174 Cutting some areas of your budget are necessary. Money should be spent where it's NEEDED for social services and you need to change the "what am I entitled to ... to what do I need"
- 175 D.Y.B
- 176 Decent bus transport is necessary
- 177 Decentralise government and allow local government to set their own budgets rather than simply being agents of treasury. Would mean these cuts aren't forced upon the local population, good to see the most vulnerable are being hit rather than those wealthy sods with plenty of money though.
- 178 Decisive always work - 6 months down line organisations might told we will be left with nothing.
- 179 Delegating as much as possible

- 180 depends on individual circumstances focus on online services + making it work. User testing etc. Many people find it diff.
- 181 Derelict buildings in the city are a disgrace and more responsibility should be taken by the owners or there should be some sort of fines if they do not either keep them tidy and /or putting them into use instead of building on green belt e.g. the two derelict buildings in London Road
- 182 developing communities means investing in communal facilities such as day care centres to give respite to working relatives, lunch clubs for vulnerable elderly who may otherwise be malnourished and nurseries in socially deprived areas so parents can work and feel supported in parenting, good mental health from these ultimately means people and communities become stronger in dealing with life and its problems looking less to councils for immediate help, these sort of things have been withdrawn over the years and actually a more holistic approach to well being long term which will reduce the cost ultimately to you will involve re-investing in these at the expense of other activities
- 183 Difficult to comment in full as it is not entirely clear what the specific proposals are. what services are going to be reduced, and which enhanced.
- 184 Direct payments scheme would work better if not administered or checked by social workers. When do not always understand priorities and one can unnecessary level of bureaucracy. If a person is assessed as needing a level of support they should have the option to obtain whatever help they need HOWEVER they like and without providing receipts. To cut admin and change attitude. Sack incompetent social workers.
- 185 Disabled childrens services (Direct Payment) The Council should not absolve itself of responsibility for children in need by just giving financial direct payments without access to services in community to fullfill support.
- 186 Do not approve building to an excess especially in small areas such as Stow where access to the sites will intrude onto the main Chipping Norton to the fosse way this limiting the access from existing side roads and increasing traffic going along the fosse way. Also resurface the roads properly
- 187 Do not do any planning. Let private sector + charities do the work. You have terrible sorting out street lights, road surfacing + potholes. Less council tax.
- 188 Do not give support to the many vested interest groups who leech money in the name of 'diversity' or 'equality'.
- 189 Do not necessarily commission services county-wide. Sometimes local is available is best and cheaper. Ensure there is no overlap in those providing services. Make access to GCC decision-makers easy.
- 190 Do things right first time - patching potholes is a false economy as they soon need patching again. Repair the road properly. Make sure drains are cleared (not just a bit of paper ticked to say they have been when they actually have not!!) a cleared drain will take water a blocked drain will let water flow down the road and cause other problems. Verges do not need to be cut - traffic drives slower when it cannot see and wildlife prospers in long grass. Leave the verges until autumn when they are naturally dieing down anyway. This will also help with the boar as a verge with long grass is not an area they like to feed. Freshly cut short grass is where they like. When replying to letters/e-mails etc read properly and answer the question asked - the amount of time and effort wasted by not doing things properly is ridiculous!
- 191 Do trial runs and then after a period a full assessment of what is working, and what isn't.
- 192 Document a "Service Level Agreement". i.e. what is it you promise to deliver to us "customers" (your word) for our money.
- 193 Don't assume that older people understand/have access to computers and social media. You must allow for old fashioned methods of contact (phone contact with a real person, post, face to face).

- 194 Don't be afraid to upset some people to get things done.
- 195 Don't completely sell off the 'family silver'. A certain amount of community assets should be retained for even more stringent times
- 196 Don't cut services to the extent that you can no longer provide current needs. Efficiency is important but not to the point where corners are cut. I would rather pay a tad more than be without services enjoyed in the past or currently.
- 197 Don't force everyone online - make sure there are still face to face opportunities.
- 198 Don't forget the environment protect green belt
- 199 Don't make families who need help jump through hoops and fight for what they need. Sometimes its really obvious what help people need yet still they have to prove over and over again that they specific help. Sometimes a lot of waste is generated by doing other things just to prove that that is not the right help they actually need.
- 200 Don't pull away without being convinced there is adequate support in place. Consider investing some money in encouraging/ supporting low level intervention/support Develop effective partnerships and networks
- 201 Don't reduce assets too far - need a framework and structure to be sustained to deliver things - don't reduce. Individual responsibility to access information - people need to put the effort in. Look holistically at infrastructure and transport to encourage active lives.
- 202 Dont rely on internet to much-many people require help in access, especially the older generation Easier way to access subjects
- 203 Don't sell assets, raise money through proper taxation. Always retain face to face - the benefits of human contact saves money elsewhere.
- 204 Don't sell, rent
- 205 Don't sell-off green fields for housing estates, as you are planning. It may help the budget for a short period but ruin Gloucestershire in the long run. Think about LESS inward migration, not MORE. Its about quality of life for all
- 206 Don't shut down allotments - need to be protected and not sold to developers A good way to keep active Deal with potholes
- 207 Don't spend money you haven't got on things you don't need to impress people you don't know Need a very effective audit system
- 208 Don't streamline too much, core services are important
- 209 Don't take services away from older people, young people or disabled as this will make things worse.
- 210 Don't try and be everything to all people. Focus your resources longernism not short term. Stop end of salary pension schemes
- 211 Don't upgrade street lights
- 212 Don't waste council money on Services that are not being used by the Community.

213 Doubtless there are some communities which may be capable of stepping up to the plate and delivering some services - albeit that I firmly believe the state should provide (and I do not accept that the national financial situation precludes such an offer). However my concern is that provision will be incredibly patchy, and that some communities will have very limited amateurish provision - versus those with capacity to provide

214 DOWN WITH THE GOVERNMENT

215 *Redacted name*. It's all a load of rubbish

216 Drop kerbs are V bad in Cheltenham and pavements are uneven Using online access! I've tried and doesn't always get a response!

217 Early interventions - not a simple problem for council to solve. Stricter targets/ outcomes for individuals

218 Easy to say hard to do. I have had experience of "care" in the family and it was quite honestly rubbish with the children of the individuals spent 3 years caring without any support worth the meaning

219 Economy is needed

220 Elderly who want to downsize house and move to smaller flats don't know how to go about it - county council could offer help in choosing new property and moving. Council could charge. Online services - should always be help in libraries.

221 employ professional purchasers. so often we see the county paying ridiculous prices for work - and then not getting the work done as specified. Your staff should be more conscientious about this - its seems so long as the job is done, it doesnt matter if you get what you paid for. write professional specifications for work, check against delivery and check that you are not paying over the odds because you are a public body. Check whether there is "local" ability to do the job properly and cheaper.

222 Empty buildings should be turned into social housing and empty land used for building homes Physically disabled can't always use computers to go online Q3 - Individual cases - don't force people to live by themselves if it's not best for them

223 Encourage "Grow your own" and farm open days so people could remain fit and healthy. Don't sell the land off, use the space for small holdings or allotments cutting the need for expensive shops overcharging for fresh fruit. Produce classes on traditional crafts such as jam making.

224 Encourage self reliance Support for independence by the council but those who can pay should People are still falling through the system e.g can't read/ write so the safety not has to be there

225 Encourage the establishment of proactive Patient Participation Groups that are prepared to be part of the "signposting" and enable them to provide the keys to community support, not just to medical services but physical help for jobs around the house etc.

226 Encouraging a volunteer scheme to support the needs of older and infirm people. However, this will require professional support in terms of vetting, monitoring and co-ordinating. SkillZone already provide a good example of this system by volunteers working alongside professionals.

227 Engage the public more Must take resp more for young + old

228 Ensure footpaths are clear and safe from road users. Potholes cause water to collect and be splashed onto those using the footpath. New housing is provided these needs to be ... to ensure jobs are available for the ... and the efficient means of accessing work places through affordable public ...

- 229 Ensure help for citizens, financially and emotionally as the forefront focus.
- 230 Ensure people have access to professionally run libraries, both locally and via broadband. Concentrate on people living in rural areas so they get the support they need with learning.
- 231 Ensure people's needs can be met in a way that is cost effective but reliable
- 232 Ensure services are delivered to the right people.
- 233 Ensure that communities and villages are NOT isolated from public transport and continue to subsidize if necessary from ministry of transport grants existing rural bus services
- 234 Ensure that property & land sold off is done so (a) at the market value, and (b) with covenants, where necessary, to ensure that it is not profiteered on in the future. Outside contractors, of any type, including legal and consultants, should only be brought in if it can be proven that they are definitely needed and that there is no cheaper, in-house, way of providing the service
- 235 Essential services relating to social issues/ demands should always remain in the public domain and not privatised
- 236 Essential services should be maintained at all costs, schools, social services, emergency services
- 237 Essentially you're trying to cut costs by cutting services. I don't think this is a bad aim. The problem is that in the questions you offer 'targeted support' vs 'long term support' in a false dichotomy - some people will always need support from the council and will not get that support from the community. If you propose to continue to offer long term support, but where identified and appropriate instead offer a better alternative, that's fine by me. But I suspect what you mean, is that will cut the costly but important services that help people, under the pretence that 'the community' will pick up the slack. In several key areas such as social exclusion and isolation, mental health support, and social and emergency housing, service standards are already well below what I would deem acceptable. As these are expensive areas, I expect they are aware what you would cut, and instead offer leaflets?
- 238 Everyone could pay a bit more tax
- 239 Everyone's needs are different and focussing on putting everything back into the family and community will not work for everyone, so there still needs to be a channel through the council available for those who are more vulnerable and perhaps don't have family to rely on.
- 240 Everything is so compartmentalised. There needs to be more overlap in services. It's easy to fall between the stools. Rules should be guidelines not rules! Sometimes this causes great distress. There needs to be more flexibility and an individual decision of council officer or one panel.
- 241 Everything you have proposed is very much dependent on the situation the individual is in. I don't feel anyone should have to struggle without the support, advice and information services they need. Could you use front facing services such as the libraries more to provide the community with the information, advice and resources they require.
- 242 Everything you propose sounds sane and sensible BUT we all know that you are very likely to under-deliver on the services, support and initiatives that are needed to really make a difference in the ways you suggest. Your proposals are too little, too late. If you had really invested properly in prevention and early intervention (as opposed to paying lip service to these things but not funding them sufficiently) you wouldn't now be faced with such a dilemma and such a huge catch up exercise. One of the mantras of the moment is about "enabling people to live independently in their own homes". I agree that most people want to be at home rather than in care or whatever, but don't forget that it's the efforts and hard, unrewarded work of family carers who enable you to say you're achieving this aim. Don't make the mistake of thinking such people are truly independent at home.....they ARE at home but hugely dependent on their carers who sacrifice THEIR independence to enable you to tick your boxes! This survey is very poorly constructed - did you get professional advice

on its construction? The questions are leading, overly simplistic and sometimes insensitive: crass statements that suggest that it's possible to "get back to normal" after a diagnosis of dementia (a terminal illness!!) don't help lend credibility to what you're trying to achieve through this survey. And who thought the stick people cartoons were a good idea? They are the visual equivalent of a "comic sans" font....infantilising and patronising.

243 Explore the possibility of using fire service buildings to provide day care drop in centres to help support the ASC budget

244 *redacted offensive language* the system

245 Face to face important for local government, contact important for elderly Move towards impersonal - negative Shouldn't close specialist employment options for these with disabilities Reablement ok but intervention must be monitored and successful before withdrawing support

246 Facilities should be directed at the people of Gloucester and not targeted at specific ethnic or social groups. Resources should be targeted on the basis that the individual or group is integrated into English society and is English speaking as this would encourage integration and discourage Ghetto communities.

247 Families should help as much as possible but not be completely relied on.

248 FAQ on line should be comprehensive & should be an option to follow up by phone. Existing care not very good personally esp. Council facility Consistent approach for op across services Village agents a good idea M.H services need to be improved & need more local services

249 Feels strongly against housing benefit Introduce community liaison to check on the elderly to make sure there ok

250 Feels we have it covered, but please dont use this as the back doors to take the biscuit.

251 Financial aid focused on the people in need could be provided in voucher form rather than cash ensuring it is spent on what it is meant for.

252 Financial support packages (investment) to help communities to do this. Increase skills levels of people, eg financial knowledge. (eg a person in community who is good at helping with benefits.

253 Find schemes to generate income rather than focus on cost cutting

254 Firstly make sure that every adult in Gloucestershire is aware of your proposals, advertise in all local media as well as a leaflet drop to all homes, posters in health centres, doctors surgeries etc for future reference send out literature with polling cards, electoral register forms or council tax bills.

255 Fix the pot holes in Cheltenham.

256 Focus greater on the overall quality of public services, not just focus on the lowest cost, as this does not always lead to the best value and best long term outcomes. Encourage more supplier collaboration, engage more with suppliers to encourage more innovative and advantageous commercial arrangements.

257 Focus on communities and community services in localities is a great idea. however there will need to be infra-structure, funding and co-ordination to enable this to happen. Services need to be joined up and cohesive.

258 Focus on highways Reduces wages for staff @GCC Cut libraries Take money from public health

259 Focus on responding to individuals and communities in a timely fashion, provide actual plans in these online surveys rather than committee generated jargon that would likely appear obvious solutions to most. You suggest what needs to be done but in no way articulate this in terms of what you will do or how you intend to do it. With continuing cuts to local government funding and resources it does not seem realistic that anything you allude to could be achieved, which is a shame.

260 focus on the matters at hand, get the surveyors of this to give feedback face to face with yourselves on what any funds should be spent on

261 Focus on vulnerable. However a catch all would be to get road surfaces sorted.

262 Focus online services Outsource appropriately but not core services Reduce management not just low salary

263 Focus should be on service delivery not on saving money. Basically money can be found its political and some people are actively trying to sort this out.

264 For a start sack the idiots who wrote the questions in this questionnaire. No.2 in particular is an idiotic and confused jumble that cannot be answered intelligently by anyone. No.3 both questions are so general in nature that no answer can possibly be relevant. The second question in particular flops capriciously from road-grittingf to "!!!vulnerable adults and children.

265 For many instances, internet resources can be useful, but this takes a general approach. Sometimes, a human face and understanding is required and in the long run, interaction at the first stage with a human can be the more costs effective approach.

266 For now I have no general comments

267 From my experience it appears that people who are part of the benefit 'system' know the system well, and because of this are able to make unnecessary demands on that system because it's there - not because they particularly need it. This needs to change so that just because you are entitled to ONE part of the system, doesn't mean that you are automatically entitled to other benefits. This would go some way to enabling those with a specific need who DO NOT know how the system work, access that small part of it that is relevant to their need at that particular time. Any help or assistance given needs to be regularly reviewed as circumstances change, time limits should be imposed. This costs money, but the message needs to get out there that as a society we need to take responsibility for our own lives; which is what I think you are trying to achieve.

268 GCC and other service providers need to work in partnership to ensure they do not duplicate. Whilst it is good to dispose of assets that are redundant we may need to retain a presence in communities in order to deliver services locally and to support volunteers at a local level. GCC should have a more coordinated approach to volunteers as many services currently recruit and support their own pool of volunteers with no knowledge of what the rest of the council is doing.

269 GCC isn't just a welfare organisation and it remains important that the services it provides to everyone e.g. roads, libraries etc are of a good standard. With regard to welfare, everything that can be done to improve care in the community seems very worthwhile

270 GCC need to realise that not all people are computer literate and can find their way around a website. I think one telephone number on the website that could be a general helpline would be useful

271 General comment: This all sound excellent. Any kind of activity that genuinely creates on greater likelihood that people engage with each other in close and not so close communities has to be a good thing.

272 Generally makes sense - but not when it comes to devolving social care to lower levels. Sounds like a good idea but feel more comfortable with the county council staying in control. Am concerned that many people will slip through the net. By the way - using gritting of roads as an example probably isn't a good comparison.

- 273 Get all the councils to work together - unitary?
- 274 Get people back to work
- 275 Get people the jobs who know what they're talking about. Interview procedure should be more thorough.
- 276 Get rid of the car parking charges
- 277 Get rid of the parking review and direct support into helping communities to develop and implement their own parking solutions
- 278 Get rid of underused buildings. More joint working with other authorities. Reduce the total senior & lower management hierarchy. Do not redeploy staff unless there is a genuine need.
- 279 Get rid off County council or district council,stop duplication and beaurocracy,keep county farms,build more village housing,dont listen to nimbys.
- 280 Get staff to work more from home ,big buildings with large staff numbers are no longer needed. We need to be out there in the community where we can be seen in shopping centres,supermarkets and Drs surgery , if you give people a little help they will be able to help themselves we have to stop leaving everything until its a crisis. We need to be proactive and stop wrapping people up in cotton wool. Life is a risk we have to let people take risks, ' What good is making someone safer if it merely makes them miserable'.
- 281 Get times limits on intensive support aren't fair or effective - not one size fits all. Council needs to listen to those on the ground - less directive more cooperative. Lack of consistency in managers from council.
- 282 Getting the balance between communities helping themselves and what they should be entitled to service as they pay council tax
- 283 getting there slowly
- 284 Give everyone access to resource centres even if they do not live close to them
- 285 Give more people in supported housing more of a chance of getting a council flat
- 286 Give people more input in your plans on what you want us to do or would like to do.
- 287 Given that the Council is proposing to have potential clients access care and view help available via the internet, it would help if there was more training available, particularly for older people, in using computers and accessing the internet. It would help if those unable to afford the cost of buying a laptop, could perhaps rent one from the Council or have help to purchase one.
- 288 Given your desire for people to help themselves, and do things online - trying to access this survey on a mobile sucks.
- 289 Glos is a wealthy county - companies/private sector could help more with sponsorship.
- 290 Gloucestershire county council are the only council that require care providers to tender for people going into care. Why is this? from bitter experience of visiting various care providers that some are not acceptable for all sorts of reasons. To my knowledge social services Do Not Know the people or the properties they are recommending.

- 291 Gloucestershire County Council employs many people is there a way in which our own staff could get involved in volunteering ? I am sure there are people who would be willing to give up some of their time to make a difference. Maybe somekind of incentive could be offered for doing so but not a monetary incentive.
- 292 Gloucestershire is already (in my opinion) robust in meeing its financial challenges.
- 293 Going into schools and talking to students direct, allowing students to ask questions themselves.
- 294 Good approach
- 295 Good communication channels between all services so there is no duplication or unnecessary delays, people get any treatment/services delivered more efficiently, getting back to work/active life and being part of the community as soon as possible
- 296 Good ideas but need to be put into practice run properly & have good monitoring - Mentors from charity groups - incentives to get people involved in charities/community projects
- 297 Good that the council can devolve responsibility into the community, but important it also has a role in overseeing this and ensuring consistent service is available
- 298 good to discourage dependency and important to provide help and support only to those unable to help themselves
- 299 Governments wastes money on unecessary schemes like LED lighting and badger cull. Lobby against corporations
- 300 GP and health services must be improved to provide a joined up approach before we can step back on support provided from the council.
- 301 Great idea to run this survey and i am grateful for this. Yet again, as in my village it is volunteers who take on a helping role, how much more?
- 302 Greater partnership working. By working more closely with other public sector organisations you can save more and help people earlier too.
- 303 Greater use of community service i.e. probation, prisoners on release or supervision. Ask farmers to cut hedgerows - even if all pay nominal amount and clear ditches Stop paying Councillors - or pay on performance
- 304 Greater use of existing charities and voluntary groups - backed by help with funding . Most families are now working -Mums, Grans etc and not available to support their families . More help with community transport is vital to prevent social isolation . If you are closing a facility please publicise this widely, and well ahead, to enable time for voluntary groups to take over the function. Few people want to be stuck at home alone every day and with dementia this is very dangerous and unmanageable
- 305 Hard to get help in the community people need to show dignity & understand peoples needs
- 306 Has to be quality online service, otherwise will just result in failure demand. Time wasting has to be mentioned. Always telephone option
- 307 HAVE LESS COUNTY COUNCILLORS LESS EXPENSES FOR THE PUBLIC. LESS BURENTY
- 308 Have read your info. Good reading. I do think (having experienced this) that cuts in hiring 'newly' qualified staff (not older & more experienced staff) can make for [some folk like me] worrying levels of lack of expertise because a lower salary price 'saves money'. Nothing gives reassurance like a knowledgeable and experienced hand in the medical team! Please remember this for when you are facing 'the medical/surgical team one day..... I would look to support and 'repair' in my case hopefully; severe degenerative cervical 'wear & tear'

forced me into being 'medically' retired four years early. I was (and still endeavour to be) as active as possible however am struggling more and more as chronic pain has really reduced what I used to be able to do - walking (the dog/s), cycling, sailing, DID round home & garden. I still play music with two bands but my arms & hands are becoming affecting with a squashed disc (C3/4) causing pins & needles which stops me reading, going on the PC or sewing. My physical 'active' hours are about four - divided & spread through a day. Can you foresee affording surgical intervention to get people like me back into being active with giving them/me some new cervical discs (or other replacement implants) to replacing the all but degenerated ones in [my] neck? Not cheap but worth this than perhaps ten years+ of in house/home care? This really will and does apply to others with 'wear & tear' like myself, in joints and body - possibly also exacerbated to those who were/are in more active and physical jobs, who may live longer, but fare far worse in their physical health than their counterparts in less active working (eg sedentary) roles. It will help maintain my independence and not, as I fear muchly, ending up sooner than I know, in a wheelchair, housebound. Prevention is better than cure - we are stronger whilst still maintaining some ability than none, in physical & cardiovascular stamina. Yours (worried) (Retired by *Redacted Organisation name*) *Redacted name and address*

309 Have the local communities become responsible for things like translation of documents etc, reducing need to have things printed in a lot of different languages.

310 Having had a family member suffer with dementia it was so difficult to get or arrange support and help, as the information was sadly lacking

311 Having spent time recently at shire hall it struck me as an expensive and , indeed, run down asset. Would think there is need fir a rationalisation of such buildings

312 Having walked in a children's centre and seen how social workers struggle to cope, before long something really bad will happen. Early intervention critical.

313 Health Everything should be risked assessed every situation on its merits. All appropriate staff trained adequately ie to the highest standards

314 Health wise - needs legal steps like higher taxes on sugary foods. Improved access to gyms not sure whether it will work. People already don't have enough help.

315 Healthcare based services being worked in partnership organisation for fraction of the costs that suit needs and locality of the individuals concerned.

316 Healthy

317 Healthy living -subsidies screening during pregnancy People are still sent home too early from hospital

318 Heating for people hiring town hall in winter months

319 Hedging over footpaths need attention. Parish councils could do more

320 Help communities to save on joint costs, like recommending that we pile garbage in fewer bigger piles for collection rather than at every house. This will save time and energy for the collectors and reduce total time for collection.

321 Help overcome the need for foodbanks which are used more & more in Dursley

322 Help to find service and affordable care for the housebound

323 Helping folk to stay fit and healthy is important in cutting costs long term. Please work on making our roads safer for cyclists so we can encourage more people out if their cars.

324 Helping people to help themselves and with more involvement from within the local community makes sense, but there must be a safety net that can assess on an individual basis.

- 325 Highways house repairs Support for young people - youth clubs
- 326 'Hospital for home' - service anyone that can be at home seen by Drs + nurses Improve pothole fixing - never works first time. Implement social programmes change more quickly Increase school places
- 327 Housing - Legit point
- 328 How can these be improvements until all "business rates" collected in Gloucestershire are kept in the county?
- 329 How do the elderly and volunerable members of public access the on-line infomation? Perhaps more internet cafe espically in rural areas would be beneficial. Could Parish Clerks help with this?
- 330 how do you intend getting your message across to people who do not read a local paper, listen to local radio or use the gcc website, I know quite a few people both young and old to whom this applies.
- 331 How does one go about telling Social Services about the poor care that someone gets after they have passed them over to a care company or should we go straight to CQC
- 332 How much did this cost? This questionnaire is totally meaningless and a typical example of councils wasting vast amounts of money. Questions are very general and broad with no specific details of how you will change services. It seems to me that you are asking for a mandate to cut all our services and put the onus on communities when we are all struggling to live with the recent cuts and work until we drop with the abysmal pensions. Try sorting out the impact of immigration on NHS, education, social support. No support for these for at least 5 years of paying a contribution. Put major efforts into encouraging meaningful employment in areas such as the Fores to Dean and put money into decent education (of a high standard) so that people are financially self sufficient.
- 333 How will you measure the outcomes of the changes you appear to want to make? (example: what has happened to the libraries?) The computers in GCC libraries are using an obsolecent version of internet explorer!
- 334 I accept that with this coalition we are suffering, but i believe that cuts/austerity is too harsh. IUnder the circumstances i agree partly with your need to be less involved and rely more on local initiatives. However, you are assuming that they have the money and local individuals to help realise your goals amnd if things go wrong who is to blame, are you passing the buck? I am a concerned and caring individual. Sincerely *Redacted name*
- 335 I agree in general with most of the proposals, but have little confidence that the necessary safety nets would be provided to ensure that the vulnerable were always identified and supported. One of the examples mentioned a person with the onset of dementia - I feel it is wrong to suggest that someone with a progressive disease can get back to normal and not need ongoing support from local authority services.
- 336 I agree in part, but my concern is that the Council will focus solely on saving money, automating services and people will slip through the net. Not everyone, especially those with mental illness, can or will use self service provision as they lack the confidence or mental capaciity to do so. How will the council ensure that people are not being excluded? Selling off property seem short signed, would it not be better to get an income from the property and have the asset long term that just have a large sum for a short term. The County Council seem to waste large sums of money on admin and can be slow and unweildy. Focusing on how you can cut the admin burden and get more of the money to customer focussed service would be a great step forward. The main complaint with the COuncil is the state of the raod. The Council needs to do more to get the roads in to a better state so that money is not being wasted on patching it up over nad over again.

- 337 I agree in principle but sometimes it is difficult if families live away from their elderly relatives.
- 338 I agree that communities and families should help with healthcare wherever possible. However not everyone is in a position to provide that care so council money should be made available for those who can't look after themselves.
- 339 I agree that councils needs to focus on the most urgent cases, but disagree that the councils should drop everyone else until attentative structures in the community are created. Politicians and councils need to develop this and it may take 5 years to achieve.
- 340 I agree that it is important to stem the financial burden on the council, but a balanced view needs to be taken when considering those truly in need against those who have no wish to look after themselves. Buildings no longer in use should be sold provided they are not needed by community group
- 341 I agree that older people and those with disabilities should be supported as much as possible but I do not think too much resource should be given to support people to stay fit and healthy and help with family troubles. This definitely reinforces the idea that people do not need to live with the consequences of their actions. However I understand that you must support vulnerable children but people then rely completely on others rather than own and try and resolve their problems.
- 342 I agree that people should be encouraged to take more responsibility fpor their own lives and this includes reducing their calls on outside services by becoming fitter, healthier, less self-centred.
- 343 I agree that the community needs to be encouraged and trained to look after our own. I think the website will be ok for some people but for those in areas where internet is slow, people with no access and those that have had no experience they will always call or want face to face contact
- 344 I agree that the council should sell off buildings and land to raise money but NOT farms, these should continue on a tenancey basis to enable young farmers to have their own places
- 345 I agree that those who's need is a valid one (elderly, vulnerable etc) should be looked after first, but who looks at your current finance and budgets to ensure services are being provided at a competitive level, to the right people. Can more be done to ensure the right people are getting the right support? Can businesses in this area be approached to help out and advise. I believe the council should be run as a business and as such would be interested in what help they can get from the business community.
- 346 I agree that where people genuinely need support that they should receive it. However, there is a fair proportion of people who exploit and misuse our services and contribute nothing to society, and little appreciate the support given. This should be stopped. Expensive resources and services are often wasted on a group of people who have not intention of conforming or contributing to society. There must come a point when this support is withdrawn so that others who would benefit and turn their life around can have this support. We need to promote the ethos that we all have a responsibility to contribute and work and there is no such thing as a free ride.
- 347 I agree that where possible families and friends should help elderly and vulnerable families in the own communities. However, many families do not live locally and there are many isolated elderly and vulnerable families who do not have contact with anyone but professionals.
- 348 I agree that where possible people and communities should be helped and encouraged to support themselves. As long as this does not isolate the most vulnerable.
- 349 I agree with all of the improvements planned provide they always include follow up procedure to ensure that things stay on .. + do not deteriorate.
- 350 I agree with focusing funds towards the most needy but the strategic plan needs to be about achieving a long term goal of sustainability within the community and not just hitting short term targets.

351 I agree with most of the strategies outlined above. I do however disagree that public services (such as maintenance of safe pavements, snow clearance etc) should remain the responsibility of GCC as Parish Councils are NOT funded for any of this work. If GCC wish to devolve these responsibilities, then they should also devolve some funds to reward the volunteers and/or enable Parish Councils to provide additional local facilities/services that THEY deem to be in the best interests of their customers.

352 I agree with the approach but we need to ensure those that do not have family/community support are not lost through cracks in the system must find a way to have a holistic approach to services - silos create inefficiencies and cost - this is really the key nut to crack

353 I also feel there are a number of issues that do need to be addressed where the ideas can be moved into a strategy plan

354 I am a man with Aspergers Syndrome, and I believe there is no support for people in my background. Making cuts is essential, but do not forget the people that might be disadvantaged because of this.

355 I am concerned regarding the state of adult social care at present, time and management guidance is needed to be invested to get this area of our business working effectively and efficiently. Having spent time working in children and families and adults, my experience suggests that adults are the poor relation. There needs to be investment in MDT reablement teams that have a greater emphasis on therapy led intervention and not a dom care emphasis (not necessarily meaning an increase in cost but carrying out this role in a more effective way). Taking note from the success of the old intermediate care teams. This investment will pay off directly affecting the community care bill, maximising service users independence and ability to remain within their own homes. Likewise investment in supporting carers is essential, this group saves the council a lot of money in providing care for older people. There needs to be increased availability of sitting services to enable carers to access a break on a weekly basis from their role. Furthermore the council needs to invest time and training for independent providers to provide reablement services, too many of these companies are undoing the good work of maximising independence that the LA provides. this then could mean that the LA could focus on more complex work and therapy led intervention. I feel strongly that there is money to be saved in the area of adult social care and reablement, through its improved efficiency and effectiveness of delivery. However there should remain a MDT team within the LA which provides crisis response and short term reablement as this proves effective in providing the expertise necessary to minimise the need for long term care.

356 I am currently supporting my parents, both of whom have dementia, and live over 100 miles away. I have tried to provide support from within our own resources and capability. However, my experiences leave me to conclude that this is not cost effective or the best approach for my parents. I continually have to retell the same story. Agencies do not use information systems which are set up and should support the type of approach you are consulting on. The role of the GP is key and yet it is not working. Too much time is spent seeking specialist knowledge or support which is then closed after an intervention which is usually a conversation. There should be a way to risk assess needs and then tailor resources to the most vulnerable.

357 I am doubtful about the wisdom of selling off council buildings and property. These represent long-term assets which, once sold off, can never be regained. Think of what happened to the Church of England and the financial disaster that came about from its selling off of church properties. Reliance on on-line working has to be tempered by the fact that a large proportion of the population, especially the elderly, are not well equipped for this. More must be done by local communities instead of the council but, in the process, measures have to be in place to ensure that standards and quality of services are entirely adequate across the board. Not all local communities will be up to providing the best minimum standards needed. The voluntary sector will always need some form of central control and over-sight.

358 I am in complete agreement with a policy that encourages individuals to become and remain independent and self sufficient. We should also encourage individuals to do something to help others including where appropriate volunteering. Our policy should encourage individuals to see themselves as having worth and having something to offer others rather than solely as victims needing help.

359 I am opposed to the selling of assets such as buildings and farms since they are often sold off on a forced sale basis and land is always an appreciating asset. I am particularly opposed to the selling off the county farms which are such an important first step for young people wanting to enter farming. I am also opposed to much off the privatisation of services, which tend to go to larger companies where profit is the primary motive.

360 I am working with profoundly deaf people in the county. They use British Sign Language as their first language so it means that English is their second language and its hard for many deaf people to understand. If you are promoting more access to council services via the internet then it is essential that the information given has a BSL option. This can be a small video pop-up on the website.

361 I believe costs should be cut in providing housing for residents who enter from outside the U.K as this is a constant problem and costs the council millions

362 I believe helping the vulnerable in the community should be a high priority

363 I believe that it would be very difficult to rely on family and friends/neighbours to cater for the care needs especially for vulnerable adults and or the elderley as there would be such a variety and inconsistency in the care it would not be appropriate.

364 I believe that like Central Government there should be a reduction in elected members. In addition expenses could be substantially reduced . Savings by imposed car sharing by elected members in attending meetings. Video link meetings to become the norm. With the increase in land a property prices's that land a property be retained and "let" at commercial rates .

365 I believe that our partners in Housing should play a more proactive role in supporting individuals and families with specific housing needs, particularly where the housing need is contributing to them coming to the council for support. More joint work needs to be done to support Housing officers to identify those is real need of council services, to play a role in the delivery of information to their tenants and to take an individual approach with those that they house so they are not accommodated in accommodation which exacerbates their physical and mental health needs.

366 I believe the amount spent on social care should be reduced further by providing services in only the most pressing of situations. It is of course difficult to offer too much of a considered opinion on the matter without extensive experience, however the general principle of shifting the onus of the support from it all being centralised to a more family or community based responsibility is to be applauded.

367 I believe the problem with your plan, with which I agree, will be in changing the culture of many people to realise that they have a part to play and not just stand back with their hand out. That is easy for me to say in my position but education must be the key to success. This must be at all ages in the spectrum, young and old alike. If the teenagers do not understand societal problems and the role they have to play then there is no hope of success. How you achieve this I do not know!

368 I believe there are many people on benefit who do not deserve all they get. Would it be cost effective for more investigation into peoples needs, cut benefit and encourage people into employment that they would not consider if recieving higher benefit.?

369 I can understand that their is less money and people are living longer. However I believe that the idea of trying to return to the 1940-50's way where families/ neighbours provided the support rather than the council is unacheivable. * in the 40's-50's a larger percentage of women didn't work or only worked part time- Now most families require two incomes to support the family. * In the 40'-50's there were less single parent families and families lived closer - There is now a large percentage of elderly people with no family living near by. * As people are living longer they are expected to work longer- we are now expected to support our children; teenagers; parent's; neighbours; look after grandchildren and

work full time!!! This is not possible. Ideas- if this is expected of the public we need to look at allowing adults who wish to retire, retire at an age when they are still able to support their parents and grandchildren (60-65). This will also free jobs for the young unemployed who need them.

370 I certainly don't agree with 'selling off the land' - this reduces all possibilities in the future and simply makes profit for the private sector. I feel this is about, in the long term, cutting off help for the needy/poor/local people. There are many agencies (oxfam/age concern mind) whose knowledge is a good and reliable - not self interested.

371 I do feel that any new service offered to our clients must be sustainable. It can be very challenging to staff when we are asked to make savings on existing packages that we have taken over from previous workers. For example if a client is offered 30 hours support and 40 nights respite in 2013 it is then difficult to justify why that is not needed now when the need is still there! We understand but our customers do not. It appears that clients that challenge the system or processes get more than those that don't!

372 I do not like the questions posed, they are simplistic. Where one strongly agrees, there could be a subtext that if this provision is made, this other provision is axed and your responsibilities have been met as agreed with constituents of Gloucestershir

373 I don't believe that you have outlined any proposals, but have instead worded questions heavily weighted towards getting the answers that you want without providing any explanation about how you mean to achieve them. You can therefore justify slashing spending in a number of areas because your feedback indicated that the public agreed with you. Well here is my feedback in under the questions that you asked as I was unable to provide the answers that I wanted to in the format that was given, and was not provided with the information required to answer the question in an informed manner: Q1) You have consistently told us that its important to be as efficient as possible, to reduce our running costs and to get the best out of our assets, like our buildings. Our plan is to continue to look for new ways to make savings and that includes reducing the number of buildings and the land we own and selling them to raise money for frontline services. How much do you agree that we should continue to focus our efforts on this activity? What buildings are you referring to? Do you mean council houses? Libraries? Residential care homes? If so then I am strongly opposed to it. Also the term selling the family silver for a quick buck springs to mind. Q2) Our plan is to provide a 24/7 information service via our website and social media so you are always able to find the information or ask the questions you want to, whenever you need to. This will enable us to focus the telephone and face to face contact for those who really need it. This will enable us to focus the telephone and face to face contact for those who really need it. How much do you agree that people should access the council via the online channels wherever possible? Yes we are all familiar with websites and email. It isn't exactly an effective replacement to having a person to talk to. How do you establish who really needs to talk to someone face to face or on the phone. Is this suitable for elderly, vulnerable or generally technophobic people who may be put off at the first hurdle? Of course you should have a user friendly website with all the information available to the general public, but this shouldn't be a substitute for actual people you can contact at times convenient for people who work full time. Q3) We want to help families and individuals to be stronger so they are better able to look after each other. Our plan is to help people make the right life choices so they are less likely to need council support in the long term. We will do this by ensuring there is support for people to stay fit and healthy and to deal with family troubles. That way people can get back on the right track before the council needs to step in. How much do you agree with this approach? How does one help people make the right life choices before they get council support? By what systems are you proposing you do this, and who is to judge what the right life choice is? It has the stench of the Big Society about this statement. Families and individuals don't cost the state anything so are a convenient way to palm off responsibility and cut budgets to completely unqualified individuals. Q4) We believe that people who need help, such as older people or those with physical or learning disabilities, shouldn't have to leave their homes and communities to find the care they need. With the right support, people should be able to look after each other within their families and neighbourhoods. Wherever possible, our plan is to help people find the support they need within their own communities and make sure that local services, such as schools and GPs, have all the information they need. Then we can focus our specialist support on those who really need it. How much do you agree that we should signpost families and individuals to community support where appropriate, so we can focus our resources on those who really need it? Providing they get the council support from qualified carers or medical staff within their own homes, of course this seems like a good idea. However the reality is that they don't- carers are shamefully underpaid and under qualified to deal with increasingly complex cases and GPs are stretched to make regular home visits impossible. Again this seems like a dressed up way of hinting at closing residential care homes and limiting services. Q5) We're

keen to help people get back on their feet after a crisis. After a traumatic life event, like the onset of dementia or a stroke, people often become dependent on the council for continued long term care or support. Our plan is to invest in providing intensive packages of care that focus the recovery and enable people to get back to normal as soon as possible. This means that we can focus our support where we are needed the most. How much do you agree that we should focus on providing intensive help when it's most needed, rather than letting people depend on the council for a long time? How exactly does one provide intensive yet time limited care for a dementia patient when the disease by its very nature is progressive? These peoples's need for long term support isn't going to go away just because the Council pulls its care services. They will just end up in hospital which will cost the tax payer a lot more, or dead which I suppose would save the Council money, but seems like a rather undesirable outcome. Q6) More than two thirds of our budget is spent on providing social care services for adults and children. With demands on this service increasing year on year, it is essential that we can continue to help the most vulnerable adults and children in society. That may mean stepping back in some areas where families, individuals or communities step forward. This already happens in some areas - for example where parish and town councils help us during winter by gritting their local roads and pavements. Our plan is to focus our specialist support on those who really need it and work with communities, families and individuals to do more for themselves. How much do you agree with this approach? Again sounds like more Big Society *Redacted offensive language* which will leave the most vulnerable falling under the radar because they don't have the means to pressure the Council into helping them. Why should this burden fall back on unpaid family and community members who, again, are completely unqualified for what they are being asked to do? Parish and Town Councils do not have the budgets that County Councils do and are therefore unequipped to deal with the issues that they are being asked to help with.

374 I don't believe any of the proposals mentioned are best for the communities, you are basically asking us if we agree to more financial cut backs of services which in the long run will not give any support to local communities or families and will mean more traveling in order to receive any help or council support.

375 I don't believe in sending people away for care. They don't settle away from home and become homesick. That is unsettling and makes you poorly.

376 I don't want to go on the Internet to find out any information. I want to phone a human being or see a human being.

377 I feel that the points made above are very general, so it is difficult to make proper assessments on what is being proposed. More detail of your proposals are needed.

378 I feel that the question that I have answered are slanted in such a ways as to provide a mandate for cutting services. I understand that cuts need to be made but there are rules about how questions are asked if you want to get a objective answer. The questions here are not neutral and have been put together in a way to get the answers that are necessary for the CC, this is not open or honest, some would say it is darn right sneaky. For example GCC owns farms in the county which provide income and are part of our collective wealth, if we continue to sell off in the short term what do we do when there are no longer assets to sell? If you do not know that GCC owns these farms which most people don't

379 I feel the council should take a stronger lead on ensuring roads are regularly swept and drains cleared to prevent flash flooding. Women in their 80s shouldn't have to do this.

380 I feel there is a risk that there may be some who need help but wont get it from the community as GCC expect, and as a consequence will suffer. How will it be insured that this does not happen? Where is the safety net? Are other services going to be managed back? Libraries, fire service, education etc etc All the talk is of Social care. Are our roads going to have reduced funding? shocking state at the moment. What's happened withe the waste project, the burn it thing? Could improving recycling help reduce the waste disposal costs? paying for green bin doesn't help, we put our green waste in normal bin now, as many others do I expect.

381 I find many older people, just need a friendly face to talk to. Many years ago pupils attended a elderly persons home for a chat and to do any odd jobs for them. Why do we need it to be a paid job?

382 I found the general tone of your explanation'Meeting the Challenge -- together we can' (etc) rather repellent. 1. It betrays a mindset firmly set in the pre-welfare state age (which I'm old enough to remember). 2. You think we're 'customers' rather than patients or citizens, and you'd rather not be lumbered with us. 3. Yes, some tiresome people live too long, oh

dear what can we do but shed them? 4. Let's get back to the Golden Age when the council didn't have to pay for all this. 5. People with complex needs , fine, but too bad about all the rest. 6. Yippee, we can hand over the reins and the responsibilities to some lovely kind volunteers (who come and go without warning, incidentally, so are very difficult to manage).

383 I guess you will go ahead anyway regardless of what we say. I just think you should revisit your past, before the era of privatisation, contract letting, and listening to expensive consultants rather than your constituents. There didn't seem to be money problems then, and the council's own employees (such as the roadmen) knew the area, knew the people in their patch and provided a conscientious service. Bring back the DSO!! Contractors are focussed solely on getting the job in hand done as quickly as possible, and getting back home to Cardiff, Walsall, or wherever. Potholes are a classic example of lowest cost contract work - we never used to have problems when Gloucestershire Highways had its own workforce of local employees. On health and social care, the real problem is the underfunding and attempted privatisation of all services by all flavours of central government since Thatcher started the rot.

384 I have answered your questionnaire in a way which allows for exceptions. One cannot make the same rules for each case.

385 I have had reason to experience elderly and youth social care services in Gloucestershire and have received no useful assistance what so ever. Any case not fitting into the normal parameters is beyond the skills of the social workers and mental crae teams. All of the money these "packages" cost the council would have been better spent on gritting the local roads.

386 I have marked boxes and partly agree as in each case care needs to be exercised to ensure that there is a degree of flexibility in the approval taken to reflect the widely different needs of communities and individuals.

387 I have no internet connection, benefits will not stretch that far to be locked into a 12 month contract. DWP considers internet be luxury also. Many family members move away deliberately so not to face caring for elderly relatives, also nothing was mentioned if vulnerable people are living in anti-social problems areas, neighbours could be thieves, will there be any letting of community volunteers.

388 I have serious concerns that frail elderly people, particularly those suffering from dementia, are not currently receiving adequately funded care packages. This problem is increasing year on year and on current statistics will continue to deteriorate. Hopefully, your plans to raise additional finances will help to address this serious issue.

389 I have several friends who are really struggling with their responsibilities for elderly parents at present. The amount of support currently available is insufficient as care in the community really can't meet their needs. Whilst there may be some preventative action that will help in some cases, I feel that in most cases more support rather than less is needed as friends etc can't be expected to put in the level of support needed. I wonder if in some cases CCTV monitoring of peoples homes may be be a solution - that would enable people's wellbeing to be checked remotely. That, with teams on standby to assist with incidents such as falls might really help

390 I have some concerns about phrases like "so that we can focus on those who really need us": (a) does that create a dependency culture and/or a cop-out to families and friends who really should be helping (I agree with you that this is now seen as an old fashioned notion in the UK, but elsewhere it's still seen as the secret to thriving, happy communities!) - don't compound the problem by colluding in the idea that the state (or council!) should provide and families can just walk away; (b) does that "punish" people who are doing their best to help themselves in favour of people who aren't trying? I also like the idea of using the internet where appropraite, but please bear in mind that their are still many people in the county who are elderly or otherwise find the internet alien, and that often when people need help, they are stressed, so not in a good state of mind to talk to a computer that gives us five answers to a question they didn't ask, and fail to answer the real issue. Under-spending on your telephone support might not fit well with your intentions to focus on the people who need you most? I love the idea of more local support to elderly people who want to stay at home - maybe through incentives for their neighbours to share the load, rather than bearing all the cost/time yourselves. Re the question about cost savings within the council: you've specified savings through buildings and land: I would also ask you to look at savings

through your staffing levels, packages and ways of working: the cost of public sector pensions is quite obviously going to be unsustainable if we don't take a stand on this soon: maybe either reduce your headcount, or bring your pensions into line with the private sector, where employees have had to accept drastically reduced benefits in order to save the companies from going under! (This isn't a dig at Gloucestershire CC specifically! It's a genuine concern that we're heading for financial meltdown and/or civil unrest unless the public sector as a whole joins the real world when calculating the long term affordability of pensions now that we're living longer and the government is already in debt and running on a massive deficit.)

391 I have some misgivings re the selling of buildings and land to raise money, as we need to take care to maintain green spaces, and the character of towns and villages. When it's gone it's gone!

392 I have the impression that the council is planning to focus on extreme cases of need. I wonder whether those with real but lesser needs will be left out, leading in time to an increase in the number of extreme cases.

393 I have to admit I didn't know much about your work but now I am very impressed so keep up the good work.

394 I only partly agree with your approach. The danger is that by outsourcing and using general managers, your service lacks professional judgement and the ability to provide creative solutions. Your reliance on the use of volunteer/ charitable/ Parish Organisations is fraught with problems of quality delivery and just the sheer ability of volunteers to take the load that full time staff have traditionally delivered.

395 I partly agree with a lot of these questions but unfortunately in practice it does not happen. More care for older people should be a priority.

396 *This comment has been redacted due to anonymity of the responder being compromised*

397 I read somewhere in the content that one of the objectives is to reduce ownership of land, sell assets and use the money to fund services. This is like selling off the family silver - it can only be sold once, so the benefits are short-term. I would prefer that the council retained land, buildings and assets, and make better use of the assets or possibly use them to raise revenues. Once assets have been sold, buying them back will be prohibitively expensive - how about a franchise model like the railways - where commercial providers lease assets and invest in infrastructure over a medium term, with the council still retaining ownership when the lease /franchise expires.

398 I really think you need to prioritise better. Take libraries for example - a completely outdated concept that must cost a fortune and are no longer relevant in 2014. I'd like to see all those closed before you start scaling back on supporting people with dementia, which was one of the suggestions in here. On roads - I see spending on ridiculous schemes putting in unnecessary and car damaging speed bumps when the rest of the roads are crumbling and go unfixed. I live in Cheltenham and dread to think how much of my council tax goes on flowers. I'm sure that if you looked closely, there are a number of council roles which simply add no value whatsoever. It really annoys me when the council suggests cutting back on useful services when I can see money being wasted left, right and centre. I agree with some of the suggestions in here about people supporting themselves where they can, but the suggestions that you are going to help people with dementia get back on their feet are just ridiculous. Cut the non essential spending, and leave the important services intact please.

399 I refuse to complete this survey on the basis it is based around leading questions and is not a true attempt to gauge opinion. For example; How much do you agree that we should focus on providing intensive help when it's most needed, rather than letting people depend on the council for a long time? (How many people are going to answer 'I think we should focus intensive help where it is not needed and we should encourage people to be dependant on the council for as long as possible'. This is at best patronising and at worst a political exercise in getting legitimacy for a pre-decided policy)

400 I run a social enterprise which invest in developing local communities. At both local and county level, approaches to the council to collaborate have been rejected. Why isn't Gloucestershire supporting us?

- 401 I still feel that we are being misled by some families who are exaggerating their needs and some of the most needy are missing out. In Newport, you can get a discount for Council Tax for a disability, but then have to contribute to a care package, why not cut the costs of administration and leave the tax as normal and reduce contribution to care package
- 402 I strongly agree with the local community getting involved to help people in need.
- 403 I strongly agree with these objectives, as they coincide with my ideals for these circumstances, and I wish you the best in fulfilling these.
- 404 I strongly believe the service users should be more strongly means tested, as I know quite a few people who are getting extra help and benefits that don't actually need it. This would allow more resources for those people who really need it.
- 405 I strongly disagree with saving money at all costs, what I want is the delivery of an efficient cost-effective service. This means that I do not object to rises in council tax when it is established that this is needed to provide necessary services - I do not agree with cuts in expenditure and services for the sake of holding council tax and political point scoring
- 406 I strongly feel that not all in our society want to own or use a computer to communicate. I will never own one but can use one as I have done in work capacity. The relentless drive to complete online communication is wrong and often more traditional channels, with personal contact is not only desirable but vital. Also I detest the notion that services should be run by voluntary organisations - too much "do-goodery" and less efficiency!
- 407 I strongly support people who are not in need of specialist care, looking to their community rather than making the council their first stop.
- 408 I support the idea of combining local / county services - closer working has to be the way forward. I'd like to see a new initiative where young carers are identified and the care supported in other ways.
- 409 I think a lot of time could be focused on counselling and talking to individuals and families often the support isn't always there when needed.
- 410 I think GCC losing contact with its residents. I appreciate the need to prioritise but a small need is as important to an individual who has that need as are greater needs to someone else. You should not have an approach where you just concentrate on those in greatest need at detriment to everyone else. You have mentioned the role of Town and Parish Councils but no mention of a partnership approach with other public bodies, particularly the Health service but also the District Councils.
- 411 I think good continued communication on the changes happening is key, as well as involving local communities in development of new land for example.
- 412 I think it is really important to put money into the social care and helping to support families in difficulties.
- 413 I think it's a good idea to save money.
- 414 I think it's a great idea in theory, but it chimes with care in the community of the Thatcher government, which fell on its face and left people isolated and in a worse position. Let's not make those same mistakes again.
- 415 I think online support is a good idea for those who are able to access it. However, there are a lot of people without the ability to go online or use a paid telephone number or access a mobile app etc. I think it's very important to keep the 'old fashioned' face-to-face Council access available and not reduce or take away these services.
- 416 I think personal access to council departments by phone should be readily available with online access also being readily available, not online access superseding or reducing or even limiting personal access telephone availability.

417 I think selling all buildings and land is a short sighted policy. There have been buildings that have been left empty and then security has to be paid for to protect it from being vandalised. I feel the buildings could be better utilised perhaps having all these specialist services within them. Are all these specialist services up and running?? i think not at the present time. Just a thought!!

418 I think that providing social care for children and adults is important, but I don't think that 2/3 of the whole council budget should be spent on this. I also think that services for children, eg music lessons in schools, as well as additional care, eg speech therapists are also essential, but are often forgotten. I would also suggest that bus services are improved, as the bus I use is regularly late, it is meant to be every 15 minutes, but can be up to 10 minutes late.

419 I think that the more is given to some people the more they will think they deserve. Independence or lack of nannying, is the best way forward.

420 I think that we could learn from USA in this respect. If it were possible to include Civics and Citizenship instruction from an early age then people are more likely to grow up into responsible citizens and not look to local authorities to provide the panacea for life. We as a nation have become so dependent on services provided that we are at the point of losing all those skills in self help our mothers and fathers had handed down to them. Children now should be learning to give back to society not continually to expect that everything be provided. for them Young people often are heard to say they are bored. Not so long ago they would have been told that anyone who is bored has a lazy mind. As for selling "the family silver" to provide even more services, this could lead to lack of resource in the future!

421 I think that you have the right ideas on how to improve your proposals I also believe the rubbish collection services could make a huge change to way they operate and save 1/3 of the cost already there

422 I think that your proposals are sensible. My local library is now a community run, this is a good example of getting communities to provide services for themselves. I am not sure that volunteers could run a day centre but I suppose they could help with the cleaning or something like that.

423 I think that your proposals are unrealistic. Ideally people should be able to support themselves/ be supported by the community around them, but this is by no means always the case. Also, you don't explain how you are going to support communities to do this. Rightly or wrongly many people and communities do not have the time or the inclination to offer the kind of support your proposals require.

424 I think the council sometimes needs to take a step back. I understand that this is not ways possible, but it does seem that people just turn to the council and hold out their hands. Your services are under strain, so only the those that need help the most should get it. Sometimes i feel like people just refuse to help themselves and just expect other peoe to do it for them. Encouraging people to live Independant lives has got to be the way forward.

425 I think the council's doing a good job, trying as much as it can. Especially Forest Council in Cinderford - trying for regeneration.

426 I think the county council suffers from having "too many chiefs and not enough indians" - the staff reductions have not thinned out the expensive top layers of the administration but have resulted in significantly reduced numbers of support staff, so middle management and professionals have to spend time doing essential clerical tasks. To a large extent this has happened because the people at the top do not have the right skills and knowledge to manage effectively - they are in post because they are good at playing office politics rather than because they are good at management or leadership. They lack vision and inspiration. Sorting this out would require the removal of a significant number of the senior staff.

427 I think the focus needs to be on people & not paperwork! A hands on & get it sorted approach rather than a waste of money spent filling forms. Centralise all depts in one office block & sell off unecessary properties is a good idea.

428 I think the idea of selling off unused or unnecessary buildings is good as long as it does not compromise on open green space for communities. services should definately be made available online to save printing/posting/back office costs. (why are these questionnaires printed on such quality paper - should have been online only. I agree communities need to support each other i'm just not convinced it will be enough. Recovery is important after trauma but some people will need long tern care and it's important this continues.

429 I think there are five important facts to point out :- 1. In the 1940s and 1950s families lived near each other so were handy to help out. Nowadays children move away and sometmes even abroad so as parents get older there is no family support for them. Also families were larger then and there was more people to help. 2. Unlike in the 1940s and 1950s women now work and have to work as long as men - until at least 66. Many women end up juggling a job, teenage children and elderly parents. This significantly impacts on their own health. It is unfair for working people who pay their taxes to then be expected to provide care for their parents. 3. I wonder where the volunteers will come from to help in the communities. People have to work longer and I'm sure when they finally retire they will not be seeking voluntary work. What if the community groups are unsustainable in the long term ? 4. It is a lovely idea to keep people independent in their own home but isolation and loneliness is a very high risk with this. Whilst I agree that institutions are not the whole answer I do think that these ' independent' people need to have companionship and social life. 4.

430 I think there is a fine line between enabling families & communities to be self sufficient and simply withdrawing services. Your statements all sound fine in principle, will implementation be quite so positive? One of the difficulties in trying to care for neighbours who need help can be a complete lack of information/linkage with professionals because of patient confidentiality. This is understandable, but it can make it very difficult to offer the right help at the right time.

431 I think there should be as much information as possible on the council's website about the various sports teams and clubs that run in the county, with contact details and days they meet so that residents can find a sport that suits their lifestyle in their community. So many sports clubs don't have their own website so it's hard to find out about what's available unless it's through word of mouth. There should also be keep fit options for disabled residents, whether it be local gyms offering reduced rates or lesiure centres offering specialist classes for less abled people to be able to keep fit.

432 I think there's a lot of false economy - we spend a lot of time using and fighting against low quality budget software, for instance, spending more money on quality software would help us do our jobs more efficiently and if we're moving online (which is well overdue) it'll be more crucial than ever. So much time (and wages,so council money) is lost to terrible software. Buying cheap is not necessarily saving money!! (Also, why are we using internet explorer? better browsers aren't just available they're free!)

433 I think these are a good idea

434 I think these ideas are so good and yet so simple. Why on earth was it not done before?

435 'I think these plans are really good. It shows that you're listening to what the public wants'.

436 I think this enforced need for reflection and prioritisation has been very helpful in really thinking deeply about what is really needed and valued and what can be provided locally more economically. It allows communities to determine their own priorities. To improve please make sure you give enough weight to the impact of cuts on rural areas. I am concerned that soon anybody who doesn't have access to a car will be unable to live in a village and they will become dormitories for the rich and young. The economics of providing services in villages just don't seem to stack up but there must be a clever way to provide transport to such services and encourage the provision of domestic services (personal care etc) economically in such places. Only an organisation like the council has the skills and contacts to co-ordinate such a project. So, don't forget the importance of the knowledge and networking abilities of the council to affect change even when financial resources aren't available. It's no good thinking that the market will intervene because if it's uneconomic for the council it's uneconomic for enterprise too.

437 I think this is a long term strategy and requires good health information directed to all age groups to take care of their health now. Carers need a higher, better profile showing that they are valued and respected, appreciated for the care they give. Increase focus on volunteering in the community benefits to all, (as many people are time pressured maybe healthier use of time than tv)

438 I think too much time is spent thinking about financial matters and not enough time on thinking of the community. Our bus service has been cut, dustbin service etc. You are on about getting families and individuals to do more themselves. Some people don't have their families or friends to help, they can't get out easily etc. and they just get forgot about because of financial cut backs.

439 I think unfortunately that too much emphasis is put on farming care out to families and communities. While in theory this is good my biggest fear is that the council will provide little ongoing support as it is merely a cost cutting exercise.

440 I think we all should take responsibility for ourselves and the communities which we live, and the focus should always be about providing services to the most vulnerable. I like the idea of providing intensive support to enable people to reach independence more quickly, but your example of stroke and dementia sufferers falling into this group perhaps were not the best to use. While both groups can recover/adapt to their change in circumstance often they go on to develop complex needs. I hope that when deciding what needs to be done the council treat the individual and not the diagnosis. I have seen examples in my own community of how people who cannot function without support are being assisted to live independently. I applaud the council for managing this and hope that you can build upon these successes.

441 I think we have to be incredibly careful about any budgets that are going to be reduced for vulnerable adults and children. It's all very well stating that we want to embolden and encourage communities and families to care for each other, but the community has enough struggles of its own. We need to start seriously cutting senior manager posts in the council (one of our biggest expenditures) and get rid of all the unnecessary back room posts, at the same time supporting and valuing front line staff rather than patronizing them & telling them what they already know. Stop paying for high cost consultants to parachute in on costly temporary contracts to tell us how to save money, because we are already doing it, I can assure you. I am a social worker and am aware of the desperate situation we are facing right now. I am also aware of the tedious & unethical time - wasting which is permitted with panel repeatedly returning requests for reasons such as spelling errors, grammar or individual whim. This is overt time - wasting & means that vital resources are not getting to people when they need them. The upshot of this is that people deteriorate, their needs increase and we are left with funding more costly solutions in the end. This does not accord with this vision of services to be focused on when you need them & helping people to stay as well as possible.

442 I think we need to be careful that we don't misguidedly think that people can cope, leading us to skimp on the services that we offer.

443 I think we should get people who have been receiving income support for a long time to grit out streets/roads They could also collect rubbish off the roads to keep Gloucester a nice place to live

444 I think what were planning is good. My only concern is that putting as much as possible online will have to be thought through properly and not rushed. If something is complex and dynamic it needs to make clear who they need to contact and when they can expect answer. Further to this, if lots generic shipping statements are used everywhere people will think they are being fobbed off and will lose faith in the website.

445 I think you need to be clear that you are not dropping everyone for the few that need intensive care. There is a lot of individuals out there that would like to help but may not be available 24/7. This would put some people off from volunteering. The district councils are also financially stretched how will they fund the care needed?

446 I think you should be specific about who you mean throughout your statements by 'those who need us most.' Who decides at what level of need the council would step in to help.

447 I think you should hold more meetings so people can get their views heard

448 I think your proposals are good but just concerned that some vulnerable people/families could be missed or this kind of care not suitable.

449 I thoroughly agree with increasing community support to help people but areas where there is no community support it needs to be developed before the old services are removed. The North Cotswolds has very little for learning disabilities or children with additional needs - focus needs to be on providing local support rather than removing the old services.

450 I understand that there is a need to save money. In the process, people will lose out, both employees and service users. I am not sure that the county council always thinks of these people as individuals as opposed to a logistical problem. If change is imposed on you, it is helpful to have some acknowledgement from others that this is difficult for you.

451 I want MORE MONEY spent on maintaining the roads. Cheltenham roads are a disgrace and a joke to visitors. Fabulous flowers and dangerous holes in the roads, surely safety is more important than attractive flowers. My car has low profile tyres which are easily damaged by pot holes. Holes are patch repaired and are very soon back to being a pot hole. It really is disgraceful !

452 I wish the councillors were more visible to communicate our plans. It would be nice to see the chief exec + leader out on the front line.

453 I wonder how you aim to release the potential within the communities to support the vulnerable within their communities, overcoming the attitude that the staff will provide.

454 I would worry that certain services would be ignored totally such as is now with PROW and weeds, they cannot be ignored yet nothing is in place to do this work. Match funding and other initiatives are not advertised or publicised enough

455 I'd like to see TBCs spend on consultancy fees reduced year on year. I'd like parish councillors paid an annual amount say £500 after tax as more and more seems to be going their way. I

456 I'd like to see TBCs spend on consultancy fees reduced year on year. I'd like parish councillors paid an annual amount say £500 after tax as more and more seems to be going their way. I

457 Idea All cars, trucks - motor bikes that are taxed in the county, that money should come to the council

458 Ideas are very good. Concerned that smaller communities may not be able to do what's required perhaps reduce admin cost. Problems with use of B&H in Cheltenham Borough council. In efficient use of bins required regular visits to tip.

459 Identifying duplication in GCC and/or external services, this can add a layer of confusion and not necessarily be helpful to communities who need services.

460 If by closing buildings services are centralised this makes rural Gloucestershire more isolated. The disabled, sick and elderly end up travelling long distances - if they can. Thought needs to be given to the overlying public transport map and the reality of costs and timetables and the number of changes required in getting to services. If you wish communities to look after themselves then a fleet of minibuses available to local organisations for transporting people to services or activities would help. Volunteer drivers are of course difficult to recruit, I know, I have run a club for people with disabilities for some years.

461 If disabled help them with meal on wheels and elder too. Help people have a choir by sitting

462 If people are happy they are often healthier and may need less access to more expensive services. Providing regular support systems that people are happy with can be very cost effective. Families and individuals manage better when they have access to supportive services that meet their individual and family needs.

463 If planning to use volunteers, make it much easier to find out about the various volunteering needs within the local area.

464 If we sell everything what will live on in the future we only have a certain number of assets and once gone they cannot be sold rented etc again. Only provide services for those who have contributed before, no free services for nothing.

465 If you are going to steer the public toward the website and social media you MUST make sure that it is continuously updated - too often when accessing information it turns out to be out of date and very frustrating to be incorrectly signposted. I think it's a good idea for those of us who are able to access.

466 If you want individuals/communities to do more for themselves - sometimes community initiatives simply don't have a physical space where they could meet, unless someone kindly offers their house, but that isn't always ideal. When GCC properties are being sold off do you look at the potential for community use? And I don't necessarily mean handing buildings over to the community to manage, because we aren't always that organised - i.e. I might want to run a support group if I can find a free/cheap venue, but that doesn't mean I want to run the building - County Council could be a facilitator / offer a free (or cheap?) platform for community initiatives in a local area, which might include access to computers / a kitchen etc. There are not that many libraries!

467 If you wish to support and encourage people to become fit and healthy then the specialist teams you use should themselves be good examples of 'fit and healthy' people. Too many professional people that work in the NHS are themselves overweight like a large proportion of today's society.

468 If you're selling off buildings - revamp the ones you're keeping!

469 I feel that the people running our councils are paid a remuneration that is not consistent to what the average wage is in that particular area. A wage realignment is required.

470 I'm a firm believer that you need to invest money to save money. You cannot continue to cut, cut and cut. You have teams like FAB which are under resourced and as a result the income they generate for the council and the community has been seriously reduced.

471 I'm afraid your concern to your budget. Alright you have to but at the end of the day you are losing sight of your duty of care for people, nothing will change their disability.

472 I'm all for taking advantage of people's willingness to help others for free; I teach basic skills for free at the local community centre and help out in a local primary school. It's fun. Just don't push your luck - it's not the complete answer and it always carries the risk of helpers feeling that they are being taken advantage of, especially if the high-ups are being paid excessively.

473 I'm concerned about how much emphasis and dependency is being placed on communities, families and individuals. The world is a very different place now to what it was in the 40s and 50s. Families move away from the area and communities aren't what I imagine they used to be. I live on a former council estate where I rub shoulders with people who've bought their council homes and have lived in the area for decades, young professionals like myself, and council tenants who move into the area when a house becomes available. While a sense of community exists between the people who've lived here for a while and bought houses here, we don't mix with council tenants - we have nothing in common. Similarly, in all new builds a proportion of housing is now social housing but that doesn't create community. In my experience, lots of the community services the council relies on are made up of elderly volunteers who are proud of their neighbourhoods - how long are these groups sustainable? Other people don't necessarily have time to support their communities even if they wanted to: people work long hours, families take up people's time. Our spare time is precious and I know I want to spend it with people I have things in common with, doing things we

enjoy doing. I think efficiency savings are a good thing but I'm not a supporter of efficiency for efficiency's sake. I'd rather pay a bit more in tax to ensure staff have time to do their jobs well and properly rather than try to stick to arbitrary and unrealistic targets that are detrimental in the long run.

474 I'm hopeful that communities will pull together, but I am doubtful that this will work in many cases - in the village possibly more than in larger centres

475 I'm not sure how realistic it is to think anyone can "get back to normal" after being diagnosed with dementia, but then fortunately we don't have much experience of coping with dementia in my family.

476 I'm worried that we keep paying the council taxes but that services that we use keep shrinking, so there are less buses, the footpaths aren't maintained, the roads are in a state, so you need to do all those things better, as well as the care agenda. Be more joined up in providing services, with the districts. Suggest a unitary for the county, as that would save money.

477 Important libraries stay open is very important.

478 Important to find the balance between spending on front-line services and awaiting filter systems - less on red tape. Reduce spending on elected members, fewer of them.

479 Improve on communication, transport (public), roads, to attract more investment and employment

480 Improve roads and curbsides/ infrastructure at the county. Maintain these areas (drains/curbsides) Help employment and reduce benefits. Increase council tax - see improvement from increase

481 Improving the way in which money is spent on getting families to work rather than continuous benefits being used would mean a substantial amount of money saved.

482 In any budgetary organisation in government there is a tendency for those operating the system to fail to look outside their own area of responsibility and not take the holistic "public good" course in the use of public owned facilities. This leads to minor economies and gain to the particular budget area, but is not the most effective use of resources provided at the tax payers expense and can sometimes lead to additional expenditure across the whole tax funded spectrum which is against the public good as well as being viewed by the taxpayer public as signs of incompetence /possible malfeasance by those operating the system. A prime example has happened in Stow in the Wold by GCC. The old Union Workhouse site in Union Street was paid for in the mid 19th century from a poor rate levied upon the town and surrounding villages over a period of 20 years. When the workhouse closed in the 1930's it continued to be used for the public, common, good as a hospital and finally as an old peoples home called Ashton house. When this closed the townspeople supported a move for the urgently needed enlarged doctors surgery and public parking to be located there as it was a central position most suitable for both public uses. Instead GCC insisted on selling this valuable site for budgetary gain and engineered the exit of the surgery requirement after 6 year negotiation by the doctors by insisting that they pay for the site at a rate they could not afford thus denying the town of this facility on land that they had actually paid for! We now understand that the NHS is likely to be forced to rent a site for the new surgery which will entail a recurring cost to the public purse and indirectly to the taxpayers when the transfer of the Ashton House site between government departments could have saved this recurring, additional cost penalty. We still do not have the parking which could have been provided on the site and this can only be provided by additional unnecessary public expenditure due to the stupid action of GCC selling this asset and not thinking of the greater public requirement / good. Public budget managers must stop playing "shops" and better husband public money / resources in the wider sphere of requirement. A further twist to the saga was the last minute withdrawal of support by our county councillor on the grounds of "conflict of interest" and the final agreement to sell by the GCC cabinet behind closed doors without input from the Stow Town Council.

483 In current state too much demand on voluntary sector to meet society's needs Don't keep council taxes down if you'll cut services Political agenda of low taxation and paying for services at the point of use. Tell people more directly about how money is spent long term

484 In general, I agree with the proposal, however the care for elderly residents in this county and the rest of England I believe is currently not what you would expect from a affluent developed country, and i fear these proposals would leave them more vulnerable. For example, the elderly generally do not want, or have the capacity to 'access 24/7 information service via our website and social media', they will still have the need to talk to someone either on the phone and in person, and that service should not be denied them. Furthermore, the statement 'After a traumatic life event, like the onset of dementia or a stroke' ' enable people to get back to normal as soon as possible' concerns me as there is generally no getting back to normal, these are life changing events and these are the citizens that the council should be focusing supporting if they or their family need support to cope with these significantly negative developments in their life. The vulnerable i.e the young, old and disabled should be given full priority for council resources. Finally, i strongly disagree with the selling off of council resources, yes it raises money in the short term, but once they are gone, they are gone for good. The council should look at more sustainable long term ideas for retaining resources but using them to generate income on a medium to long term strategy. I.e renting buildings out not selling. them.

485 In many cases such as old folk with dimentia there is no recovery - it only gets worse and if there are no nearby relatives it is not an option to provide a quick fix. In my experience Councils often spend hundreds of thousands of pounds on consultants instead of making the decision themselves - this is an area I would like to see savings made!

486 In my experience as a Professional Buyer (some 34 years) I believe sound strategic sourcing and procurement can have a real positive effect in both cost reduction and adding value. Collaborative arrangements with neighbouring Councils and other high volume users may also elicit savings via a combined leverage.

487 In my experience of families I know in Cheltenham, where family members need help, other family members will help as much as they can. But with couples where both partners are working and with people now retiring much later, when elderly relatives need help, families often cannot do it all themselves. Then there are people like myself, where I moved here for work and have no relatives close by. I know many like me who also have no children or their children have moved away for work - where do we fit into the picture when we get to the point of needing help? Having been through the scenario of elderly people being supported at home (both with my parents and my neighbours), it seems to me a big problem is loneliness. Surrounding families are out at work or school all day. My parents were supported at home for a time, they lived too far away for me or my sister to visit them after work (1.5 hours drive each way in my case), carers came in for brief periods. My sister and I each used to go down once a week but it wasn't really enough. They decided to move into a care home and once there were much happier, they didn't have the worry of things going wrong in their bungalow and the food was much better and there were always people around to talk to. Although I know the emphasis is on care at home, I'm not sure this is always the best option, the visits that one of my neighbours had were often barely 15 mins, its hardly time even for a bit of a chat, and while I did and do go in to talk to them or help a number of times each week and am there in an emergency if I am not at work, I feel what I can do is limited since I am often quite exhausted after work.

488 In my experience relying on volunteer/unpaid help cannot replace statutory support. There is more security with paid/organised help. You cannot compare asking communities to grit their own roads with asking them to provide ongoing essential help to vulnerable people. Life has moved on,as have family members, so relying on this support from neighbours and friends is very risky. Just look at recent feedback from The Big Society failure. What will you do in the next round of cuts, once you have sold off all the assets ?

489 In my opinion we need to start looking at children aged between 12 and 17 as these are the years that children are most susceptible to peer pressure and start to make the transition from child to adulthood. It is this group that can make a difference to our future. Education has to be the answer, along with giving them the opportunity to build on strong foundations provided by GCC i.e., more Youth groups and activities for all. Anti social behaviour seems to arise from the lack of things to do for this age group. As a farther of 2 one of 19 and one of 17 I have some knowledge about the subject, watching them grow up and seeing that there is not much around for them to get involved with is a little frustrating. I think we must install a sense of pride in theses individuals with reference to there communities. This can only be done by speaking to them directly with full involvement and not what we think is the best choice. It would be helpful if this was extended to all communities around Gloucestershire and not just the city centres.

490 In order to access online some people will need extra support Need decent bus services

491 In principle these are all fully supported. I would add that working across professional, departmental and governmental boundaries must be key to maximising resources and gaining most benefit for the community. Joint or co-commissioning and maximising the use of the voluntary and community sector has the added benefit of improving the cohesiveness and sense of belonging in communities. Whilst I support selling redundant property in principle there may be some worth retaining and leasing because of their intrinsic value or location.

492 In relation to cutting back on buildings and staff I think you now need to you spend time consolidating what you have achieved and allow society to catch up with your changes and so stop cutting back for a while and allow communities to adapt. STOP CUTTING BACK and allow networks to strengthen. Then come back for further development in a years time...PLEASE..IT WILL BE GOOD if you let things develop from what you have already started.

493 In relation to point 3, there needs to be more consideration given to appropriate services& care available to people following traumatic events such as stroke. For example it may be more beneficial for patients to receive specialist rehab as opposed to discharge home from acute services with little follow up/need for greater care packages. Intensive support and then long term support would be unsuitable for people with progressive and life limiting cancellations on provision of this should still remain

494 in respect of selling of land and property it would be useful to consider transfer of assets to local communities.This may not provide capital receipts but will give savings through no running costs/ maintenance etc and allow communities to provide services/support for local people.

495 In terms of housing it is important that there are more flats built so more can be housed

496 In terms of releasing assets for a lump sum, I feel that longer-term leasing agreements at a fair price to local services will both provide a longer stream of income to the council, admittedly not as much as a full sale to the highest bidder, but also will benefit the services which will pay less on leasing office space etc to provide services to the community.

497 In the same vein as agreeing that the council should support individuals to become "self supportive", the council should make sure that decisions are taken locally and not by central government and that the financial means to do this is a political priority not by raising more tax but by ensuring that tax revenues are not funnelled to central government but kept within the community. .

498 In times of social mobility lot of people now do not have family nearby to help (a lot of people got on their bikes!) You are expecting people like neighbours to take on responsibility fopr people with no expertise. This could end up with vulnerable people being abused, their money taken etc. Who is going to moitor the level and quality of care provided by friends and neighbours. This could end up being front page news and not in a good way. I am very concerned that financial constraints will end up with people not gewtting the care they need.

499 Include mental health issues there is a lack of supported housing for people who live in Cheltenham all their lives who suffer from mental health issues that end up having to leave their family support network because of the lackof housing eg- live in Gloucester or out of county placements.

500 Increase council tax to pay for essential services

501 Increase in council tax The introduction of living wage - research shows increases productivity + reduces sickness costs + staff turnover. Paid facility gone for Trade Union Environment reps - saves money. Again research available to demonstrate. Tell central government the money can be found. The structural deficit only exists due to £120 billion tax gap + bank bailout which costs the same. Stop privatising local services - again costs more in the long term. No external consultants - (engage with staff via the trade unions) can be provided *Redacted email address*

502 Increase spending on highways and flooding

- 503 Individual cases for learning and physical disabilities - special facilities needed. Councillors should try living for a day with a disability or physical handicap No working on Sunday but keep shops open later during the day.
- 504 Inform people on how to live a healthy lifestyle, to remain independent and not a burden on GCC. For my opinion it requires better education in schools to get children (and parents) of the processed junk food most consume and onto a vegetarian (or pref vegan) diet buy a sensible, balanced one with supplementation (bre) if required. This would also bring about a more caring and compassionate society ... a shock approach would be to organise school visits to veterinary farms and abattoirs to see how and where their "food" comes from!
- 505 Informed use of assets, don't sell them off just use them more effectively to enforce council budgets by generating more income via rent and interest.
- 506 Instead of cutting local services/support, the council should look into cutting costs in running the council, is there really a need for a town council, District council and county council? Do council staff really need their mobile phones replaced every year? what other perks could be cut that are unnecessary and costly? Are there other ways to run the council more cost effective and efficient.
- 507 Instead of making cuts why is it so hard to put the taxes up? Most people would be prepared to pay more. Those who would find it hardship are already being helped with this council tax and this could be extended.
- 508 Instead of selling assets, wouldn't it make sense to rent them thus ensuring ongoing income?
- 509 Instead of selling off building could they be used as an asset/resource, hired out to raise money
- 510 Intensive support packages must be flexible and case by case basis
- 511 Internet - not on as too expensive Sometimes unfair re housing. Has anti-social neighbourhood, resulted in court case. ie Bremford HA 8 months to resolve. Could think about neighbours it where people are homed.
- 512 Invest in evening entertainment - greyhound track
- 513 Invest in workers at ground level that can offer one to one support for the more vulnerable members of our community, to enable them to get the right help or care in place when it is a struggle for them to do so on their own. People such as the elderly, physically disabled, and anyone with mental health issues that may find technology or looking for help a little overwhelming.
- 514 Invest into bus services - help elderly people get out and about
- 515 involve staff throughout find and support innovative ways of meeting challenges, rather than just freezing recruitment as a quick way of saving money. Most of the suggestions made will rely on staff finding effective ways of communicating why they are doing something e.g. reablement, or why a service cannot be provided, and supporting service users to find their own ways of managing their daily needs - but that will take time which staff just do not have.
- 516 Is this an appropriate time to review some of the services you provide to ensure their effectiveness and practice lean working. A significant amount of money is spent in attending meetings/working groups and some of these have elements of duplication.
- 517 It all sounds good but the difficulties will come in trying to deliver services to this standard

518 It appears again that you want to take services away. Your question are not very written and are trying to force the issue in your favour. I know there is a shortage of money, but I don't feel confident that you will support the most needy in the community.

519 It has to be v well planned by professionals. Consult like minded councils else where.

520 It' is all very well expecting families, neighbours and friends to be more involved in providing support to the vulnerable, sick. needy and elderly in the community but it has to be recognised that many carers themselves are working or have other domestic responsibilities. Carers too are often ageing and cannot take on too many additional responsibilities. Care in the community is expensive even when some of the burden is borne by carers themselves or voluntary and charitable services. Many of the problems arise from the different and often conflicting demands on health and social services and the way in which they are funded.

521 It is always very difficult to engage volunteers in activities of this sort. Thought must be given on how you can attract people to taking up this type of community help.

522 It is challenging times for everyone , however, funding of social care should not be cut and t's a slippery slope to try to encourage volunteers to take on any responsibilities for other vulnerable people .

523 It is clear that a lot of people rely on the council for support and this should be the priority. I feel the disabled and people going through personal challenges such as depression should be prioritised as part of this support.

524 It is completely disingenuous to peddle a nostalgic, fictional rosey view of a community-focussed by-gone era that we can return to, eg the 40s & 50s were a disasterous time for people with disabilities. The stripping back of state services is a right-wing approach and an entirely political stance. I recognise that it is a legitimate approach, but it is misleading to portray it as the only one. Becoming a unitary authority would save money in the long-term and your strategy could have usefully included plans for economic generation to boost income. There is no mention of whether you have considered council tax increases too. Supporting community development and prevention is positive for everyone. The Marmot report is an excellent study of the evidence which supports "proportionate universalism". It is a false economy to only focus on the most vulnerable. All those above the threshold struggle and live shorter, more painful lives. Inequalities and realtive povety are harmful in and of themselves too. We also end up spending a disproportionate amount of time gatekeeping rather than just delivering. Furthermore, leaving large numbers of citizens with needs to rely on the kindness of strangers is demeaning, unsafe, unreliable and leaves them vulnerable to all kinds of exploitation. Additionally, some of the people who have support needs are not necessarily nice or easy to work with. Most of us are knackered working fulltime and with our own caring responsibilities. We do not have the time or skills or perhaps even the inclination to commit to helping people who, like anyone else, can be difficult or unpleasant - aggressive, dirty, sexist, racist or homophobic - or who are in stressful situations, You need particular skills, support and governance mechanisms to keep all parties safe and well.

525 It is difficult for elderly people, the homeless, people with learning disabilities or mental health issues to access on-line services. You need drop-in services as well Sometimes intensive help is not enough, truly vulnerable people often need long term support.

526 It is essential that the most vulnerable get the best support. It is a concern that the emphasis is on communties to provide a lot of lower level support when this support could be inconsistent, under-trained, and miss opportunities to assess risk. This could lead to higher level concerns at a crisis point. The community support needs to be trained, informed, strong and robust. It needs to have oversight and support from agencies such as Targeted Support, GSCB and MASH. There needs to be a place where the community support can get their support from and have someone who is trained and employed to be available to be present and of assistance with visits or telephone support.

527 It is fine to expect communities to become more self- sufficient but voluntary and community groups that may undertake this work are not a free resource and need funding to undertake this service.

528 It is important to educate people to fend for themselves before asking for help.

529 It is important to help local communities to know how and who they can help. Flagging up the people who need support and training for volunteers so they can best help would be necessary or it could lead to no one accepting responsibility for those who really need it, which could lead to what could have been short term simple care into major long term support being essential.

530 It is important to retain carers services to support family carers in their roles, especially if more and more social care funding is cut. Carers save the UK 119 billion a year yet services for the people they care for (like day centres etc) are being closed in neighbouring councils (Herefordshire) and it is important that carers get a break themselves. I agree that communities should support each other to lessen the strain on social care BUT social care needs to ensure they can still provide accurate and relevant signposting when required.

531 It is not just about keeping people fit and healthy. It is about changing a whole mentality that the Council will provide everything. There is also a need to ensure that community support is available for all that require it. People who have grown up not relying on the Council do not have any idea where to turn if they need help, advice or support, they assume they have to just get on with it.

532 It is scary that you are selling the family silver to survive. Get more children with SEN out of special schools and into mainstream. Get more children out of foster care and into real families (I know you are trying to do this). The more people are looked after by the state, the more they need looking after.

533 It is unrealistic to expect families to step up when care is needed, now that most families have two working parents. Do you mean that they should actively care, or that they should pay for care? Communities likewise. I can see this would save a lot of money for you, but it isn't realistic - it sounds like something decided by a committee. How are you helping people stay active and healthy? Tewkesbury has an 'active and fit' programme, but unfortunately not in Hucclecote.

534 It is very difficult to just say if I agree or not as I don't know exactly what it is you're proposing. Yes people need intense help after a crisis for example, but some do need more than that and the community may not be able to provide it. Will you be offering training to fill the gap? Or just expect the community to fill in where they can. Will this leave vulnerable people open to abuse in their own homes behind closed doors? What will be put in place to ensure this doesn't happen. The 1940's and 50's was a very supportive time in the community but it was also a time when people were abused without thought - children just given to family members because they couldn't afford to keep them etc. I hope we don't go back to that!!!

535 It is very difficult to decide who should receive help / funding and who can not. It makes sense to focus on those that need the care the most but I would have concerns over how this is done and who makes the choice. I also think that we should record those people we did not help this time round. So that we can feedback to central Government that due to cuts in funding we were unable to support x number of people for x amount. Those that do not receive funding will have to be looked after by friends and family and it may be useful to have their names on our books so that we know who in our community is being looked after by who. I'm not sure if this happens already. Finally we need to track down those that abuse or cheat the system and we need to target our bad debts and chase down and prosecute benefit cheats rather than selling off valuable land and buildings that will only increase in price over the years. (why not offer our buildings and lands to New startups and businesses) rent free for x period to give them a leg up.

536 It seems the right way to go encouraging people to be more independent but with families so geographically distant and people working longer - who will provide the support for older and vulnerable people. Flexible working and time off for voluntary work supported by employers would help. Also need to consider how to join up LAs across the country so that young relatives can support their elderly relatives from a distance without having to meet service reps in their own county.

537 It isn't enough for the County Council to step back and expect communities to step up, funding must be available to support this. If done properly the funding needed would be less in the medium term than needed to provide services directly

538 It really concerns me that the underlying message in this seems to be local government doing less and local people doing more. This can be a such as in afterwent a reas and on relatively "simple" issues such as snow wardens. It is unrealistic to believe this can help in communities with high deprivation, and in communities that lack resources, both financial and otherwise. It cannot address issues such as supporting individuals in areas. Community groups have also suffered massive funding cuts - and their funders tend to be bodies such as yourself who face their own funding problem.

539 It seems that you appear to be shifting all responsibility on to parents and carers rather than offering respite & support. As a parent of a child with a disability I am already stressed, unable to work in a well paid job due to childcare issues and receive no help at all. to put more pressure on already stressed and ageing parent to look after young adults with disabilities means they have to give up even more of their lives. There should be more money spent on providing decent care for young adults with disabilities rather than putting pressure on them to find employment which is not always possible and putting pressure on parents and other family members to provide constant care with no break.

540 It seems to me that this is all about saving money and offloading responsibility. Instead of selling off assets for short term gain why not rent or lease them to provide long term income? I have no objection to paying slightly more council tax in order to fund residential social services

541 it sometimes feels that there is no coherent approach to road resurfacing and potholes. it would be useful to know your strategy for this. many rural roads are almost impassable when more regular maintenance would prevent the problems in the first place e.g. unblocking drains

542 It would be better if in the County we had one point of call - ???Unitary authority status, then less time would be spent negotiating with other authorities. The County needs to think strategically and if the Localism Act means anything at all then leave (hub) towns and communities to deal with the provision of many services. Selling the 'family silver ' only hastened bankruptcy. Use your buildings in innovative ways, manage your land assets with care these are all precious resources of the County.e.g. the roof space you have, should by now be reaping multimillion pound benefits through solar power installations - which is possible even in AONB areas. Consultation processes - you need to make these more directly applicable to communities, even though you may consider as a Council you are consulting, in general the populous does not have that same feel, in general they feel excluded and this is because so much of your work is semi duplicated or crosses over with Districts - hence unitary needs to be addressed.

543 It would be good if councillors told us exactly what they will do if elected. That gives the people who provide the money a chance to choose which services they want/which should be cut, rather than us acting lumbered with whatever "You're planning".

544 It would be nice if you could provide seating at all the bus stops for old people. A boating lake at the bottom of the vineyards in Tewkesbury would be a good idea to bring revenue in (Pittville park)

545 It would be quite unacceptable if any reduction in direct help for the most vulnerable: the very young, elderly, the disabled, the mentally and physically weak who cannot cope with life, began to impact on their safety and quality of life. The conscience of the community and it's leaders must be able to justify any changes you make. This can be reassured and gauged by consulting with church congregations and leaders. We tend to hear about people's problems before you do.

546 It would depend how the changes affected my local community

547 Items 2&3 depend on how you plan to achieve this and how you organise it. The roles read well but the actual detail on how you deliver this is critical and at times there is more concern about appearance of organisation and progress than actual progress.

548 It's a very good idea to try and enable people to help themselves but the support should stop there if continued care or intervention is needed.

549 It's all very well saying 'back in the 1950's people didn't rely on the council as much' but that's over half a century ago and lifestyles and communities have changed. Back in the 1950's most people didn't have long commutes to work, many women stayed at home and had time to care for their own children, neighbours and relatives. Most people lived near to their families and knew their local community. Today people barely know their neighbours, live miles apart from relatives, travel further to work and have limited time and resources to care for each other. Many healthy older people are forced to work longer or look after grandchildren so where is this army of reliable volunteers coming from? It's ok to in part use reliable community support where it exists to add to your service but you can't withdraw council services on the assumption community support it will be available. It simply doesn't exist in all areas at the level required. People will slip through the net and suffer as a result, especially with the idea of removing long term support which is vital to many people to prevent a destructive (& expensive) cycle of relapse and recovery. How can you guarantee a confidential, impartial and reliable service if run by volunteers? In the 1950's communities could judge who was 'deserving' and ostracised those who didn't conform to social norms. Even today many volunteer run groups have their own agendas (religious or ethical) and individual volunteers don't have any real obligation to conform to the rules as they are so desperately needed. How can we guarantee an accurate, confidential, unbiased service available to all? What about dignity and privacy? Especially with social care and personal issues I wouldn't want my whole neighbourhood knowing my business because some of them were volunteers.

550 It's difficult not to agree with the proposals, but they will/can only work if the communities/volunteers/charities are properly funded to deliver in a sustainable manner.

551 It's difficult to disagree with any of the statements, but how things are implemented is the issue for me. You cannot continuously keep pushing things out into the community - there's not enough of us with the time, skill and resources to take things on. What's more, applying for the resources (ie grants) through 101 different bodies is a whole job in itself.

552 It's important that people don't slip through the net when this is being put in place

553 It's nice to know that there is help available to young people and the elderly and for those who find it hard to sort situations out for themselves. Keep up the good work well done.

554 It's ok to sell off some buildings that housed services but too many could mean the loss of services and then the support for people to continue being independent and so go downhill and need even more services and for longer so this is no saving at all.

555 It's very hard to disagree with the brief proposals you've made but I find it difficult to believe that they will improve the financial position alone. For example, relying on communities to provide support to the most vulnerable is an admirable aspiration but it requires a fundamental societal change on a national scale and I'm not sure GCC is going to have much of an impact on that. I'd also question how feasible it is to provide support to the most vulnerable close to home in rural parts of the county, where access to services (and, indeed other people!) can be extremely limited. I agree that greater emphasis should be placed on making as much information available as possible online and on social media for those who are confident and able to access it, allowing you to concentrate on telephone and face to face communication with those who need it. The public sector in Gloucestershire does a really good job with social media and I use it a lot to find out about things like congestion, flood preparedness, current campaigns, etc. However, I do think that the GCC website could do with a good shake up as it's pretty difficult to navigate. Finally, I think there's a clear rationale for asking communities to pick up other things, e.g. gritting roads/pavements in the winter, so that GCC can focus on those most in need but this still costs money. Parish and town councils don't do things for free - they raise the precept so the tax payer isn't saving money, even when GCC freezes its precept. Voluntary and community sector groups don't do things for free - volunteers cost money to recruit, train and support.

556 Joint-working needs time for planning setting up and allows for more goodwill. Especially Parish Council make comms more simple.

557 Just cutting costs is not a sustainable long-term option.

558 Just make sure all these plans doesn't mean loss of jobs as your staff are under enough pressure in all areas.

- 559 Just to follow through on one of the provisional questions to see it's happening
- 560 Keep assets - short term gain, convert buildings for social value. Not sure about services being run by volunteers - not a good idea Mental health should be bought into public domain - more public awareness, drop ins- volunteers for counselling Diet education on healthy living very important.
- 561 Keep assets - we'll need them in the future Online is impersonal and too distant and some people will be isolated Prevention shouldn't go as far as intrusive - Big brother
- 562 Keep assets for future
- 563 Keep assets, ie. property which is increasing in value more than right monetary investments.
- 564 Keep bus passes (refer David Cameron)
- 565 keep people well informed and not rely on newspapers to let them know people don't buy papers get councillors more involved they each have a responsibility for a certain area in parish get them out there talking to their people you are more likely to vote for the, if you know who your local councillor is
- 566 Keep the bus service going (Jackies coaches, Purton) Otherwise we would be isolated.
- 567 Keeping people informed is top priority, this is a start but I feel the more people know, the more they will get involved.
- 568 Lack of communication between Lovell and the council, e.g. new ceiling reg in bathroom. To fit new bathroom september and where going to do in 2 ops wasting time and money
- 569 Lack of information in contracting the relevent person. Not everyone is on the internet.Local contracts
- 570 Lacks specific detail as to which agencies, charities etc will provide community support, are they receiving any financial or administrative help from you. Is the community support available across the whole county to the same standard? Principles but no examples. How are you working with health services?
- 571 Lease rather than sell assets Can't walk away after intensive support
- 572 Lease shops, with lower business rates + incentives Care with in community only where appropriate
- 573 Leisure services need to be maintained
- 574 Less management structure. More direct control of budgets by the community
- 575 Less paperwork, better joint working and have system in place where it's much straight forward for review and close cases. Presently new cases that are taken on expectation is that they will be receiving free six week service, this makes it very hard to reduce or cancel is six weeks, even when they do not need the service.
- 576 Less 'signposted' survey please!
- 577 Less spending on park & rides for wealthy 4x4 owners. Introduce a better service for elderly and cap eecutive pay within council at £50k. Remove payments for elected officials.
- 578 Let the community get involved

- 579 Lets hope it will all materialize! In the foreseeable future with all and all your ideas
- 580 Liaise to a greater degree with the NHS on holistic care provision for the elderly/ disabled by avoiding "budget-tors"
- 581 Libraries must stay open and services expanded eg free wifi
- 582 Listen to what people say
- 583 Listening to people, especially those that are most effected by their circumstances.
- 584 Litigation on gritting our pavements a problem
- 585 Lobby central government for more funding and be clear that there is a limit to how much can be cut before a service collapses.
- 586 Lobby the health service to re-open small community hospitals to cater for those in the community who need respite care, long term illness etc so as to avoid bed-blocking. Relatives and friends will also be close at hand to visit ensuring patients are not lonely and fearful.
- 587 Local communities vary in their resources - finance reserves, volunteers,assets and there may be very patchy provision of services
- 588 Local health care delivery is key. It is more cost effective & socially acceptable for one medical specialist to travel to a 100 people at a local health hub than to move 100 sick people to GRH
- 589 Local transport sign posting for families/older people to access
- 590 Longlevens, near milestone parking on pavements obstructs disabled people Got to be aware of these that don't do things online
- 591 Look after your employees less work loads. Get rid of the blame culture
- 592 Look at potholes in the roads - speeding up to recreation grounds, dog mess and waste collections
- 593 Look more closely at the role of Carers for both the young and elderly. Care for carers is often the most economical way of providing long-term support to the elderly, disabled and vulnerable in society. In this vein, make the continuation and review processes for individual care budgets much easier and quicker. Finally, the provision of respite care across the county is extremely poor. At present, carers of the elderly in particular are unable to plan breaks, as most of the (very few) residential homes which provide respite care are unable to offer a booking service, but expect carers to "call back a few days before you need the bed" .
- 594 Look to more innovative, alternative models for service delivery such as Social Enterprise.
- 595 Lose social interaction in online services
- 596 Lot of problems - claim society this needs to be acknowledged. People want to do this otherwise they will land themselves in real trouble.
- 597 Lots of what you do should be parents job not the councils still much too intrusive and lots of leaflets etc unnecessary

- 598 LUNCH CLUBS. Very popular and well attended usually. You provide the accommodation/cooking facilities. Volunteers do the rest including transportation with your help with mileage costs.
- 599 Maintain specialist support for disabilities
- 600 Maintaining hedges overhanging responsibility is council responsibility
- 601 Make access to services easier but fixing the roads and particularly the pavements
- 602 Make appropriate plans for the good of Gloucestershire residents within proper financial planning - possibly reducing management at higher levels within Gloucestershire County Council so that more money goes to sources for Gloucestershire residents.
- 603 Make it easier for those who need help without red tape Stop speeding so much so council offices a the staff tree parking.
- 604 Make it easier to contact the council, e.g. outside of normal working hours.
- 605 Make it simple - less paperwork for adult social care
- 606 Make pavements accessible for people with wheel chairs that way we can get around on our own
- 607 Make recycling easier!
- 608 Make sure infrastructure is in place to deliver before withdrawing services - make sure families and support carers are given training they need to provide support.
- 609 Make sure that your definition of most vulnerable is encompassing all those in need and realistic especially with regard to children, the elderly and those with both physical and mental disabilities.
- 610 Make sure these individuals that need help can get the support of families communities, etc
- 611 Make sure you work together with other public sector organisations. There is not enough sharing of services or resources going on.
- 612 Make the online services as detailed as possible.
- 613 Making information available on the web is a great thing that can reduce your overheads but the most vulnerable people in society need personal assistance that the web cannot give. Helping people come back from crisis is also a great idea but I see you included dementia within that. No amount of training will bring people back from dementia although you can assist those few families capable of looking after people with dementia
- 614 Making more info available through media - Especially radio - Notices in supermarkets Dr surgeries - notice boards everywhere
- 615 Manage social services and multiple agencies from start to finish - consistency in roles + management. 24/7 service online. Ensure good communication between hospitals and social services.
- 616 Managing expectations will be key while this moves forward. Does The public really think the economy is beginning an upward turn? I'm not sure.

- 617 Many elderly residents do not have internet access. Using web sites and social media of no use to many. Local co-ordinators to supply information?
- 618 Many of your statements focus on putting the responsibility of care for vulnerable individuals back on to individuals or community members. While I agree that this is a great idea in theory I don't see how it will progress in to a meaningful service. Many family members/friends/community members work full time and while they may help to care for elderly or vulnerable relatives, Council services are still a vital part of care and recovery. I think it's great to strive for the community spirit of the 1940s, however the lifestyle was completely different - for example many people have a greater commute to work now and it is certainly more common for women to have careers. I would like to get involved in more community-based initiatives but I work 12 hours a day, often away from home so I feel very restricted. It would also be useful if your survey was more specific - when you mention selling-off buildings does this refer to Council Houses? I grew up in a Council House and I am very grateful for the support that we received.
- 619 Many partly agrees - more because you wouldn't say no to most of the questions but there is more clarification needed - the survey appears to want to get the answers you intend rather than what people really want/mean
- 620 Many services the Council provides are contracted out. The services should be robustly monitored by suitably qualified or experienced staff to ensure value for money and service levels are maintained with no waste. It is a common misconception that contracting out services, at a lower price than can be provided in house or from a previous contractor, is more efficient. This is only the case if the services provision is comparable and or sufficient.
- 621 May I point out that not everyone has families nearby. I am 83 and many of my generation do not have a computer. This is likely to be a vulnerable group for some more years. I have a local hospital in Dursley. It could be used more for appointments and relieve Gloucester Royal.
- 622 Meads close in Coleford - supported living having to pay for new alarm system. Assets should be turned into housing Computers/ online are open to abuse and vulnerable people. Help (early help) isn't sent in timely enough
- 623 Mending roads - use more of production line approach. To repair - not piece meal. This could be a massive cost saving.
- 624 Merge District and County Council to save money
- 625 mobile working for social workers - get rid of the offices and use them for small business, studios, artists, make pop up shops/businesses easy enliven the dead hand of the council. your services are appalling find out what excellence looks like and get rid of low standards for the people (and staff) of the FoDean in particular as they don't know any better and are grateful for anything.
- 626 Mobility scooter given him back his independence but needs infrastructure to support this - roads, parking on pavements, traffic lights that take speed of scooters into account. Room on pavements. Long term care is needed, not intensive - especially for the elderly.
- 627 More efficient processes - sort out ICT and software. Invest in ICT equipment for elderly Internet access as a benefit for elderly Council Tax app Update leisure facilities and activities - more creative and innovative.
- 628 Money being wasted in layers of local government. Too many in managerial positions. Care shouldn't be political.
- 629 More adult social care should be done for families. It is cheaper, more compassionate and easier for older people involved. You must not cut any money going to prevention measures like children's centres. They make a massive long term difference.

- 630 More brownfield sites should be used for building affordable homes(not green belt). Offices built around Gloucestershire over last 10 years are not used and should be converted to affordable homes. Set up 'volunteer group' to work and help communities. look at transport budget and what is subsidised and could be reduced. Bring in business to County council to make extra finance and secure jobs. Our young, old and vulnerable need as much support as is available and should never be compromised.
- 631 More care for the elderly is needed
- 632 More childcare facilities in the summer holidays - for over 11s. Affordable activities in all communities - crafts and sports for children.
- 633 More community get together i.e shows
- 634 More community groups
- 635 More consistency in care workers - same faces Litigation/ trust for helping
- 636 More consultation within the community to find out what is needed. Work and consultation with minority groups. Sharing of resources and buildings wherever possible for mutual benefit.
- 637 more emphasis and money should be put into helping prevent people getting to the stage where they need council help. Initiatives like the active together are the way forward promoting healthy active lives which keep older and vulnerable people from becoming lonely and sick or depressed.
- 638 More focus on providers services, rather than cutting costs. People are happy to pay for good quality public services.
- 639 More help for disabled people. Lower rent on shops to increase trade.
- 640 More help for the homeless
- 641 More help for young people with learning difficulties, eg. financial help.
- 642 More information by telephone
- 643 More lobbying to ensure that Social Care is seen as a continuum of the NHS and centrally funded. In the interim realise that the personal care of vulnerable people is to important to be left to the financial whims of the private sector. Evidenced by the scandals of care ,or lack of it ,provided to the elderly,people with disabilities and children in recent years.Care for profit cannot be the answer in a rich and civilised society.
- 644 More money should be spent on infrastructure rather than social services. Should campaign for referendum on council tax and raise business rates Selling assets- profits should go into maintaining other assets like roads or paying off debts Specialist services for disabilities are still necessary
- 645 More police in the town
- 646 More shared service savings from cooperation across public sector Review free parking subsidy for staff A more ethnically balanced workforce may help the council to engage better with all its communities
- 647 More should be made of self reliance and care for elderly etc within extended families.

- 648 More social housing for people care and care leavers
- 649 More social housing to save money on B&Bs etc for emergency care. I. abused families
- 650 More society inclined - improve community
- 651 More special needs support needed in Cirencester and other small communities - buddy system Don't sell assets - short term
- 652 More strategic use of VCS organisations. Using infrastructure organisations like GAVCA to better reach the smaller VCS organisations.
- 653 More support for elderly using computers.
- 654 More support for frontline staff as they have to work the weekends and evenings when required. Lots of temporary contracts/staff whoa re very helpful, but would benefit from giving permanent contracts as there will be a lot of extra work contractor/building/ relocation and would save money and time if they were in house.
- 655 More supported homes Pay cuts for council managers
- 656 More teaching assistants to help people (children) who need extra support
- 657 More Village Agents
- 658 Most of this sounds like finding plausible excuses for withdrawing services and leaving people to struggle on their own.
- 659 Mostly good ideas but you should make sure that withdrawing traditional support doesn't actually leave people unsupported. So for example, that there really is community support in place, that someone who has been ill doesn't actually need long term care and can do things themselves. Just be cautious, it's the lives of vulnerable people we are discussing!
- 660 Move out of city/ town centre buildings and lease cheaper buildings LD get a rent
- 661 Moving more online doesn't help the event Difficult to get information out Improve consulting Support shouldn't be determined it should be determined by need
- 662 Must be able to navigate online services to be able to signpost how to speak to a person
- 663 Must deliver promises
- 664 My concern is that an unfair distribution of services and outcomes will inevitably result from this approach since different communities will respond in markedly different ways. It would be incorrect for the council to backfill for communities who won't help themselves but equally unfair to the individuals impacted.
- 665 My concern is that many older people and unemployed/disadvantaged people are not online. How do they access information easily?
- 666 My concerns are that by focusing on the most needy, it could be assumed that the 'others' won't need much help. I just think there is a need to be aware that some people (not qualifying as most needy) can sometimes fall through the net and end up being needy. The needs of individuals are always changing.
- 667 my concerns are that many more people will slip through the net if the criteria is to strict for those accessing care.

668 My concerns are that things become too mandated and that people who do need help wait too long to get it or are refused on technicalities/boxes ticked etc. There must be human and common sense applied. This must be about improving lives and outcomes, not only saving money.

669 My experience of enabling support for my aged parents both of whom have dementia via information via advice, information and guidance on websites in both voluntary and public service domains has led me to conclude that this is not a sufficient or robust. Good idea in practice---not effective in operation. Need to have clear information about how to engage services when help your self approach is not effective. It is not good enough to be put on a waiting list at this time. The only solution seems to be a crisis.

670 My Mother-in-Law is in respite. If the support services responded more actively a continence assessment, state of mind assessment more quickly they could be more independent quicker. At the moment processing the elderly through the system takes a few weeks. Hence a frantic and upset mother-in-law who is not where she wants to be.

671 Nationalise all Council Services. We pay enough in taxes to cover this. That is if we stop giving all our taxpayers money to the banks

672 NB These only represent my views as a private citizen not those of any organisation, I am not replying on my home computer but my answers should be read as though I was. The public sector exists to provide the goods and services that the private sector cannot, because they are either public goods in their own right, like public health, land drainage or a good environment or, are for future generations or are unprofitable and so can only be provided through public subsidy. It is not possible to provide the good society solely through the profit motive. It is equally not possible to provide it through self or community help; we will all be young, old, ill, weak or alone at some time in our lives and modern industrial society does not provide the conditions for community services at the scale to meet these needs, only the state and, on its behalf, local authorities, can provide the level of services necessary. The world's happiest, best educated, most affluent, healthy and stable countries (Scandinavia, New Zealand, Costa Rica et al) have high taxation and large, interventionist public sectors. Gloucestershire cannot continue to cut spending and service levels without, in effect and inadvertently, punishing the weak.

673 Need more counsellors to help people who cannot get out of the home because of lack of confidence.

674 need to be more effective in contracting out services, as local authorities are seen as cash cows by some private sector companies who promise a lot and deliver poor quality. Vital procurement is up to scratch and that people within procurement have the skills and savvy to negotiate good deals.

675 Need to consider and prioritise the actual needs of the community over the short, medium and long terms. This requires a considered strategy and planning not only from the Council but include representative from the community and industry. For example education, if the Council are encouraging new homes to be built then have a strategy for developing and implementing the infrastructure to support this growth in population. It appears that there isn't one currently.

676 Need to ensure that a single cure-all doesn't become the norm, hence my 'partly agree' answers in some areas.

677 Need to focus on the pragmatics, an increasing elder population needs the care in place when friends/family are not available. Cutting services need a sustainable long term plan. Selling land/public services is a short term solution for a growing problem. Invest in new housing strategies/structures to sustain the growing population while, reducing the environmental damage.

678 Need to invest in online systems & directories that make it easy for the council to sign-post efficiently

679 Need to invest in roads and infrastructure and motorway access. to keep up with developments of rate of housing in the community - not co-ordinated enough.

680 Need to make sure that the quality of our roads does not reduce anymore

681 Need to provide support to old people if you want them to use computers

682 Need to recognise it's difficult to recruit and retain volunteers. People who fall in the mid range of need miss out on support until it becomes a crisis situation. Where council give support it should be sustainable and long lasting - not removed after a couple of years.

683 Need to reduce the wast such as half empty council buildings. Better management would also assist. too many jobsworth people around who do not provide the guidance and support when required.

684 Need to value encourage, incentivise and value volunteer helpers. Increased support from the Council for e.g. resident/community groups Closer joint working and financial support for constituent district councils,

685 Needing to be "There where we're needed most." This of course is a matter of priority and personal perspective.> The recent tragic killing of a nurse at Wotton Lawn underlines an area in dire need of money. The obvious way is to keep mental health under wraps as the forgotten people , until people are jolted into shock at such an incident. They are in DIRE need of money and the local council closed down the huge Victorian hospital at Coney Hill, built for purpose, and grabbed the money, and then built restricted boxes with no open aspects at Wotton Lawn or facilities or parking! You reap what you sow. The place is not fit for purpose, understaffed and inadequate. PUT YOUR FUNDING HERE before someone else dies!!

686 Needs to keep long term support for those who need it

687 Never forget that people are frightened and worried when facing one of life's crises and that they need sympathetic advice and care and courtesy. They also need time to take in their situation and adjust their lives accordingly.

688 NHS shouldn't be privatised - pensions unsteady if lost now

689 Nicely worded all your comments and questions. Easy words though, to give you license to pass the buck. Establish those services first, and you can cut then automatically.

690 No

691 No ideas on how to approve, but as i have been out of my family home since i was young, i understand financial stresses and really agree with what you do here. Keep @ it!!!

692 No legal loading for elderly at Hempsted markets - City Council Bartongate area needs more support. Council should work with police to resolve anti social behavior in this area. Prostitution and drugs particularly bad there

693 No you haven't you have sought to gain approval for abrogation of service provision.

694 NO1 councils should be cutting staff costs and work longer

695 None of us know when we might need support so knowing where and how we can access it is an essential of any initiatives going forward. Knowledge is power

696 No-one gets back to "normal" after having a major stroke or being diagnosed with dementia. Please be careful with your use of language when constructing future questionnaires. "Normalisation" is a very outdated concept and should not be considered for any longterm strategic vision for any council. Not that I read any strategic vision in any of the materials I read on your website. I just read cuts. Really effective local community planning is clearly key to determining future local community responses to these cuts. I do not read about how the County Council is working with the Districts to help deliver real and effective community planning. Not just a bit of so-called "consultation", which in reality is a

paper exercise, nothing more. Local democracy should be about local people engaging with their local councillors and really thrashing out the different dilemmas facing the council, and I know they are many, and working together to develop a future strategic vision for the county. I wait to hear from my count councillor. I could be waiting a long time.

697 Not all services from the goverment must be 100% free. Sometimes a reduced cost to share improve the use of the service.

698 Not effective to educate people on healthy living - can't influence people

699 Not everyone has internet access so you should look to inform people in other ways

700 Not everyone has online access or skills More person - central approach - saves more money

701 Not everyone is born a carer, we have it thrust on us. We are never asked if we are copping alright. Help was offered in the beginning when it was too soon, then we were abandoned till i rang asking for help. I know there was dementia cafes', but they were on wrong days and or unable to get there. People with dementia are in a class of their own they sent him on a day trip with young people. Communities do not help i got care in but could not cope at weekends getting him into a residential home was a life saver for both of us till he died. My mother also a friend were in Coney hill and they did wanders. Do not close these places.

702 Not everyone knows where to go for support make it more clear

703 Not everyone uses a computer

704 Not many people with disabilities have internet access - aren't involved in decisions Special Schools are needed Supporting people with technology Bigger voice for specialist support

705 Not sure

706 Not sure

707 Not sure how it is going to work in modern day - families live apart, people are busy working, communities are not as strong in most areas, people do not know their neighbours. A lot of things could go wrong if we rely on communities to do the right thing - need to monitor that it is happening.

708 Not sure what properties you are selling, I would be against selling school playing fields as we need to get back to having a structured exercise programme within schools

709 Not sure what to make of the point of this survey, as it appears to me that you have designed your questions to steer us to give the answers you want. You're telling us you are doing amazingly good things and want us to agree that you should continue. Is selling your properties / land good? No, i don't think so. We all own it and now you are selling it. But your question phrases this as doing something generous. What a waste of time and OUR money.

710 Not too much support for out of work people and people choosing to have families should finance their own children not rely on the council to do it. Less support for immigrants who can't even speak english

711 Nothing was mentioned about cutting the salary of the top executives. Today, we don't need to pay such high salaries to attract people with the right skills. We don't need the numbers at that top level. Review, Reassign, double up (job share with other councils) and cut the waste.

- 712 Obviously it's more practical for the Council and also saves money if people access services via the internet but please remember that not everyone has access to a computer or knows how to use one. Sometimes people just want to talk to a real person as it's becoming increasingly common for people to feel isolated in their own homes.
- 713 Older generation need some education on social media -Bigger problem than is obvious In principle communities should be able to help each other but will need training to do this. More continuity + involvement between local, parish + county councils - better organisation.
- 714 On bottom of previous page should cover it. Communities need help and an accessible contact number to "available" help or at least advice.
- 715 On the face of it your proposals are fine. However, be careful you use you assets wisely : there is no point selling and achieving a one off boost to finances, where making the assets work for the Council the income can achieve more over a longer period. Likewise be careful all the new focus on communities does create a whole new tier of expensive administrators at the Council. You need to review whether jobs and in particular management jobs, are necessary, thus reducing costs. Are you going to be responsible for those that help in the community? If not the volunteers may well be very exposed to malicious accusations leading to legal battles. For example I have had to retire from helping others because the costs of doing so became too much for me to bear on my income.
- 716 Once assets are gone - hard to get them back for social use. Better leisure facilities - run more efficiently
- 717 Online - loses social interaction Incentives to be healthy
- 718 Online 24/7 has to be efficient - it could put people off Close management and help quangos + community groups non efficient programmes
- 719 Online forums through social media
- 720 On-line information is useful, but having a good brochure to lead you in the right direction on-line is helpful. To know what services are available can help you choose to look for more information on line or call for more if you are no longer able to use the internet.
- 721 Online is fine but i don't like paying for things online feels insecure Deliver grit/salt strategically - identify where vulnerable people are and tell them about provision
- 722 Online is good for many people, however not every generation is able to access systems and would prefer to talk to someone instead. Sensitivity in relation to age, disability etc is needed in planning. People who live alone, no relatives nearby but can "manage" who have had strokes etc would sometimes prefer "people" to "computers"
- 723 Online is ok, but how will you get your help and advice across to those who do not have a computer or are unable to access one at the local library.
- 724 Online isn't always efficient and speedy
- 725 Online only for those who can access it.
- 726 Online options would give more time - has to be done properly. Has to be telephone number. Online focus and technology is ruining society - 'secret society'. Use local facilities properly, economies of scale needed.
- 727 Online services - risk to security Early intervention won't work for everyone - creating dependance. Could waste resources.
- 728 Online services- please put individual team email address on website, so that it is quicker and easier Confusing knowing which council does what

- 729 Only Essential communication Hedge cutting Cut out smoke breaks for staff
- 730 Only give blue badges to people who need - assessed more regularly
- 731 Openness and awareness of what is trying to be achieved.
- 732 Other counties and cities have far better disabled parking laws - can park anywhere for as long as you want. Not same in Gloucester. Stop building on green space and flood plains Community groups too cautious to get hands on Intensive support - should be followed up with care not just cut
- 733 Our own experience is that there can be a lack of trust. Service users are vulnerable because they are not believed. This is wrong. They have a voice and they should and must be heard when they have a grievance. Where a service is provided by the council, the council should be totally responsible for carrying out the supervision of that service effectively. Council employees (for whatever reason) become complacent slipping into repetitive and embedded habits - not seeing people and their families as individuals worthy of respect and better treatment. This is when serious mistakes are made and people's lives suffer.
- 734 outsource
- 735 Outsource some social care functions and force the department formerly known as Social Services to work within their allotted budget like every other GCC department has to do.
- 736 Overall - sound decisions, success will also come and financial stability by engaging with other organisations/charities that have proven ability to support and help people in specific ways. ie Royal Voluntary Service (formerly WRVS) can help and support older people in many ways with great outcomes at very low cost. ensuring that the councils money goes alot further.
- 737 Overall, I agree that resources should be concentrated where they can do the most good. You can't do (or afford to do) everything - it's better to fix your priorities and provide an excellent service in those areas, rather than spreading your resources too thin. How well do you co-ordinate with other agencies and local authorities in Gloucestershire? Could you do it better? In particular the County Council is well-placed to co-ordinate activities with the voluntary sector. Co-ordination and selective delegation to key voluntary organisations in the county could save money. Please see my comment in the "Your ideas" box below.
- 738 Overgrown vegetation overlapping footpaths - Abbey Grounds Advertisements on pavements. Obstruct pedestrians - Blackjack Cirencester Dog fouling - too many dogs, need dog control
- 739 Overhill road broken and split - need to mend road to avoid comp claim. (glos roads), (elderly use bus stop near by) 11.55 bus lot - most people used it - now puts people off coming in and stopping revenue into town
- 740 Partly agree with some of the solutions as would not like this to be implemented too soon when the person is not ready.
- 741 Patronising and unlawful changes being made ignoring article 8+5+2 human rights act. Unlawful data grab distributors widely to external commercial partners. No intelligent exploitation of these actions apart from toddler level information -e.g Jacks Story. Sell Ebley Mill + put councillors in portacabins.
- 742 Pay employees less
- 743 Pay local authority fostercarers a living salary, and make fostering their job (only job). Do NOT cut education bill any more Do NOT cut social services bill any more

- 744 Pensions/vulnerable people cannot use computers etc which is why they require front line services. Local councils are key to maintaining good/ quality services Knowledge of other charity organisations helps direct people
- 745 PEO enforce all restrictions - waste off line if have no power to enforce Cllrs rather - than local gov office- reduce costs for residents
- 746 People are happy to pay for a good service through their rates, so charge enough to meet your responsibilities to our community. Reducing rates and services is not the way to a sustainable community and everyone thinks that you are letting them down. Please supply a level of services that you can be proud of and residents will be happy to pay for it particularly in the rural communities who you are letting down extremely easy.
- 747 People are individuals and need to have care focussed around their needs. It is important that where appropriate, those with severe and significant care needs have the best environment to live in and not pushed out into the communities to satisfy statistics.
- 748 People are too busy to help each other and volunteer
- 749 People can't always access Face to face better Care in the community doesnt work - More support for people on their own To much money spent on kids - more discipline needed - to much spent on .. when naughty at school More childrens home Children buy helped in the wrong way
- 750 People deserve personal services not pressing buttons
- 751 People do need to be educated to take responsibility for themselves and not rely on a nanny state our culture needs to change.
- 752 People do not always live near family or friends - will community support be enough to fill the gap?
- 753 People feel cross because they have relied on the council for a long time....volunteers are reducing in number getting older and having funding cuts, you can't always expect them to step in
- 754 people have a responsibility to look after themselves and shouldn't be relying on the council to do everything for them. You only have to look at the social housing on my route to work to know its not appreciated anyway.
- 755 People have been falling through the crack since places like coney hill closed. People need looking after and specialist care need place to belong.
- 756 People need education on childcare and health Intensive package very long term care depends on the person
- 757 People need to be helped to help themselves. If people don't respond or are not motivated/interested in helping themselves resources can't be repeatedly wasted on them. Community and inter community projects are way forward so as not to isolate communities.
- 758 People need to have pride intheir community.
- 759 People need to know their neighbors first to be able to trust them. Will checks be made on neighbors, communities etc. Before they are allowed to help people in need ie CRB checks?
- 760 People need to step up

- 761 People services are the important areas Keeping people in own homes and providing quality of care is essential
- 762 People should be educating themselves
- 763 People should make more of an effort to look after themselves rather than automatically turning to the Council. Council assistance should be restricted to those in extreme need which would mean better care could be provided for them. I only moved to Gloucester in the last six months and have been surprised by the number of younger people who appear able bodied who do not seem to work and live off benefits on the Council estate where I live who must be costing the Council a fortune. This money should be put to better use.
- 764 People who don't need it shouldn't get it concentrate on people who need help most.
- 765 People with dementia or any other long term health condition will require physical support. I am concerned that these services are disappearing and the independent sector are not filling the gap as you would expect. The services the voluntary and independent sector are offering are for low level needs. I am concerned where the people and there carers go with moderate to severe levels. These people are being forgotten about and their numbers are increasing. There choice appears to be permanent care only, but we should be ensuring that they have the chance to continue living at home with the right forms of support, not just information which appears to be the only offer of support.
- 766 Persuade the council to work with builders to stop using PVC doors as it causes access problems for disabled people in wheelchairs and crutches.
- 767 Planning is fine. The problem is that someone will disagree and make a fuss about your scheme. Stick to your guns; decide what is required and do it!
- 768 Planning permission sudmeadow road - mcquirt gloucester city football club and land by phelps scrap yard big green 15ft fence gone up?
- 769 Please do not sell land used for regeneration i.e public parks, schools, playing field etc
- 770 Please don't lose sight of the individuals. people don't fall neatly into your boxes and what is right in one case may not be in another. There are some families that genuinely cannot manage to care for their disabled children and no amount of help in the home will improve things for the child.
- 771 Please give us more detail on the types of changes to the policies you are proposing.
- 772 Please keep consulting your residents!
- 773 Please look at the situation with roads/potholes more cost effective to deal with the problem early than leaving it to get worse.
- 774 Please note that this is a response from DROP response to #togetherwecan, there was an attached sheet with images. Here are four examples where the content of Gloucestershire County Council's consultation Meeting the Challenge "Together we can" has caused DROP deep concern. This work forms part of our wider response to consultation that runs 4th August 2014. 1. (relates to image 1 lady with pram) support your family in those early crazy weeks, months and years (children)" Despite DROP's best efforts at pointing organisations in the right direction when it comes to language, its use, connotations, meanings and nuances; this particular consultation sees fit use the word crazy when referring to its birth services and children centres (see <http://togetherwecan.gloucestershire.gov.uk/services/birth.aspx>)We find this particularly offensive, not only for new mothers who may be experiencing post-natal depression but also the wider context of mental health and the language used to stigmatise, marginalise and segregate. We have been vociferous on twitter about this but it has made little impact. 2. (relates to image 2 lady with child at desk) "We provide a place where people with learning disabilities can get advice and support to live more independently" Our suspicion that disabled people are seen as "equal but separate" is reflected in many parts of this consultation. Our members have experienced a lifetime of being educated separately, living separately, and being treated by a health system separately. No other illustration points this better than that of a child being singled out by a deficit-based medical model and separated educationally and physically (see <http://togetherwecan.gloucestershire.gov.uk/services/raising-achild-with-learning-disability.aspx>). We find this

problematic as we are a strength “based organisation that would not see people through a lens of incapacity and deficit. We are committed to seeing each other equally and together, not separately. 3. (relates to image 3 person in wheelchair) “We want to enable people to get back to normal as soon as possible to reduce the need for long term care“ In adult social care Re-ablement (see <http://togetherwecan.gloucestershire.gov.uk/services/partner-needing-care-after-hospital-stay.aspx>) we must question what is meant by “normal” in “We want to enable people to get back to normal as soon as possible to reduce the need for long-term care”. In both physical and mental health scenarios many of our members have lifelong impairments that, no matter how sophisticated the treatment will not return us to “normal”. Instead we see ourselves as cross-impairment people, disabled by society we live in, we would add that the false friend that is “normal” is pandering to a middle ground in the county that sees disability differently than we do ourselves. 4. (relates to image 4 person drunk) “Put you in touch with alcohol rehab/mental health services (mental health/alcohol services)“ We also find it very worrying that alcohol rehabilitation and mental health services have been conflated in the document and illustrations (see <http://togetherwecan.gloucestershire.gov.uk/services/pressures-of-life.aspx>)Our members have conditions ranging from Bi-Polar Disorder to Schizophrenia and would like to point out that alcohol rehabilitation is mostly a separate issue. Placing the two side by side gives a misguided view of mental health to the public and we would like to see evidence of a casual link or association of the two to back up the claim that alcohol and mental health are somehow the same issue.

775 Please remember the elderly and learning disabilities are unfamiliar with computers and have no idea about computers nor the internet. A decent help line should be available for a quick conversation to point people in the right direction - contact numbers should be up to date and correct. With People that know what they are talking about on line.

776 Points of informatiojn services, like websites, apps and other online media need to become easier to find and navigate, emphasis on aiming all this at the younger age group, these are the people using this technology the most, and the ones that will require most council support in the future. Consider the buildings currently occupied by the council, modern efficient office space is cheaper and more efficient to run, long term savings to be made here.

777 Points: Reductions in current capacity can be more costly when the trend are continuing upwards. Independence living is an ideal but early intervention into semi sheltered living can be much more beneficial, event thought this might appear to be unwanted trips and falls are one of the major things incurred.

778 Policies and strategies are fine but their successful implementation often depends on the community buying into the initiatives and systems that are put in place. So positive presentation of the proposals is critical to success. If Council were to present their new strategies in terms of "an improvement in value for money" rather than as " a cost cutting exercise" the impression given is positive rather than negative. If you focus on "improving efficiency" you are reinforcing the negative stereotype that describes all Councils as wasteful and inefficient. Expressions like "working smarter" or "being more effective" create a more positive impression on the tax-payer than expressions such as "cutting out waste" or "streamlining procedures".

779 Poorly constructed questions

780 Pot holes and roads generally are worse this year. Outside contracts can't do a proper job. Bring it back in-house "patchwork county"

781 Priorities generally good however, I've answered partially to two questions. The first concerns online access to services. While I'm comfortable with online access I know of elderly people who don't have computers and would struggle to understand how to use one safely and securely if they got one. My own mother gets particularly annoyed and upset when told to look things up online. The second question concerns getting people back to independence and social care services. I'm just concerned where the boundary will be drawn between those who need help and those whose family and community will be expected to take on the burden and how much this boundary will change over time. Sometimes those families will need a break at times from what could be potentially demanding caring roles and shouldn't be made to feel abandoned.

782 Priority on repairing roads

783 Priority to repair roads Listening to communities more

- 784 Probably hopeless to try and change culture. This county won't restore its old model of family based and locally based communities
- 785 Promote behaviour change within teams - ensure that managers performance manage appropriately to reduce inefficiencies in practice and develop individuals.
- 786 Proposals are OK as long as another raft of middle-managers is not created. The chain of command already has too many links/layers for example think about the BT restructure in the 90s "Project Sovereign"
- 787 Protect face to face and telephone for elderly - you won't change them to use online.
- 788 Protect some telephone and face to face for elderly Early interventions should always be processing health, social services Community care needs monitoring carefully.
- 789 Protecting vulnerables is good - prevention rather than care.
- 790 Provide adequate services for elderly, children etc. Cut paperwork to make systems efficient Stop making so many changes without joining up staff so everyone knows how the services are delivered Communication is via email - how many emails can staff absorb. 50 - 60 a day generally cannot be processed Value staff you have - the good ones. Stop staff feeling bullied and not listened to.
- 791 Provide children & young adults with facilities and opportunities to do things or take part in various fun activities
- 792 Provide information at local community centres about services available, reduce need for contacting the council on this. Reduce translations of materials, put emphasis on local communities to provide this. Encourage people to use local facilities.
- 793 Provide more salt boxes for the winter and more gritters for rural areas instead of for Gloucester and Cheltenham
- 794 Provide more services to families before crisis
- 795 Provide the necessary equipment for communities to look after the neighborhood i.e salt bins and salt.
- 796 Provide training where appropriate when families have to cope with situations out of their experience. Respite for carers so they too don't become ill dealing with the burden of caring 24 hrs.
- 797 Providing 24/7 information via website and social media is all very well as part of a solution but, with an increasing aging population. It is important to acknowledge that elderly people (even if they are IT literate) prefer to Speak to someone
- 798 Provision of support packages is a good idea but there must be close monitoring of the implementation and feedback on results.
- 799 Publicise consultations online Vouchers - Promotion
- 800 pushing services on to parish and town councils is not the answer to everything. Often they are unable to provide an alternative service due to insufficient equipment and resources.
- 801 Put all the money into education Schemes such as families first don't work in long term because families are already disengaged and don't want to change

802 Put money into visiting communities and asking face to face what people could do for each other. Councillors should visit people to ask about community need! Not ask for votes but get people involved. Leaflets don't work. Bedroom tax is ridiculous, ineffective and unfair. Millionaires off the front bench!

803 Putting up council tax

804 Q1 - Selling assets will be counterproductive if you / we then have to hire them from purchasers (etc) at higher cost. Can you generate revenue hiring out your assets now? RE ONLINE RESOURCE - EXCLUDES ?25% OF POPULATION Q3 - Real reservation about QUALITY of support (some statutory services) and ability of volunteers or community to fill gaps.

805 Q1 Assets - depends on building and possibility of income generation, could it have a social value? More ideas like "Big Energy south" - be innovative Q2 cost benefit analysis on early interventions. Needs to be less risk averse

806 Q1 Depends on what buildings? Q2 it depends if this really means removing funding rather than focusing and together funding Q3 As comments on Q2 above

807 Q1 LOADED QUESTION! WHAT. JUST LOOK AT THE COUNCIL OFFICES IN COLEFORD LEFT AND NOT MAINTAINED? JUST THEN GO AND LOOK AT THE NUMBER OF LIGHTS IN FOD RECEPTION AND ON BOTH ACCOUNTS ASK YOURSELF WHY! Q2 SO HOW ARE YOU GOING TO DO THAT? (Question 3. your role: "That may mean stepping back in some areas where families, individuals or communities step forward.") --> WHICH AREAS HOW WOULD THE COUNCIL CLARIFY THIS? ("winter by gritting") --> WHY IS THIS COMING OUT OF THE PARISH + TOWN BUDGETS?

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809 Q1. (Comment from consultee) - This is an extraordinary statement - if you sell too many of your buildings and land it may use equipment to selling the family silver. Q1 part 2. Re crucial question is - are you having a user friendly service or just correcting on cost cutting * Q2 part 2. how secure is community support in long term? I strongly object to the whole tone of this questionnaire - it is clearly designed to try and induct the answerer into thinking cost cutting is a good idea. Q3 is quite ludicrous - the idea that you can avoid a client becoming 'dependent' (a broad term if there ever was one) when they have dementia is ridiculous c.f. the idea that they can be returned to normal. The same can be true of stroke victims who are often left grievously disabled.

810 Q2 yes this should happen not only in Gloucestershire but everywhere

811 Question 1 - Selling land and property is a bad move. these are your assets, if an actor has no stage to perform on where can he perform "The Street" Your assets should be carefully looked after. They are your sleeping assets. If you are to offer all these services you have to have a shop and a base that people recognise for what it is, you also need buildings to accommodate your support staff or do you intend to supply your services from street corners.

812 Question 1. I suggest a sell/lease back more appropriate than losing the assets use completely. Cut costs of upkeep. Q2. Unfortunately people generally appear to have less time for others these days. Perhaps retired people could be more used more effectively if they wish to. Q 3. Very Grey/difficult are to find complete solutions or effectiveness plan for those occurrences.

813 Question 3. Strongly disagree. I'm not aware of anyone that gets "better" with Dementia as to my knowledge there is currently no cure and longterm people seem to decline. Therefore your suggestion of an intensive package to get them back to normal is questionable - what is the package - you haven't explained this? Frankly it seems to me that GCC is all

about caring for people who drain the system, have chosen the most difficult path to take in life i.e. children out of wedlock (sometimes numerous children) yet these are then supported when others who have never taken from the "system" need help later in life yet it sounds like you are now looking to their families or neighbours to help out.

814 Questionnaires are only worthwhile if they provide you with what people want to tell you, not what you want to hear!

815 Questions 2,3 and 4 - I agree partly with those statements, but I believe there should be safeguards in place so that those who really need care are given the help they need rather than expecting care to be given at home where this may not be possible. i.e. Elderly people, people with alzheimer's.

816 Quite a few of the statements superficially sound attractive - access to information via the website - however, many in the most vulnerable groups, in other words those who need the most help either cannot access the internet or find it bewildering. Internet access to information is fine for those who have the skills and means to use it - what happens to the other people when support services have been removed or reduced? The statement about "mainstreaming" people again superficially sounds sensible. However, the approach is wrong. Provision and entitlement to services should be based on personal needs, trying to shoehorn people into pre-determined routes does not work. Again, those effected will be those who are the most vulnerable and who have the highest needs. Specialist services are a must for many people.

817 Raise council tax

818 Raise council tax

819 re asking the communities to help, i.e parish councils, is it really fair to be expecting them to fill grit bins they are ordinary every day people, doing this in their spare time, they do not have the facilities to provide this service, rural parishes are hard to access and this should be down to individuals to do, it should those with the correct facilities to carry this out, including the correct insurance, which I doubt the individual of a pc would be covered for.

820 Re online services, please make sure there is always another, please make sure there is always another opinion available on people without internet access are already disenfranchised enough. Re: land assets consider renting out rather than selling as longer term view rather than short term fix. If you are signposting to community support, you also need to make sure that the community is supported eg facilities, funding, respite

821 Re selling land to finance front line services- how are selling assets in the long term, what happens when the money runs out? Roads are appalling - dangerous - road resurfacing are poor and badly carried out, patches are not sealed, who checks the contractors work - it is in their interest to carry out poor workmanship - it is easier for them. Stop financing youngsters to have children until they can financially support them through work not benefits.

822 Re selling property: Good idea to sell old, redundant inefficient buildings, but not prime land to developers. Better to use the land and create leisure facilities, and teach sports. People will meet at these venues, new friends, new caring groups, healthier people - all good. How about free gyms, tennis courts, swimming, bowls centres where there are free lessons, and encouragement for people to meet through sport. This will cost initially, but be an investment in health and well being. Re increased use of internet, remember that not everybody has internet access or the ability to use it. Probably those in need of Council help, are the ones that have least internet access. Local community centres could offer free access for this, with a helper, this would aid in the community help, as the person helping with internet may also be to provide a local solution. Of course not everybody is mobile to get to Community centres. Re traumatic incidents: 'After a traumatic event like...dementia...' you say. This is written like you get better after these events and back to normal. If only this was true. My view is that people in these circumstances should always be able to rely on Council/Government to provide excellent care. This is why we pay so much in taxes throughout our lives, it is the NHS promise - from cradle to grave. We pay enough in tax, Government needs to get its priorities correct eg trident replacement or caring for its people.

823 Re: first question. Efficiency is not the only goal - effectiveness (and therefore value for money) is also key.

- 824 Reduce internal bureaucracy - as wasteful and time consuming Work on imposing the blame culture that is endemic and encourage independent thinking Hold those in authority accountable for lack of decision making and poor decision making which prevents positive work from being done. When you hold consultations, ask "real2 questions that mean people don't fall into the position of having to agree - such as the prevision questions posed eg who in reality can disagree with such questions? it is smoke and mirrors listen to the worst feedback
- 825 Reduce levels of local government and their related backup support
- 826 Reduce overheads - particularly the excessive Management salary levels and numbers, to enable additional finance to be channeled to the deserving and vulnerable in our local communities rather than put additional burdens on the already overstretched voluntary services in the County.
- 827 Reduce paperwork and beurocracy to allow people time to work with more specialist cases
- 828 Reduce red tape and focus resources on front line services. e.g. cost of procuerment exercises, contracting out process etc. Too much emphasis and expectation re volunteers - where will they come from?
- 829 Reduce temperature in over heated offices in winter, expectation to staff to wear warmer winter clothing
- 830 Reduce the amount of middle management and the amount of outside consultants and contractors used, it should be brought in house.
- 831 Reduce the number of 'managers' employed Outsource more services to the private sector
- 832 Reduce wastage wherever possible and costly overheads Reduce red tape
- 833 Reducing land and buildings is only a short term fix. We would face the same problem ongoing.
- 834 Refigure recycling. Policy not cost effective. In Devon all food garden refuse goes in together. Collected each week. Here we have a variety of bins + have to go the tip each week (costly). Why not have 2 bins one green and one brown as in Devon, less costly.
- 835 Remember to be compassionate and treat each case as a unique individual, not lumped together in a like group
- 836 Remove the duplication of roles caused by the existence of a Chief Executive and a Council Leader
- 837 Removing some of the services that used to be available for vulnerable adults can leave families under increased pressure which causes them to also need mental health care. - which costs the council even more. Madness!
- 838 Remploy factories shouldn't be closed - used to be able to work and don't feel valued. Invest more money into keyworkers Why can't buildings be day centres More help in libraries for using computers Respite placements - more resources
- 839 Renewable energy Low carbon tech investment New buildings should have zero carbon make use of empty housing Communities stepping into support homeless people
- 840 Respect contributions of older people
- 841 Retain a human face/ voice for GCC - that is what the peolpe we need to support will resond to best

842 Review current commissioned services to ensure no repetition of services; talk to services on the ground about what's currently working and what's not. Staff on the ground have some excellent ideas. It is possible to run a service with a small team of people; small budget (and office) in the Community and make a difference. Partnership working is definitely the way forward - there are less staff available in many services now - pool resources and skills and work together with local community groups - it is possible and can work really well if set up correctly from the start. There are a lot of Voluntary organisations such as Churches etc who are really keen to support their local Communities.

843 Review health and safety and other policies that may be limiting the involvement of the general public in taking on some of the support you propose. The need for DBS' etc and the cost of getting them restricts people offering their services in the community. Fear of legal action if you step in to help someone often restricts people's involvement-what can you do to reassure people?

844 Roads and grass cutting aren't good enough

845 Sack Peter Bungard. How can the Council justify paying this man more than the Prime Minister. Improve the moral of over worked, under paid staff. This would improve all Services.

846 Sadly, i think you are very behind other local authorities (eg Scottish) in recycling. Your wasting money on flimsy green boxes/ lids and not encouraging cardboard recycling by collecting it from homes. Fife council provides wheel bins for all waste.

847 same groups of people get all the benefits, people working hard with families on middle incomes seem to be paying for everything & being squeezed all the time, a small raise in council tax may not be popular but would lead to better service & less job cuts.

848 Save money where possible on such things as copying paper to be resourced cheaper. Every penny saved counts.

849 save more money by reducing head count of Managers, share more services and staff with other Councils

850 Saving money is something you are forced to do, so cutting back on the support you provide so that you can deliver it to the most needy seems obvious. However this idea only works in theory. Some of those who are deemed to be "not as needy" are quite often abandoned with no community support take over. More effort needs to be made to ensure that there is alternative support for those you can no longer justify helping. Just because they aren't the most needy doesn't mean that they aren't still desperately in need! The cuts you are being forced to make aren't only affecting the amount of people you support and how long you can support them for. Its also affecting the quality of the support. This is reaching unacceptable levels and could potentially result in expensive lawsuits.

851 Savings would begin from the top down, starting with the measures wasn't at the highest levels of teh E.U We now have far too many levels of government leading to more politicians and officers. The entire roman empire was led by a smaller number than that of the Cheltenham Town Council

852 School needs more help with children with learning problems

853 Seems sensible

854 Sell art collections Invest in affordable housing

855 Sell off certain buildings to consortiums to develop small businesses - say several under one roof? Commercial units for retail/office/manufacture People respond to cartoon characters and acronyms eg GLYN Gloucestershire Your Network - would have to be a Glo. Old Spot Pig!!)

856 Selling all land and properties is a one off investment. Letting out the land/buildings is a continuous income. The lack of health visitors is letting children down. Mums need to work. It is not always possible to take the time off work to go to a drop in centre, especially if you are unaware there is a problem. Care at home for the elderly is a nice idea, but aids need to be available at the drop of a hat. When someone becomes incontinent and cannot get upstairs to their bathroom they need a commode immediately, not a week later because it has taken that long to source one and get it delivered. Looking after people with depression and dementia is exhausting. Carers need time out and support. Carers Gloucestershire used to have a group meeting with a counsellor present. That person provided guidance on what resources are available, how to deal with certain issues and provided support to the carers. Now the group is left to its own devices and as such is not so useful. The council needs to work as one rather than individual departments trying to make a profit out of one another. It is crazy when one department who requests a document is told by the department that holds it that they need to go to an outside organisation to get the document. That outside organisation then has to get it from the council, copy it and send to the other part of the council.

857 Selling assets - political cycle too short term. By all means encourage web but should always be a telephone backup, find a number to talk to somewhere Road gritting should do pavements at the same time

858 Selling assets can be seen as a failing "Business" model and possibly only a short term fix. Any funds raised this way will run out eventually and therefore needs to be carefully thought out. I felt it patronizing to say that this money will be put into our "FRONTLINE SERVICES" as a means of getting people behind the idea. More social workers to lighten the load of current sw's is what is needed (how much of that money will do that?)

859 Selling assets to a point - but short term gain. More efficient care planning - reward carers would improve elderly independence.

860 Selling land and buildings will provide only a one-off benefit. Surely renting or leasing these assets would be more beneficial for long-term budgeting and cashflow

861 Selling land in Prestbury - council will have to pay for security. Once the asset is gone cant get it back

862 Selling off buildings does not make sense as you still have running costs and then rent on top

863 Selling off buildings is not necessarily the right option - short term gain but longer term problems. Allowing the community to utilise the buildings seem like a more democratic approach and could encourage a more generous spirited community.

864 Selling off the Wilderness to the highest bidder and not to the charity specifically formed to continue to run the centre educating children shows that consultation like this is just window dressing and a waste of money in itself. Actions speak louder than words and your actions are evil.

865 Selling our land & buildings is only a short term fix that is no good to anyone. Perhaps buildings & land could be rented out either commercially or privately to offer a more sustained income (other benefits include a growth in value of assets over a prolonged period of time. We also usually sell assets far too cheaply, often to builders & others who then make a brilliant profit! Why don't we for example obtain planning permission on school land that is being sold off which would probably triple the value? We get rid of people (qualified social workers who were managers - instead of redeployment) paying them huge redundancy payments who start up a company, then charge us much more for their services than we were paying them initially in wages (Ability is such a company that springs to mind). Even more ridiculous when we have people "in house" who can supply most of their services far cheaper. Closing down Childrens Homes in the county when we pay a fortune to send them "out of county" - for x4 young people in one 12 month period cost us over £1,000, 000 & one other young person over £300,000 - source Freedom of Information. Employing advisors such as *Redacted name* £1,200 per day (who stated at a meeting that the best way for the council to save money was to get rid of him) he then had his contract extended a few weeks later! Why do we need to employ these high cost people, surely the higher management should of possessed the skills he had to run things effectively? We are really good at sitting by a fire asking to save pennies in one hand whilst throwing £50 notes on the fire with the other!!! We also waste money by continually starting up new teams & then closing them down whilst re-naming them (at more expense) in the meantime. People are

employed on zero hour contracts, they get trained up & leave to find more secure jobs with better guaranteed hours such as the Contact Team. Why do we continue to throw money away?

866 Selling property and land is a short sighted approach The money from sales will soon be gone. Better to find ways to get an increased income from the existing portfolio. It also goes against the intent of any who donated property and land to the local community in perpetuity If they had intended it to be sold they could have left instructions for that to be done and the money given to the council at the outset. As for 'encouraging' the "community" to take over support services it mainly seems to be a euphemism for cutting services and leaving people with no care

867 Selling property is selling the family silos Moving online is a problem for the visually sensitive If you want people to be more active. you used to make it affordable (leisure facilities) Will people be prepared to help themselves. In practice Questions whether it will work

868 Selling too much over to private developers - in every aspect Carers on zero hours don't care and not working. Husband now has worse care. Gloucester City homes are better than City Council. Need more drop kerbs on path - in a wheelchair. Community Police Officer in Podsmead is very good.

869 Send automated with date of expected response User friendly exercise and activities for the elderly

870 Set measurable objectives to ensure you know where you're going and when you get there.

871 set offices in towns for people who don't drive

872 Share services with other authorities particularly at the out edges of the county where the proximity of a potential shared resource may be available.

873 Should have increased the council tax by a small amount each year. would not be in such a mess with all services and roads in Gloucestershire.

874 should not assume that we all want to go on alone and can. This was told at a public meeting about the closure. Do not trust questionnaire when we were told Hatherly day centre was closing because people didn't want it. when you had a policy people I talk to I can care for 2 years if not referring people do not feel that social care is well run, you need to look into all aspirations care providers are poor. I think you should strongly look at the support for vulnerable adults and the providers most are poor value for money. I know because we have two care homes next door to us you are wasting money they are tipping you off the vulnerable adults live in poorly maintained properties and poor gardens.

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876 Should repair potholes, but children and disabled should come first.

877 Shouldn't be trying to save, we should be funding our services better

878 Shouldn't get rid of green spaces

879 Shouldn't get to the point where need to sell buildings. Would be happy to pay towards package of care after coming out of hospital.

880 Shouldn't pay for plastic bags or we should have boxes to put left over food in

- 881 Signposting to community is not enough in some cases - many people need support to help be part of communities
- 882 So I've read lots of stuff about building community. Great, I applaud that aim. But what I see is services becoming more and more centralized rather than local. E.g. Cheltenham hospital moving out of hours services to Gloucester. Or the closure of the Prestbury doctors surgery. If you really want to build local communities then the core services need to be local.
- 883 Social care for the elderly must continue to improve looking after vulnerable who desperately need services eg caring in their own homes. Threshold to be reduced to £15,000.00 so older people have worked hard all their lives and should not be penalised on their life savings. Supported housing is another element which needs continuity who have no family.
- 884 Social media is just a sticking plaster for proper communication. You have just over 2000 people following your twitter page, that's under 1 in every 300 people in Gloucestershire. Giving information by social media discriminates against older and poorer people, it's vacuous, temporal. vastly overrated and only media types obsess over it.
- 885 Social media/online services should be 24/7 hour service Early interventions for post natal risk individuals. Councillors still have distanced/hostile image with political agendas More people with the mayoress
- 886 Social security is a safety net - and council should not spend scarce resources to support life-style choices. for which people should bear their own costs. Council should also cease expenditure on multi-culturalism, and any groups promoting particular lifestyles or religion-oriented social and cultural activities.
- 887 Some building could etc could be disposed of .. others are needed. Remember that once disposed of, may be difficult if not unfortunate to do so.
- 888 Some families would have their needs assessed i.e respite. Discrepancy is what is provided.
- 889 some of the biggest issues are families that are not willing to work, or over use the council due a "cant be bothered" to work. There are questions within this questionnaire that relate to the elderly or the ill. Have the council put any thought into most elderly persons children, grand children or even great grand children work full time and are unable to help them full time. Would my 84 year old grandmother really want her grandson seeing her naked and hoisting her into a bath. If the council want to make cut backs on elderly care then how are you going to pay the family carers that have to leave their jobs to care for their parents/grandparents. Why should GCC fund and help persons with self imposed illnesses. For example, alcoholism or drug addiction.
- 890 Some of the previous questions are difficult to give a simple "Yes, No, Dont know" type of answer as the question is really more than one single one contained in the statement. Perhaps splitting the questions in certain cases might be advisable.
- 891 Some of the questions seem a bit black & white, when perhaps a grey approach might still work to benefit
- 892 Some of the statements/ examples seemed to be confused or at least confusing to me. From what's being said we must spend more in areas to save more in other areas (in the future), to stop the increasing burden of support, that seems to be a hard step to take given the total budget.
- 893 Some of the villages are populated mostly at the weekends and our holiday cottages if there are any older people in a area very few options are open to them. Some areas just don't jell together. Transport to doctors and hospitals are very difficult to arrange to fit in with appointments.
- 894 Some of these questions are too complex to give tick box answer. Of course web advice gives 24/7 information (bu definition) but what does that mean. Intensive rehab - nice idea but rehab takes as long as it takes and people need community/ help/ connection forever. What we're saying is we are stepping back and people need to be more responsible for own health etc. There will always be people in significant need.

- 895 Some people will always be dependent - this is the challenge Allowing care for the most vulnerable should be the priority
- 896 Some social care services that can be provided by the third/voluntary sector should no be provided by the Council at all. This would save more money.
- 897 Sorry but i dont think you have. You have just stated that you want to cut back where possible and get families/communities to do more i'm sure people who have spare time don't mind but anything that costs money will still need funding and any family who dont have that support already wont as they arent families. yes you can sell properties that are under used but onnce taht asset is gone, and the money has run out what happens then?
- 898 Sounds good and sensible not sure how practical it is in practice!
- 899 Sounds good too long people have relied on the council and social services for help instead of sorting out their own problems. Although I do not think it could be easily done but using the unemployed or unskilled to do practical work i.e painting, planting trees/flowers, fencing, fill in pot holes, litter picking on the highways, even canal clearing. This would not only teach them new skills, but possibly help them eventually secure permanent employment. Also give them a purpose ,responsibility, and save the tax payer a lot of money.
- 900 Sounds like you got it right. Bin collections only every 3 weeks!
- 901 Sounds real good, you go Glen Coco
- 902 Sounds too marxist
- 903 Specialist services and schools still needed in Gloucestershire - can't be forced out of county
- 904 Spend less on self promotion
- 905 Spend some money to make Cirencester approach more appealing & encourage more tourism to bring more money into the area. When digging up roads for example do all work at one time - all utilities in and do work to road at same time.
- 906 Standards are failing - shouldn't be so much fast food Nanny state NHS needs to move with the times- invest more
- 907 Start at the root of the problems / early on in life
- 908 Still needs to be telephone and face to face contact for people who can't use internet. Important that carers are understanding to elderly needs- have more older carers
- 909 Still want to be able to speak to someone on telephone when you need to - not all online information.Accessible websites - so people with LD etc can easily access information.
- 910 Stop cutting admin services, they are a vital cog in the machine, weaken them too much and services will stop running .
- 911 Stop cutting back on vital services such as education, health service, libraries etc. To us, these are VITAL services and part of our communities aswell
- 912 Stop focusing on what you can stop doing you are a public service
- 913 Stop giving County Councillor a budget to spend in their area and target that money into local community venue that are doing a local worthwhile service for Children and the elderly.

- 914 Stop lending money Stop firing staff who are happy and trained to do the job
- 915 Stop producing loaded questionnaires, people need real help not box ticking.
- 916 Stop putting things out to contract and keep them "in house" you would be able to have more control over the Car Packages that are put in place.
- 917 Stop selling all our assets so that there is no safety net for the future. This just allows you to keep council tax artificially low and we will pay the price in the longer term. Contracting out services is the same as the costs eventually go up and the service quality declines. Perhaps get rid of Mark Hawthorne instead?
- 918 *Redacted offensive comment*
- 919 Stop trying to move the support of vulnerable people onto families. They haven't got the time, expertise or capacity.
- 920 Stop waisting money on corporate back office staff - ensure that front line services are adequately resourced
- 921 Stop wasting money blowing leaves around it's the most futile, ridiculous task I have ever seen your poor operatives carry out. If you pick them up and dispose that's fine but to blow them one place to another then wind blows them back across street next day!
- 922 Stop wasting money on this type of meaningless services, re-invest the thousands directly into the front line services, this type of survey does not make the general public feel better or give confidence in GCC's ability to achieve it's goals
- 923 Stop wasting money on using high profile venues such as Hatherly manor. Stop providing lunches for councillors Support workers in the field, better facilities parking etc. WORK SMART! Utilize the people you have better rather than employ people to do surveys consultations etc.
- 924 Stop wasting money on walk in shops to assist people to stop smoking .
- 925 Stop wasting money on walk in shops to assist people to stop smoking .
- 926 Street cleaning teams in community. Neighborhood watch support and increase
- 927 Stronger community links, better interaction with the community. Provide support and learning to the people taking on this role in the community.
- 928 Stronger recruitment for Social Worker to join and stay in GCC
- 929 Strongly believe in protecting green belt land - council properties could be used for housing maybe rather than more new builds. Important to provide and protect the elderly and vulnerable but mostly help them to support themselves (more so young than elderly).
- 930 SUBSIDISED OR FREE EXERCISE CLASSES EG YOGA, PILACOS TAI CUI ETC TO HELP PEOPLE OF ALL AGES WITH MOBILITY + SUPPLENESS. COOKING CLASSES - TO ENCOURAGE PEOPLE TO COOK THEIR OWN FOOD AND TO GIVE ADVICE ON NUTRITION AND HOW TO MAKE THE MOST OF THE MONEY THEY HAVE ... SPENDING VAST AMOUNTS ON TAKE AWAYS
- 931 Sum folk are they physically able to do it. Look after folk as best they can. Problem - burden of less money and getting it to work. People need to check on neighbours - neighbours need to help each other, build on community spirit.

932 Supervision and resources lacking in care work Outsourcing and prioritisation agenda not a positive impact Loss of community due to travel and flexibility Central and local government have a responsibility to community - shifting the burden

933 Support should be focused on providing the correct care for vulnerable people. By this I mean that a move to community services should not be the focus, each case needs to be properly evaluated, and just because someone wants to "go home" doesn't mean that is the best place for them. The approach of "this is what I would want for my parent(child/etc) and my family" should be a question that is asked in every decision and if the person making that decision thinks that they wouldn't want their parent discharged from hospital at 11PM on a Friday with no care package in place (for example) then that shouldn't happen. We should work to ensure that all people are treated how we want our loved ones treated and not because we need to make a bed free in a hospital or that was the easiest thing to do.

934 Support voluntary organisations via commissioning - they provide affordable community support with far reaching impact. They enable communities to support themselves and this is particularly important where extended family networks have been lost.

935 Support/benefits widow of 2 months for families who begin full time employment. more financial short term for transition to independence

936 Surely the buildings and land owned by the authorities are our assets which should be maintained not sold for a one off benefit. As with sale of our gold assets by the government it wasn't theirs to sell

937 Surveys like this online. Waste of money and graphics and paper like this. Also the questions are horrendously leading. I have ticked the boxes you wanted me to tick

938 Suspicious that this is largely a budget cutting exercise and vulnerable people will suffer. Questions leading ones and no room for nuanced answers.

939 Take care not to overload families which look after handicapped members. They tend to be left to get on with it.

940 Taking care of the environment which supports so many physically, psychologically and contributes to well-being.

941 Targeted support for women/mothers who care for disabled children More developments like St Oswalds - [community housing

942 Tax increase

943 Taxpayers pay to provide the goods and services they need to divert this money into executive salaries and refuse to provide the necessary services or cut them back is tantamount to sustaining money under false pretenses.

944 Team buildings into houses

945 Tell the general public how bad things are financially and the effect this will have. at least then they will be prepared.

946 The aims are correct to helping people to help themselves but this should not be just an excuse to dump difficult cases back on the community. You must continue to provide the checks and balances to ensure that people are genuinely getting the help they need and are not being forgotten about. You could do so much more to help communities help older people by providing more funding for active community groups and sports clubs who want to provide additional facilities or events.

947 The approach is right as evidenced by my responses - however there is a section of the community where a certain level of independent living is unachievable - these people must be provided for over the long term and not just forced into the mainstream care system, where they can tend to get forgotten, because it is the route of least resistance

948 The best way to find information and resources will be in the communities services group. Therefore, you have to work with the most disadvantaged old people, vulnerable adults and children, you have to focus on providing for all different races to provide what they most need, eg. dementia, stroke and depression all started with worrying, no one to turn to, they only know to go to an organisation which speaks with their mother tongue to understand their needs and getting them back to independence.

949 The cartoon video strip on the youth life phase exclusively contains images of smoking, drinking and unsafe sex as if these were the only issues of concern to young people and their families. This is unhelpful and old-fashioned negative stereotyping, reinforcing a problematic (prejudicial rather than evidential) social norm, and an outrageous slur on the huge majority of Gloucestershire young people who do not do these things. It is not rational or clever to ask (young) people to play a positive role in their communities while depicting them solely as problems. Were young people consulted on or involved in designing this communication? Were the professionals who work with them? If not, why not?

950 The cc should speak for the people of Gloucestershire. I do not support the so called reality of this finding, older people- so do it take all. You take our taxes, you take our elected reps, should shout for us - stop making older people feel like a burden. The unintended consequences of what you suggest have not ???

951 The central government have reduced or removed many services and support from the aged, mentally ill and vulnerable families. I agree support by LA should be increased but that would need money and more staff (support staff are stretched to breaking already). Community projects are worth while however expert help is required in many of these situations.

952 The concept of providing intensive short term support at home on discharge from Hospital and then making decisions with longer term implications at home rather than making a "knee jerk" decision in hospital is a good idea and I feel that substantial financial savings could be made in the long term if this route was followed. Sometimes hospitals focus too much on "emptying beds" rather than person centred and personalised decision making and it does not help.

953 The concern is that this is purely led by finances. Amendments to the benefit system nationally haven't exactly been a resounding success, which raises a red flag against what you are proposing locally. Your plans sound great but will not work if you withdraw support too soon or from those who really need it, otherwise costs will be higher in the long run.

954 The condition of the roads in Gloucestershire is very poor - this does nothing to help tourism in Gloucestershire. Wales has good roads and the signposts are not obscured by vegetation - Wales positively welcomes you with its highways.

955 The contract management of the outsourced services need to be strong a robust to make sure that the standard does not slip.

956 The cost of social care continues to rise and I accept that the council must meet its legislative requirement for the elderly and children. However, it is difficult to see how these cost will be met in the future unless action is taken to control them more effectively. The rest of the council tax population continues to expect to receive basic services such as rubbish collection and road maintenance maintained to a reasonable. Otherwise what are they paying their taxes for?

957 The council can only step back when they have provided families and communities with the necessary knowledge and training to support themselves. Criteria have to be clear and they need to acknowledge that not everyone has a clear diagnosis or prognosis. To step back from a family who are struggling with complex health, education and care needs because a condition is variable is to leave a family to develop a crisis. Also not everyone knows how to access community support so more advice is needed.

958 The council must concentrate on preserving and developing services and place this ahead of pressures to control Council Tax at all costs.

959 The council must demonstrate to its community that it will support their efforts where they are trying to improve their local area and facilities. Sometimes bureaucracy can get in the way and put people off from trying to help themselves.

960 The council needs to ensure the public and other professional bodies we work with and receive referral from are fully aware of the councils financial position and the services we can provide. There are still a lot of assumptions made about what people believe as "their right to services"and unrealistic expectations.

961 The council still waste money on initiatives that are not thought out, they need to listen to more to professionals on the ground who are carrying out the job in difficult circumstances. It appears very corporate and the use of online information is alright if people can access this but face to face contact is very important. Most of the vulnerable people the Council deals with do not have access to online technowledgy or sufficiently able and/or confident to use this.

962 The county council needs to work more closel, in a spirit of true partnership with with district councils and other agencies because as the county council's thresholds for intervention increase it means that the impact is felt locally and these other agencies end of up feeling the financial impact.

963 The devil is always in the detail chums. Your generalised platitudes are utterly meaningless without the plans to show exactly HOW you intend to achieve your stated aims.

964 The elected members need to make important decisions about closing Day Centres for example where there is a sound business case for doing so, rather than not making that decision because they want to get re-elected!

965 The example you used in regards to local communitis helping themselves must be unique to a small number of parsihes in Gloucestershire. My local council told me that they couldn't provide salt / grit as they had to go to the FoD council yard to collect this - too dangerous and with a small lightweight vechile they couldn't trasnpost large quantities. Many individuals are already stretched with caring responsibilities already, for some there isn't the capacity to do anymore.

966 the expectation that most people are going to be able- or if they want to use online portals for inquiries, is completely unfeasible. comments from customers are always that they're pleased to finally speak to someone. As someone who has an elderly relative with onset vascular dementia, i find it ludicrous that the council wants to limit their availability to service users. Saving money is the thing, but it should nopt be at the cost of vulnerable people.

967 The further sale of County Council holdings (buildings and land) although providing short term gain is not the best policy, it is critical that this generation considers those coming after us. More needs to be done to develop funding streams from these while still maintaining ownership of them. By doing this it enables the County Council more flexibility to grow when future needs require it. We must not lose sight that a growing population, both through an increased birth rate and people living longer will mean these assets will be required.

968 The general approach of more targeted support seems right, but it is important that the change of emphasis is neither total nor too rapid. This is not a "black or white" situation, elements of grey are needed. And for those already struggling and in receipt of long-term support, care and compassion will be essential in any transition to reduced support. shopping future dependence is however strongly to be encouraged.

969 The general online veers positive and satisfactory

970 The Gloucestershire County Council needs to set its challenges for the 21st century and not wish things to return to the 40's and 50's. Let's remember there is a larger population than in the 40s and 50s. Let's remember women want equality in the 21st century not the lifestyle of the 40s and 50s. If as mentioned in the introduction communities return to helping each other then, generally, speaking there will be extra responsibility on females, for example if we want to support the elderly at home, then look at current statistics which already show there are more female unpaid Carers than males in society. Also, with regards to work with the down turn of the economy families are segregated as they look for work away from their extended families and friends, thus how can one return to the ideology of the 40's and 50's and families looked after each other. In addition, if social provision is continually outsourced where is the quality accreditation. Already, in this County there have been many demonstrations of 'private providers' not providing the BEST quality care for the elderly or children. One can only save money when there is investment in training those who are going to provide the services for all in the County and this includes good ethics and

not just with a focus on 'making money or saving money'. Both health and social services need to work together to stop overlapping of services. How exactly will the County Council encourage people to live a healthy lifestyle and encourage communities to look after each other. There are brief outlines but not the details. For the past four years there has been the SME ideology but the health and social issues do not seem to have improved. To have improvement requires more money for frontline services not management.

971 The government keeps putting the responsibility of care of the vulnerable back onto the community. What about those that don't have family & friends. I also work for several support services that have had funding cuts / stopped. Where is the money that is being saved going?

972 The idea that everyone can use a computer and find everything required on the internet. My mother would never have coped nor my aunt who is 89 years old. My mother is now deceased. They were fortunate that they DO have a supportive family but there are many vulnerable people out in the big wide world who have NO family support. How are these people going to cope. I have also had experience of the reablement service which I was not impressed with. My aunt asked for a cup of tea to be passed to her and was told I am not your servant. My aunt was 87 and in a lot of pain. I was not impressed. Also when mum had them they totally relied on what she told them and there was no liasing with the family again I was not impressed!!

973 The ideas all sound good. Implementing such ideas elsewhere has resulted in people who don't fit the new categories sometimes being badly disadvantaged.

974 The ideas put forward seem sensible to me

975 The local Councils can save money on a day to day basis, as households do, by checking to see if they can get their gas, electric etc cheaper and save money through other ways as well.

976 The only problem with selling buildings is that you lose that asset. The use of buildings has to be very finely tuned to get the best use from them. I think that waste is a big source of financial loss and should be very tightly controlled by the financial people (buyers, etc)

977 the path chosen represents continual reduction in local & central government responsibilities. Some governments role is necessary, eg ensuring clean and safe streets. Unless Gloucester does something about the gull problem soon soiling roads and paths, seats cars people and the cigarette litter it will lose tourists and local residents.

978 The philosophy sounds O.K. but I suspect is held by those who are never at the sharp end of poverty or disability. I suspect this is a cloak for reduced spending.

979 The phrasing of the questions and options to respond has been corrupted by the views of those who approved this survey. It seems to me that the results will be invalid since it's unclear exactly what is being agreed or disagreed. At one point, I felt it inappropriate to respond at all.

980 The proposal has some good ideas and hopefully it will enable the people who really need it to continue to get a good level of support.

981 The proposals all seem very good in principle, but I have some concern about what is unsaid, and about the decision making that goes on in the context of changes. For instance, it is right to help individuals and families to take a bigger role in caring for family members, but they need to know that effective support will be there if they should need it. In a time of downsizing, there is a real risk that knowledge and expertise is lost, because employees who are able to take opportunities to leave are often the ones who are very good at their job and/or have an approach to providing excellent service that does not quite fit the mould of standard local authority ways of doing things.

982 The proposals are accepted but no mention is included wrt financing the alternatives under consideration. Please include financial proposals alongside the envisaged savings as I see the majority of additional or support works being carried out by local charitable organisations, already overstretched and suffering from lack of funding.

983 The proposals are excellent. In terms of ensuring that the money is used to the best advantage with the most successful outcomes, best practice in all areas of service provided need to be identified and we need to ensure that this high standard is maintained throughout our communities. Provision is delivered very professionally in some places and not so well in others. Ongoing training sharing expertise, with high expectations in terms of monitoring and achievement are necessary in order to maintain and develop excellent service throughout Gloucestershire. This will ensure that the money that we have in our budget is used to the best advantage for all.

984 The proposals are ok but it does seem that you are very keen to drop as much responsibility as you can and the tone of the survey appears that you will pass the buck as much as you can, so I feel that you may well not help those who really need help as you will be looking for any way in which you can not help and leave it for someone else. You would have to prove that you are really for the people or just trying to save money.

985 The purpose of local authority as I understand it, is to provide services to the community for those who are unable to do so for themselves, care therefore needs to be exercised in making cuts and selling off assets which could make this duty difficult or impossible to perform.

986 The push to move people away from their home areas to find work means they are not available to look after elderly relatives. Like my siblings, I moved area 30 years ago to find work, my parents refused to leave the area they had lived in all their lives. Result: nonagenarian with no nearby relatives to care for her. Increasing regionalization/centralization of employment means not only greater travel time and costs, but increased isolation of the elderly.

987 The questions are very general in nature and therefore have scope to be interpreted in very biased way. They are worded in way that makes assumptions about a general model that fits all. Therefore I question whether the outcomes could be used in such a way so the Council doesn't provide support for services which it should provide. What happens if there isn't family, neighbourhood, parish, local community support to be provided to individuals who need it. There is a real danger that individuals and communities could feel very isolated. The Council should be doing a neater trick on providing priority for services on the ground rather than on an elaborate corporate system system with many current posts in the authority providing little if any direct or indirect input directly into on the ground services.

988 The questions asked are simplified, each decision must be based on those specific criteria for each element. Quick decisions with short term gains, lead to longer term extra/increased costs which we the taxpayers and businesses are left to fund in the long-term. As each party in government changes its predecessors decisions are reversed at our expense. What a waste of resources!!! We are aware of what is happening but are not able to put this right no long-term strategy only 5 years to the next election. All areas of government do not have money it has our money! Instead of sound bites and press releases it is in all of our interests to work together to benefit all, not just a minority at the top or bottom of society.

989 The questions feel like they have been written to support decisions the council has already made... Questions felt washy-washy. Savings need to be made; be more direct about what that actually means please. Difficult choices need to be made but these questions don't facilitate getting the best feedback from your communities.

990 the replacement of specialist professional support with community based, variable provision is very risky for vulnerable people. It leads to a patchwork of support. It needs support, monitoring and resource from statutory authorities or regulated charities to guarantee robust activity

991 The sale of the property is short term gain and in the long run does not make sense as some property could be used for social housing and provide an income for the council.

992 The selling off or leasing of council-owned buildings and land must be on the basis of obtaining maximum value for the ratepayer. Where possible the land could be used for building homes through housing associations.

993 The social service budget has to be reduced, the current trend is unsustainable. Stop cutting highways and transport, how are people meant to be independent if the pavements are overgrown and the roads full of potholes?

994 The statements are all aspirational. Some detail or ideas on how these things could be achieved would assist.

995 The survey has been carefully worded to get the outcome you want. Intellectually and politically dishonest ...

996 The survey is loaded towards what the council already has decided to do - it is very hard therefore to answer the questions.

997 The way in which these questions are framed fundamentally undermines the validity of any conclusions to be drawn from the exercise. There is an a priori assumption that the Coalition's withdrawal of resources (that requires you to withdraw services) is justified. A parallel would be to threaten to set someone's home alight and then offer them choices about the location of the fire escapes. True leadership would be to actively challenge the requirement that the most vulnerable in Gloucestershire society should be made to pay the price for the effects of economic policies for which they were not responsible. Your confidence in the community's ability to develop and maintain resources to compensate for the withdrawal of statutory resources borders on the delusional. It follows years of systematic disinvestment from the very voluntary sector that is now identified as the solution to these radical restructuring intentions. Nowhere do you demonstrate honesty as to the probable impact on service users as resources are withdrawn. The inference that long-term need for local authority support somehow constitutes dependency is a disgrace and insult to people with life-limiting conditions. Where are the professional values which should underpin your statutory social care and public health responsibilities? Please offer the public genuine information about the implications of the drastic measures you are forced to take arising from austerity measures for which there is no local electoral mandate. Please have the courage to publish in due course risk registers for these measures and an honest evaluation of the likely safeguarding implications as already vulnerable and high-need communities are further impoverished. Please do not claim validation from a consultation exercise that is framed by platitudinous and leading questions.

998 The wording in a lot of your statement is incredibly ambiguous. "Help people to get support in their communities so we can focus on people who really need it." (Paraphrase) People who 'need' it are the people who 'really' need it. Putting 'really' in front of something means nothing. It feels patronising and gives the council leeway to define that 'really' as they like depending on how the wind blows. I agree that people should be encouraged wherever possible to do things for themselves. I work in personal development and skilling people up or enabling them to do this is vital for building both confidence and competence, but please, don't hide behind words like 'really'. Give us a definition or some examples.

999 The wording used in this questionnaire feels heavily weighted and pushes the reader into agreeing with more and more cuts. With the continued reduction in any kind of support for seemingly everybody it is hard to see just how desperately in need you would have to be in order to "deserve" help from the council. The form also neglects to address the fact that communities and families are increasingly fragmented and therefore won't be able to pick up the slack. I think the council should be looking into ways of raising more funds either by lobbying the government or by increasing taxes on big businesses in the area or on those who own large expensive houses instead of taking money away from people who need it.

1000 There are basically three sources from which community NEEDS can be met: Central and Local Government (through taxation in all its forms) Community agencies (through non-governmental agencies, charities and the voluntary sector) Family and friends The last two are, in my view, supplementary to the first and most vital of these sources. It follows, that where needs have been identified through rigorous, independent formal assessment, there is a need to meet those needs from the main source, taxation. Increasing taxation rates at national and local level is the only way to meet identified needs. There can never be any certainty that communities and families/friends will be able to bridge any gaps in funding for identified needs. Where such provision is available AS A BONUS it may be possible to decrease spending for any one year and plough such savings back into overspends or reserves. Planned spending as opposed to planned saving.

1001 There are no longer enough resources to over strategise and over performance manage. There needs to be a much lighter touch. There are too many committees, papers, meetings and too much prevarication. Time is money, and should be used to a premium. The Council should set an example and sharply cut bureaucracy. Consider bringing in volunteers to work alongside professionals to fill the some of gaps created by cuts. There are many retired people with time and skill available that could add value inside the council. This might grate with the unions, but the quid pro quo is that it can help ease pressure on the paid cohort of staff. The problem with over reliance on volunteers in the community is that they are too detached from the decision makers and influence is also therefore remote. Start to ask if you can you gather a community of unpaid lay experts that can replace some of the work given to paid consultants.

1002 there are often services/resources set up in communities that are able to meet the needs of most in the community but are not targeted at disabled children/adults. often GCC services that are commissioned as "early help" such as Triple P are not commissioned to support disabled children and enough respruce is not put in to community provison to meet the needs of this group. we have a good early help offer developing but i do not feel confident that this includes robust support for disabled children in an equitable way.

1003 There are other considerations around services outside care that impact on care. These seem to be the subject of the next round of cuts, which is rather naive. The council's and public sector's services need to be seen as a whole, rather than in parts, so those services which go some way to supporting independent living - like good quality footways and joined up public transport for example, or ones that help to develop independence like travel training - should be protected too, and maybe enhanced. as should any service that supports independent and active living.

1004 There are several areas of potentiak difficulties. 1. Where there are inherently damaged parents then this needs to be captured, SureStart where it is available. How do we identify who is at risk prior to them having children. 2. Closer local drop-ins for those elederly and families where they find out information and gain interraction with others. transport for elderly to avoid isolation.

1005 There are still a large number of mainly older people who lack computer skills so they need to rely on telephone support for quick answers to their queries . This situation will presumably change with time, and the policy of making the council website the first point of contact should be adjusted gradually to cope with this.

1006 There could be more local and school fetes to raise more money.

1007 There has to be strict montoring of the community groups....who will check who is working with the vunerable? Will the funding of such groups be made public so the general public actually know how their money is being spent? Will these community groups be constant or as and when there are people available. In light of recent abuse of clients in care homes we should not be flippant in pushing vunerable people into communities where they are open to abuse.

1008 There is a great need for improved transport links in rural areas such as the forest. Further more localameities and care centres /hospitals etc should be better maintained and used more, not diminished or removed. Centralisation of services does not work for everyone and indeed may prevent people seeking the care to which they're entitled. I also believe that intensive support packages address problems in the short term effectiveness may well be lessened without continuing back up support.

1009 There is a stage where you cannot make any further cuts without seriously affecting people's lives. That point is rapidly approaching. Recent news indicates that the British economy has improved more than any other but still local authorities are expected to make further financial cuts which has severe impact on the services provided and the conditions under which staff work. As mentioned on the survey, services such as gritting of minor roads and pavements is expected to be carried out by the parish - parish/town councillors are asked to assist and they carry out their duties voluntarily so more and more is being asked of the volunteers in the community.

1010 There is very little detail about the differences that relying on community resources will create (hesitate to use the cliché 'postcode lottery', but it does apply): i.e. some villages may develop supportive networks, and a strong volunteering ethos where people's families live locally enough to help fill the social care gap and so on - but what about communities and/or families where people are unable or unwilling to step in? What is Plan B?

1011 There must be more consideration for those of us who do not have computers

1012 There needs to be a better infrastructure for our older and infirm OAPs Clearer guidance on the help available And there needs to be genuine (quick) help available for those cases

1013 There needs to be more care taken when commissioning services such as care agencies; cheapest does NOT give the best service and then can lead to further support for longer being required and additionally unsatisfactory customer care and satisfaction. In addition you say;" After a traumatic life event, like the onset of dementia or a stroke, people often become dependent on the council for continued long term care or support. Our plan is to invest in providing intensive packages of care that focus the recovery and enable people to get back to normal as soon as possible. "A diagnosis of dementia means that the condition is progressive therefore NOT going to get back to "normal". Some people who suffer stroke might be fortunate enough to recover but sadly many will be left with permanent care needs and others will go on to have further strokes. If this is your understanding of people who do not come under the "where we are needed most" then who does?

1014 There needs to be more/better inter agency working - There's a lot of skills in people who volunteer

1015 There ought to be more emphasis on reducing the number of people in Glos. Family planning, thinking carefully about the number of people that we have. People don't understand the increase in population implication. The trouble with human rights is that people forget their human responsibilities!

1016 There seems to be a lot of aspiration and very little detail in the way the questions are phrased.

1017 There seems to be an emphasis on getting town and parish councils to do more in their areas. Whilst most are more than willing to do what they can to improve their communities, it must be remembered that their resources (both financial and in terms of staff etc) are very limited and in many cases it will be impossible for them to take on services that are the responsibility of another authority. Also whilst they might be able to offer support and assistance in service delivery, it should always be remembered that the RESPONSIBILITY for that service remains with the County Council. Ultimately it is the Council Tax payer who will meet the cost of these services, whether they are delivered by the County or by Towns and Parishes.

1018 There will always be the need for facilities like Foxes Bridge in Cinderford which is being utilised by various groups throughout the Forest of Dean as it services a widely dispersed Rural Community.

1019 These are all leading questions which will provide a distorted result. They are clearly designed to provide support for a pre-agreed approach which is focused on minimizing Council involvement in health and welfare. We are being reduced to atomized individuals, devoid of support networks and reliant upon the private sector to which the Council is busy devolving the very services it was established to provide. This constant denigration of the very idea of public service, dressed up in neo-liberal sales jargon should be resisted by all who care about public services. This is a Trojan horse survey which will be used to support more privatization. It is a shameful exercise.

1020 These are complex issues that cannot be properly assessed in such a simplistic fashion. For example, selling Council owned property to raise revenue would appear to be a good idea - but what would be sold and for what purpose? Who else, apart from the local community would stand to benefit financially? How would the community lose out if this included playing areas and green spaces? The rhetoric of "standing on your own two feet" is laudable - but not all of us are capable of this and one can envisage a situation where the same

people, community minded and public spirited, would assume the role of careers for the rest. At the same time, to provide an "emergency" team who would swoop in and problem solve sounds fine - but we have all seen the overwhelming problems faced by over-stretched and under-funded Social Work and Healthcare teams and the consequences for the vulnerable clients that are involved. Will there be enough money available to provide a worthwhile and effective service? Many existing community projects rely upon government funding alongside voluntary efforts to provide their service and recent government cuts have resulted in many such projects ceasing to exist. The raising of funds to enable such charitable efforts to flourish is vital. How will the Council help with this? What effect is the proposed expansion of local housing provision having upon the Council's budgetary forecast? For example the proposal of the development of 2.5 thousand houses in Cirencester will inevitably bring an increased demand on Council services. Are the existing community being asked to pay for this by what appears to be a decrease in services supplied?

1021 These are just comments in response to Pete Bunguard's briefing and the information on GCC website - both were excellent, by the way. -I am in favour of selling off surplus assets or assets which are likely to be expensive to maintain provided that we look to the future and do not sell off assets that would be expensive to replace as the economy rises again. -I am in favour of really good on line services that allow me to do business with the GCC outside of business hours and from the comfort of my own home. This works for me but I would want to be reassured that phone services will not be reduced as this is currently still the preferred method of contact for many people.

1022 These questions are rather misleading. Why are you not asking people whether or not they are willing to pay more council tax? also why don't the councils do more shared working, unitary working would be better. Also get rid of the Tories!

1023 They need a salt box but now they dont so cant do it themselves. Happy to do things but as long as they are enabled.

1024 Think ideas are too simplistic. Not all have family support to call on or financially able to help others. Families have to work so can not help elderly relatives. Childcare is not easily available, lack of bringing in experts results in greater costs. Further down the line e.g software bought by experts not as an add on more long term strategy required.

1025 Thinking mainly about older venerable people, many do not have and cannot afford to access computers, they would not have the ability to learn to use one, people in their 50's and 60's, to them it is a way of life. Some younger people are making the wrong choices around drugs and alcohol leading to greater need for mental health services ongoing, teaching people more about the long term effects of the choices they are making now may help them to make the right decisions. Not providing day care or services for our most venerable people is wrong, does this mean that we are expecting carers to stay at home to care for their loved ones, this can lead to them suffering from mental health issues of their own, people should be encouraged to lead useful lives. Most older people want to be independent and maintain their dignity, as we get older we generally become less able, events happen, illness and accident occur though no fault of the person, we need to ensure that the correct services are available to support these people.

1026 This all sounds the right thing to do until your relative is the one that needs the help - this quickly destroys the carer especially if they are trying to work full time. I would be very happy to pay increased council tax so that the right care can be provided where and when needed (and quickly). Whilst my particular experience relates to another local authority area I am sure the problems we have experienced would be similar in Gloucestershire

1027 This can only be done as a short term policy, sort out the spongers - the older generation here all worked and paid taxes. Get a grip of people who have not contributed.

1028 This document is quite difficult to follow. Your public offerings will need to be clearer.

1029 This is a series of leading questions. Total baloney. Of course everyone wants the council to be efficient, who wouldn't? But the question really is about the withdrawal of collective public services. Nice aspiration that communities should pick up the slack, but the reality is that people will have to fund it themselves or go without. Furthermore, non-essential services, like youth-clubs get cut. Prices for things like swimming pools, football grounds etc rise.

1030 This is important

1031 This is not a balanced questionnaire - it is clearly designed to encourage a particular set of responses which will suit the approach the council is already determined to adopt. The example in the question about dementia is absurd. Families do the best they can in any event and asking them to do more than that is unreasonable. The 40's and 50's were not a golden age of family and community support. The reason social services developed was to take some of the huge burden of care off families who couldn't cope.

1032 This is posited on a fixed or falling income to the Council - reverse this trend by increasing Council tax to provide decent high quality services, if there is a failure to comprehend the situation by central government then lobby them and point out the vital contribution that those services make.

1033 This is really the Nanny state approach which is part of the problem. Over the years people have increasingly become accustomed to the state/council providing. What is needed is a return to "self help" but I doubt if that can happen now.

1034 This is very much an 'ideal world' scenario. All of these aims are worthy of support. However, it seems to me that even with the best will in the world, there will be vulnerable people who will be lost in the system.

1035 This may not be in your remit but I feel that elderly people should not be forced to sell their property to provide funding for their care to old peoples houses.

1036 This process of consultation is a cost -wasting whitewash so that the council can window dress the costs with "it's what your ?

1037 This questionnaire is leading in the extreme & poorly structured in relation to qualitative & particularly quantitative data. Anyone would think this is a paper exercise devoid of meaning.

1038 This questionnaire is too vague and you asking for comments without giving any details. I hope you don't use the answers from this questionnaire in any statistics - the statistics will be meaningless.

1039 This questionnaire needs to be written in plain english as it is not easy to understand what you are asking. I am not clear what 'the council' does. The questions are very leading. Was the questionnaire piloted with people on the street as it feels it has been written by bureaucrats who aren't in touch with the real world. A contact name and number would be helpful i haven't told you to be efficient and reduce costs! pictures online are stereotypical and condescending.

1040 This survey has been designed to elicit the councils desired responses. Councils might do better to explore ways of raising revenue other than from it's own citizens unless that means raising the community charge

1041 This survey is completely biased. You've put statements that noone could possibly disagree with, and none of the negative side of what you are proposing. So you will obviously come up with the answers that you want. This survey gives you no mandate whatsoever for your proposals. In fact, I am left wondering what your proposals are. I would suggest that you fully set out your proposals in an open and honest manner. Then, you undertake some meaningful consultation, so that people are fully informed to respond properly.

1042 those that require help from the council should only receive it when it is essential and there are no family members that could assist first

1043 Though helping people in there future so they need less support is a good idea. Doing this by telling people how to live their lives (such as health advise) Often makes people more angry, or that I have found in my experience. More focus should be put on creating jobs and places for young adults to go into and gain experience. Right now people don't want to bother because from those who fail school to those who have degrees we all struggle to find work. Telling someone to exercise or to live healthier because they won't need as much support isn't an intensive.

1044 Throwing money at organisations is not the whole answer as it is often spent on needless items due to lack of knowledge of those who receive the money, it is therefore wasted and nothing achieved. For instance: In the past elderly lunch clubs funding was removed, this created a lot of elderly being confined to their homes with no interaction. Giving money to these people does not help their situation if they are incapacitated and have nobody to help them find alternative activities, it is just an easy way withdrawing council money or services.

1045 Tidy areas up to bring in further investment. Areas seem not be owned by anyone so areas get neglected - Chesterton lane between houses and industrial area. One all - confusing who to go to for what and duplication of costs

1046 To a point - selling land to big corporations is bad. Provide more gym access for free. Look to continent for a good example of social structure extended family must be included.

1047 To achieve the 'handover' of care of people or local area to families and community groups, there must be strong social bonds and engagement within those groups. Glos County Council need to first help unite neighbourhoods to look after each other and be proud of where they live.

1048 To carry on at what you do so people can see for themselves. Can see that you are doing the right things.

1049 To get a balance families should help

1050 To make sure all your plans are open and transparent for all to understand

1051 To make sure and funding is spent exactly where it is needed and not continually spend money on consultations etc

1052 to make sure that these suggestions are not at the expense of the community and that our council tax is used to its best

1053 To SAVE MONEY IMMEDIATELY, you could withdraw the ridiculous parking scheme for WELLINGTON SQUARE in CHELTENHAM which none of the residents want and which you have IMPOSED on us and NOT LISTENED to our comments. This scheme will COST YOU a lot of money and will bring in NO income as the parking meters have been set to a high cost so nobody will want to use them which is RIDICULOUS. WHERE ELSE in the country are parking restrictions from 8.00 a.m. to 10.00 PM DAILY. Please help all those people who need more care and attention rather than WASTING MONEY on this parking scheme which will affect our social lives and the value of our property.

1054 To vague Don't like the trend We become reliant on invested members of council to make decisions/choices for us

1055 Together we can... Firstly, I think the statement preceding most of the questions is completely 'loaded' and leaves too much leeway against the question you then ask. Question.1: Yes, but why sell land that provides an income to the County Council, which could continue to realise an income in the long-term. Any 'sale' is a one-off increase in income, as opposed to longer-term rental potential, etc. Plus, I didn't think income from land sells could be used to prop up services - something to do with 'capital' and 'revenue'??? Also, if you're reducing the number of buildings, which results in the smaller work station areas, with less filling space, smaller desks & desk-sharing arrangements, the IT systems need beefing up massively to (a) increase speeds, (b) reduce the number of crashes, (c) increase the amount of server storage space. The IT systems seem to be crumbling and paperless/hot-desk working relies on quick & reliable IT. Also, you have to be aware that, desk-wise, "one size does not fit all" - departments who need to work with large maps and have relatively large amounts of paperwork due to the work involved are finding it harder to work efficiently, due to the lack of space. And if anyone says, "scan it" - then we can't, due to the lack of server space. Also, the available IT systems don't allow for the kind of processing ability that the having paper in front of you can bring. Re: Online services - if you're promoting online services, why did you insist that Departments absolutely decimate their webpages to the point that they were virtually useless??? Whilst I appreciate there was probably a lot of dross on it, some of which was probably also out-of-date; the criteria for slashing the pages didn't really allow for 'specialist' pages which didn't have a large public draw, but provided a great deal of information for the specialism. Now those information pages have been pulled, we get more enquiries!! And, as for the "Extra" site - what a load of tosh. To the public, it's irrelevant

whether the information they're after is on the "main" site, or demoted to the "Extra" site - all it allows for is that the "OHIO Team" can say "look at what we've done to streamline the main website" - irrespective if it causes some of us extra work, because our information wasn't deemed important enough to make the 'cut'. Finally, if you are going to promote, and push, online services, then don't disadvantage that those who don't want to/can't use online services. I understand that an "enhancement" to the purchasing of "saver" monthly bus tickets is that they are now only available via a web payment - and there are public transport users who are effectively having to pay higher prices 'on the bus' because they can't buy a pass online (whether due to a mistrust of online payments, or no web access, or no method of paying online [such as those with a poor credit score]). Question2: Whilst it's a good idea to keep people in their own home for as long as possible, I don't agree with the policy to allow service users to spend part of their benefit allowance 'as they see fit'. Surely it just loses any "bulk buy" advantage, and runs the risk that the public will spend the money inappropriately and require further assistance. In some cases, it is that "user knows best"; but that is far from the norm. Question3: It's all well & good expecting the Parish/District Councils to pick up some of our deemed 'peripheral' services; however, they are also facing budgets cuts and they've got no money either! In addition, please consider the staff morale in your planning - staff morale is rock bottom at the moment. You've cut budgets across MTC1, which has reduced staff numbers in most sections, yet the work doesn't seem to have been cut - there are a large number of staff who put in so many extra hours just to prevent backlogs from building too high. It's a "rock and a hard place" thing - there are others, like me, who work excessive hours in order to prevent high backlogs, as although it's stressful & tiring to work the extra hours, it'd be more stressful to constantly fend off the moans when we have to explain why our turnaround time for enquiries is standing at 3 weeks. We're constantly firefighting and deafening with whoever's 'shouting loudest'. There is no slack in system for annual leave/sickness or peaks in demand, or future-proofing. We'd love to update certain processes, but the development work needed (in time and resource) in order to be able to do that just can't be done, while we're fighting to cover even the basics. And, all this against the 'slap in the face' pay deal. Quite frankly, it stinks.

1056 Too many children with learning/physical disability in mainstream More investment in volunteering

1057 Too much emphasis on single parents

1058 Too much money is spent on training early years staff, a nursery is a private business, we should not be subsidising this. Turn street lights off at night. Some people have been used to receiving care & help, it is the norm for them, if we expect them to survive with the support of their communities some of them will not have the skills to do this.

1059 Too much on have and not the loudest voice/threat may get a service. Members observing need to be implemented to maintain care resources are available and so is training and rewards from these with hands on experience and/or carers qualifications. Teeth neglect of elderly and disabled will make a fighting for care, education, support "pilot" schemes are not monitored thoroughly genuine caring auditors of services need to be organized and supported. The service users can train these that offer support budgeting is a joke.

1060 Total review is all policies in GCC to ensure they are current and relevant. Make sure we take the approach that "is this right" rather than "this is always the way we have done it" and we can cut out a lot of bureaucracy and time wasting.

1061 Train social services stronger. Getting them out of the office. We need to focus a lot more on social services

1062 Transport is key, these proposals wont work without decent transport links

1063 Treat all parts of the County equally! Currently it seems that most of the resources go to the area bounded by Cheltenham/Gloucester/Cirencester/ Stroud. Outside this area is ignored, particularly the south of the County

1064 Try not to interfere too much

1065 Try to put some focus on the cause of the problems as well as the consequences and to try and resolve the problem. Somehow try to get everyone to acknowledge their role in the community and help to enable those that are less confident to recognise their value.

1066 Try to reduce costs on council by: 1. Encouraging teenagers, single mums, dysfunctional women, etc to use contraception effectively -so social services would not have to intervene so frequently. 2. Care for elderly - look at joint income of couple so as to maximize payments made for council services. 3. Ensure carers etc actually work the hours they are paid for. Higher financial control may be required here.

1067 Try to think about individual needs more. Don't put people in boxes - help must be accessible.

1068 Turn buildings into houses Re-housing people in unfriendly neighborhoods. Are we entitled to intervene on lifestyle choices? After a life trauma you need companionship and support for first few weeks, loneliness is the key problem. Problems with finances aren't communicated in a way we understand

1069 Turning off street lighting in rural locations earlier or installing sensors that only activate the lights when something is there. Cut the number of buildings used by the County council, merge services with other local authorities to save running costs.

1070 Under tough financial restraints i feel it is vital not to continue to alienate vulnerable young people, we need to revisit decision to cut these services.

1071 Unfortunately few older people living at home do not have access to the internet. Even with encouragement they do not seem able or interested to learn. Transport is a major problem too.

1072 Unhappy with the amount i currently have to pay for support services per month. I'm unable now to afford a holiday.

1073 Unitary authority approach to avoid the many layers of govt

1074 Unitary Authority Respond to web access. I have had large experience of receiving no response

1075 Until we get further funding public service will deteriorate

1076 Use local ambassadors to decide what works in each community, don't try telling people what works for them.

1077 Use micro - economics to empower communities. They are currently not empowered.

1078 Use more volunteers. Councillors should be volunteers

1079 Use system thinking to reduce avoidable contact with the council. This has the potential to save huge amounts of money.

1080 Use the buildings we have for community activities supporting those with disabilities to be more independent. Not appropriate to be intensive support to some illnesses/disability.

1081 Using a website isn't an option for many elderly, disabled and vulnerable people who either don't have a computer or easy access to one, or can't use one because of sight or physical problems. And FAQs invariably don't include the answer you need (in both the public and private sector). A calm, friendly voice on the end of the phone, someone who can get to the bottom of the problem -often not the obvious one - is essential. And even for those of us who do have a computer - well Fastershire hasn't reached us yet out in the sticks, and it's often small, rural, isolated communities which need most help. Access is important - and that includes physical access to services as well as access to knowledge.

- 1082 Using buildings eg schools when primary use is closed Community services need funding to get established
- 1083 Utilize resources to support the most in need
- 1084 Very difficult not to agree with the contents. As broad aims you can't really agree with them the issue is how will they be implemented.
- 1085 Very generic questions with limited scope to reply. The Council should prioritise spending - for example the pavements in our cul-de-sac were recently resurfaced, that only serves 15 houses. But the roads across the county are in a terrible state.
- 1086 Very much agree that people help each other. Hope that there would be more community help. Dont sell the heritage of this once beautiful city.
- 1087 viewing internal roles? and looking at whats required and whats not. cant doing loads of jobs etc and spending more in employing more people. im not sure
- 1088 Visited the Quay today have found no motorbike designated parking! Unusual for a city.
- 1089 Volunteers are key
- 1090 Volunteers should be invited into care homes and talk to people about what would have kept them at home longer.
- 1091 Waste of money on too many road signs
- 1092 We all need to tell central govt. not to cut services. The 40s & 50's whilst containing strong community, also were mired by poverty, social exclusion and vicious cycles when times were bad. The welfare state exists to support us all and promote a better society for everyone. The message needs to be passed on, and councils should speak up against cuts. Increased council tax to fill the gap, and contributions from large businesses. Supermarkets If some cuts are inevitable (Which I disagree with) then the following may help: Digitalise as much as possible Reduce expenditure on roads Reduce least cost effective and most expensive adult social care, and raise the level for eligibility Do not sell council property!! this is short ... and will not help.
- 1093 We are under funded
- 1094 We are very lucky in Gloucestershire as a whole with suitable facilities
- 1095 We can only do our best .
- 1096 We cannot answer the question of GCC ownership & sale of buildings and sites as we do not know what you have & own and what this involves for the community.
- 1097 WE DO NOT WANT TO LIVE IN A NANNY STATE. PEOPLE MUST ACCEPT RESPONSIBILITY FOR THEIR ACTIONS AND THE CONSEQUENCES. YES POINT THEM IN THE RIGHT DIRECTION BUT THEY MUST SOLVE THE PROBLEM.
- 1098 We dont believe in selling buildings or land that are currently being used by the community, eg parks, school playing fields. Kids need green space and exercise!
- 1099 We have to arm people to seek their own independence. This can only be achieved through taking a more active role to support the move forward to independence. This means: Accessing the community Support in the home Teach skills in the classroom or at home Learning in the classroom or at home Finance through funding and promoting well-being
- 1100 We have very poor people in the forest. Roads. Things for older people not stuff ... cafes not really open and wasted

1101 We know that cuts have to be made but be very careful that some people who may need it but are not in absolute crisis are left out. some people need a little help and they should still be able to get it.

1102 We must not dispose of buildings on land if it means too many job losses or future development. Access to information should not be via websites etc only many of us do not have access to computers.

1103 We need more support for adult care. Keep NHS

1104 We need much more info on how this is going to happen

1105 We need to also focus on supporting Parents after their children are removed - with the aim in not having to remove the next child born to the same parents. We have already seen the demise & low take up of CAF and the view from other Professionals that this is not "their role". Specialist services continue to fail to provide specialist help, CAMMS wont offer therapy until a child is settled in a placement - we can't find Placements until the child receives Therapy is just a small example.

1106 We need to be able to see through the web of mystery that people put around themselves to get what they want and we need to be ensuring that only people who are from this country get the help not those who come to this country and expect us to help. That has to stop whether adult or child.

1107 We need to make some cross party support on the changes. Many off sight fighting against what we are doing does not help us get the buy in from the community. we need all parties to actively support and not to become blockers

1108 We need to push for more care of the elderly within the family unit and not automatically the responsibility of the council.

1109 We need to stop building houses and focus on our green areas we are a small village (Dursley) and thats how we like it

1110 We need to talk rather than rely on social media or anonymous groups. Any community activity which involves people meeting and talking spreads by involvement to give added confidence and thus security. People feel supported by talking and meeting locally with friends, neighbours, shopkeepers, churchgoers, etc or anyone who will take time to listen

1111 We pay our taxes and community charges for a service you now say we will not get so stop squandering money on useless projects and focus on the needs for the people of Gloucestershire. Unify the councils and stop paying stupid money to the so called top people who do the same job in all councils or is it just the lower paid that get squeezed as usual. How can communities help with the ageing population when they are all out at work, because as you know if your not spending 30hrs a week actively looking for work you don't get any money. WHO WILL DO THIS.

1112 We receive a black plastic bin bag everytime our bins are collected - do we need this? How much money would be saved if this was stopped? Provide decent size bins, or the ability to buy one, then you could collect general waste every other week. Provide bins for garden waste, or the ability to buy one, save a number of trips to the amenity site per household.

1113 We should have bigger recycling box. Could be clearer about tiers and which council does what not publicised

1114 We tend to overly rely on putting information online, its a fantastic tool but it can be confusing just by the amount of information that searches will uncover. I think signposting is a major factor in making folk aware of support is available and at what level. To this end I think a single reference "document " that can have sections amended as necessary should be made accessable to all in either a paper and electronic form.

1115 We will need to make sure that those who wish to help do not feel that they do so on the basis that GCC are actually getting a service for free and that they should be doing as part of its existing service. They and others will need to be carefully managed!

1116 Website should be easy to negotiate and simple

1117 Weekly bin collections Don't put LD children back in mainstream

1118 What you have presented in this survey is far too general for anyone to really form an opinion. You provide general statements without it being clear what exactly you might change and its likely consequences.

1119 What's being proposed makes sense but the practicalities of instituting change like this is immense. There are many schemes and societies with expertise and good ideas but finding ways to bring these together in a meaningful and ultimately a useful way is difficult. As a healthcare worker I am often at a loss as to where to direct patients and carers for the most effective support for specific needs. Education of the public is expensive but essential and a central, clear place for listing, clarifying and signposting is essential.

1120 when a new idea is proposed publish an estimate of the cost and number of people served, then a yearly review of actual numbers of people served / costs [ie cost per person] including admin costs

1121 When communities or families are unable or unwilling to help there has to be support available provided by the council.

1122 When someone is in need of help actually give them it rather than putting them through tons of appointments when things are getting worse! Also find the real problem! Need to stop only fixing the obvious problems on top. Trust me, lots of bad personal experience. Thankyou!

1123 When using intensive packages to help people recover my worry is those who only need a little help will slip through the net, quick fix is not always right ,most of the time this should work but some people /conditions will not respond to this approach

1124 Where ever possible the same carer should be used when implementing the package, in order to build up a trusting relationship. It must be remembered tht despite learning everybody works differently and is not always able to empathise with an individual.

1125 Where property and land are considered for selling off, look at the option of renting these on a long term basis instead. This can provide ongoing income which can be increased with inflation without reducing the capital net worth of the council. Also, be very careful who some properties are sold to. If buildings are sold to institutions as an investment, their rents on subsequent letting to businesses is one thing that is preventing investment in the City, because local businesses find it difficult to afford the high rents in prime High Street locations especially. Consider selling conditional on new owners showing a responsibility to keep rents low for businesses, especially startups.

1126 Where schools are on the same site they should be merged and the land sold for development

1127 Where we live in St Briavels it is very important to be able to get A) Meds B) see a doctor. We have no regular bus services and if you do not drive you are cut off.

1128 While further information is obviously needed to make an informed decision on the last question, i believe it would be important to stop services for local people to take over only when this is offered or readily agreed, rather than cutting something with the expectation that someone will take over.

1129 While i agree that you have to scace back services in the current economic climate this cannot be an excuse to ignore the vulnerable via the implementation of the society style blue sky thinking.you, you have to priorities but need to be inclusive. Facilitating people to be independent is vital but not everyone can be so empowered.

1130 While I agree with all the proposals set out in the questions, little information is provided about oversight of the community and voluntary groups that might step forward to take on services. If the council can only provide support for the most vulnerable of cases, what about the large majority who will no longer be able to count on that support? Can the council ensure that their measures will not lead to a significant drop in quality of care and services for all but the most vulnerable?

1131 While I believe that what GCC is proposing is important, I also believe that most people really only care that their bin gets emptied on time or that potholes in the road outside their house are repaired. Given this, I think the biggest challenge will be communicating these proposals to people in such a way as to make them palatable. Undoubtedly, the valuable social benefits are only really appreciated when you come to need them and the rest of the time are seen as something we all fund for other people with little benefit ourselves. This is human nature and surely one of the greatest challenges facing a civilised society. I think there may be some value in considering the approach that social service charities like Home Farm Trust, Age UK, Shelter or The National Autistic Society use in talking to their donors as their 'business model' is not entirely dissimilar to that of a county council.

1132 While it is hard to disagree completely with most of the comments made, what your proposals amount to is the withdrawal of help from some of the people who need it. Communities 50 years ago were different to those now. Most women did not work, so were a source of local help. Not true now. Many people worked close to home, so were a source of local help. Not so much the case nowadays. Just as the services have to take account of the money available, so they have to take account of the alternatives available. Carer and helpers need to be able to have a life too.

1133 While voluntary, community effort should make a valuable contribution to social well being, this is not necessarily a means of making public savings. Initially it may even cost more as you work to build good quality capacity.

1134 Whilst agreeing with some of the proposals in principle I am concerned as to how individuals will be identified to be given the support they need. Will this be based on customer needs or organisational financial constraints.

1135 Whilst I agree that the community has a responsibility to look after and support others, some individuals also need to take responsibility for themselves and be encouraged to become independent and contributing members of society - a sustainable approach - not sure how this is achieved though!

1136 Whilst I agree that there is much to be said for the provision of vital or specialist services it cannot be presumed that those services can be provided within communities and possibly by volunteers. Gritting roads and pavements is not to be compared with the provision of specialist services for children or vulnerable adults. I also have some concerns about the sale of land or buildings as a means of realising some cash. This is such a short term strategy as when buildings or land is sold, there is no getting it back.

1137 Whilst I think the proposals to develop and maintain people's independence by using community resources are good, there needs to be more consistent good quality care and support available at an affordable price. Signposting to voluntary sector resources is an excellent idea but many people require low level long term support and a lot of voluntary organisations would find it difficult to provide this type of help. The proposal to use online services as much as possible is a good idea but it does not cater for those people who do not have online access, or do not want to use online services as they prefer to speak to someone by telephone or face to face.

1138 whilst in theory the proposals are digestible, there is no time frames given to achieve them within or indeed targets to use as benchmarks. Changing ethos and cultures is not going to happen overnight so there needs to be more detail on the proposals before anyone could make an informed or educated comment.

1139 Whilst it can be good to step back to enable the community to take over, it is important to ensure the community is at a level to take this responsibility. As this skill is already stated to be lost, time and work is needed to ensure it is capable of such work.

1140 Whilst it makes sense to sell surplus accommodation, and the heritage of Gloucestershire needs to be taken into account as well.

1141 Whilst keeping people in their own homes is laudible there needs to be a bigger debate with Government and employers as the role of the family carer has disappeared due to changes in society with people reliant on working which is now a requirement rather than a nice to do. The current funding and services are not capable of supporting that at present in my own personal experience it is not getting any better.

1142 Whilst keeping running costs low is important, council owned properties is important for the community. Selling off too many private companies will mean the local people may lose out.

1143 Whilst the aim to target the reduced funding at those most needy is laudable, achieving it is something else. A key issue is whether this prioritisation is perceived as fair and just. The belief that you can reverse the trend away from individual isolationism and turn it back towards a more civic community focus is a little naive when western societies have been moving this way increasingly over the last fifty years. Also the structure of your survey is very ambiguous - whilst I partly agree with nearly all the stated aims I do not agree that many can be deployed successfully. I'm afraid that all this will be seen as is part of the ongoing cost-cutting exercise where government devolve all responsibility for social care in the UK.

1144 Whilst the general approach seems right, the devil is always in the detail. What prevents me from ticking the the "strongly agree" boxes is concern about the extent of flexibility in the pursuit of the preferred approach. There will be many cases where individuals who are arguably not in the most needful category nevertheless have a justifiable expectation and need for council-provided support.

1145 Why no mention of libraries in your Birth to death slide show? Libraries play a big role in young families lives and are a lifeline for the older generation.

1146 why not rent out empty premises to companies, "2 rivers could manage this?"

1147 Widespread education on what the individual can do to help the community is needed. Without this, people (of all ages) may be reluctant to help others because they are unsure of what they are capable of doing, and to what extent their help is needed. eg. community events with informative talks on community aid.

1148 Winchcombe needs a better bus service. Lots of building houses: New supermarket New doctors New school No buses after 6pm

1149 With declining resources, government both local and central should confront the need to do less: but what it does it should do better. (see comment overleaf- "This is a waste of time -multi-culturalism is a busted flash"! It should not nanny us with expectations to keep fit etc, but ensure that playing fields are not redeveloped and do what it can to enable physical activity to play a longer part in school

1150 With gritting of roads, why not issue snow ploughs to local farmers who are then responsible for allocated roads.

1151 With regard to Q3- Before relying on town councils you need to have the full facts that they can cope with staffing and budget levels. Stonehouse town councils where i live have been tasked with many items regarding flood defenses following zoom. They are neither able or willing to support residents as we recently discovered during recent heavy rain. Local town councils need to be made aware of their responsibilities.

1152 With regard to selling properties, long term effects must be considered. It is not that long ago that school playing fields were sold for building now we have unfit children!! In 2 There is a danger that community support could become a postcode lottery without constant monitoring,

1153 With the increasing use of the internet you are excluding many people, mainly older, from the advice. Not everyone has families who can access this for them. In the 40's and 50's many women were at home enabling them to provide more support to families. This is often not the case now resulting in increased expectation, usually on women to help their parents.

1154 With the very serious economic problems this country is facing both now and in the future, it is inevitable that large savings need to be made in all services provided by Gloucestershire County Council. These savings are not going to be popular but the money is simply not there to carry on as we have been doing.

1155 Wonder how some people, especially the very elderly will want to use online technology. Also some people may not be able to afford a computer and the cost of connections, but a library may not always be available or people do not have the skills required. Some services will always have to be provided by the state. Concerned how such people are treated by public organisations and seen by other people. Concerned that it appears some people whose lives are disorganised and need help, often ignore any help and the family may suffer. Intervention maybe needed, but they prevented. Problems may have been noted by teachers, etc but the family prevents access to those who could give help. Recent case I think it was in Stroud, where children were terribly neglected, yet parents prevented access by social services. Some services such as libraries and youth services have been cut, yet these services can provide social life support to people, as well as providing computer access. People need indirect support as well as direct. I agree that buildings can be used for more than one purpose, but if staff are expected to perform additional activities they need training and additional financial reward. Concerned that if the voluntary sector take up more support, that they may not have the range of skills necessary. Also they may not be rewarding their people who provide the services at a proper rate. Where individual volunteers are used they may find it difficult to make the regular commitment required. Concerned that the level of support provided may not be of the same professional level as that by paid staff, employed on proper contracts.

1156 Work more closely with district councils to avoid duplication and to provide a more joined up customer service. Don't forget that council still has obligations to support all residents for some universal type of services and if this is done properly then it will have a knock on effect of helping people help themselves.

1157 Work more closely with district councils.

1158 Work more in support groups rather than individual needs

1159 Work to improve services for children and young people suffering with mental health illnesses. The current, nationwide provision is really inadequate.

1160 Work with health services to ensure that people who go into hospital are encouraged to keep active as far as possible so they do not lose mobility and then need more help when they come home.

1161 Work with local communities to provide a local champion/s offering facilities at minimal costs in transport for shopping, community groups, handyman work, prescriptions/doctors especially in relation to the rural communities elderly, disabled, sick. This could be part of a small business rural enterprise scheme.

1162 Working together - people with dementia. Families need to do more

1163 worried about rural isolation, cuts to essential services and the centralisation of everything. Also worried that there will be cuts to bus services

1164 worried about those who just miss out on what's offered to social services "identified" people

1165 Would like guest speakers to visit our biz breakfast club and talk about community hubs etc. Email bobturnerebwclub.net

1166 Would not want care homes to be closed because people were kept at home. Families aren't always living nearby

1167 Yes

1168 Yes, saving money is likely to be forced on the Council. But simply privatising and shuffling off dependent citizens to inadequate "support from the community" (as happened to mental health 20-odd years ago) is no real solution. So these initiatives will need not to be inadequate. That means funding them initially and (this is my essential point) piloting them very carefully. Without piloting any new initiative brought in wholesale will almost certainly fail.

1169 You always appear to have money for your own salaries as Councillors. How do we the public know exactly what you own, where it is? As Councillors you could have any. Do have your own agenda. We need to know your not lining your own pockets. You are not producing quality care as it is - so stop blowing your own trumpet. Too many of the wrong staff in the wrong job. Tick boxes instead of people who actually achieve in the job - big difference. I do not trust you as a council. The Council leader himself does not even bother to answer serious financial complaints. I am personally ashamed of him. You have treated staff appalling - while always looking after number one. You are cretins when it comes to inspecting work carried out for you especially road surfaces that are cocked up left right and centre. You hire the cheapest quote instead of a firm that will actually do the job and do it well.

1170 You are assuming that communities and families have the capacity and desire to do more. How will communities be funded to do this work? This is a very risky strategy, that makes a lot of assumptions without any firm evidence that this will work in areas concerning support for vulnerable people. You will end up with disjointed services, a postcode lottery of care, families struggling to cope and vulnerable people falling through the gaps.

1171 You are doing quite well already

1172 You are going to have to go a lot further than you currently do to enable people to stay in their own homes. My father was offered a few hours a day and when it was pointed out that his needs were constant, instead of enabling my mother to better look after him, she was advised by your Adult Social Services department that my father had better find a care home then

1173 You are looking to communities to provide the support to individuals that Local Authorities should be providing to everyone.

1174 You are placing too much emphasis on this mythical "community" to fill in gaps of individual care. What happens after all the assets have been sold! Not everyone particularly the elderly have access to online channels

1175 You are spot on. We need to get back to a situation in which people realise that the first line of support comes from the person who first notices the need. Council and other professional services are not free, we all pay for them, but often a little common sense help is all that's needed. The problems we need to overcome are over-dependence on the welfare state and the easy cop-out of 'don't get involved because you might get blamed for something hideous'.

1176 YOU ARE THINKING IN THE RIGHT DIRECTION

1177 You cannot assume that all people can access online info. I am often in the library + a lot of people come in for assistance with online services. There will be many more who do not (or cannot) use the library in this way. It is unsafe to assume that volunteer community care will always be available. With the retirement age being put further + further back, there will be fewer people to volunteer.

1178 You cannot disagree with most of the statements made as the questions are asked so you have to give the yes answer! Stop employing consultants (and then taking them on permanent staff)! On huge contracts to deliver nothing but sound bites and management speak - how much money have the council wasted on these people who only care about a dollar and not the people we owe our livings too i.e. the public. If we are going to be a profit making business then councillors need to say that instead of wrapping into 'we really care about society' when by making it harder for the most vulnerable to contact real people. It's one way to save money if no one can contact us anymore because they are in an automated systems that signpost away. big society marvellous idea but in today's financial climate how is it possible to go back 50 years? both parents have to work, how are they realistically

going to look after their elderly relatives too - guilt alone is not enough - tell us exactly what you intend to do in order to achieve this utopia of caring for someone, having a family and owning your property too so that can be your insurance policy for when you need care. not everyone lives in the Cotswolds to retire there are many that truly struggle to get by may be worth remembering that from time to time.

1179 You cannot expect everyone to access information online - some people do not have that facility, are scared of the technology or just like the old fashioned talk to someone role. Also a lot of what you are proposing appears to be putting the pressure on the families etc to deal with things themselves, this is not always possible. I appreciate where you are coming from regards the money situation but with the council tax increasing ever year, more and more job cuts within govt sectors something has to change

1180 You cannot leave charities to pick up specialist needs. A fully funded support service is essential to prevent serious difficulties arising.

1181 You can't choose between and old person and a disabled young person

1182 You can't just offload everything. At the end of the day there is a reason why councils are in place and as long as people are being made to pay taxes then they have a right to expect a certain aspects of modern day society. All the problems i have seen in the council have originated from a dangerous disparity between the people making the decisions and the people who do the work on the ground (the real experts)

1183 You could build a footpath a cycle track along the A48 and give us a speed limit so that we can be safer, more independent, fitter and healthier here on Oakdale.
www.oakdalelinks.org.uk

1184 You could challenge central government on the need to make these damaging and un-necessary cuts to services.

1185 You could get the community involved more by holding meeting with local community groups

1186 YOU COULD START BY TAKING A LONG HARD LOOK AT THE MANAGEMENT OF YOUR HIGHWAYS DEPARTMENT. I HAVE LIVED IN GLOUCESTERSHIRE FOR 20 YEARS AND I AM EXPERIENCED IN INFRASTRUCTURE PLANNING I BELIEVE THAT THE MANAGEMENT OF GLOUCESTERSHIRE HIGHWAYS DEMONSTRATES ELEMENTS OF INCOMPETENCE WHICH IS CAUSING EXTENSIVE ECONOMIC COSTS IN THE COUNTY.

1187 You have cut the budget by 40% this year for voluntary and community action. How can this sector be expected to do more with less money,

1188 You have not outlined your proposals to meet the financial challenges. You have intimated, in very vague terms, that you are going to withdraw support from some groups of people to give to others. There is no explanation, even in outline, of who these people are, how they will be identified or how other support will be provided.

1189 You have proposed precisely nothing; just given some vague notions/platitudes. You are asking people to agree or disagree with no exact policy or strategies nor precise actions. I find the idea that we should be using technology to take care of people with dementia rather ironic, given that technology i.e. wifi; mobile phone use; electro-magnetic radiation is probably one causal factor of dementia. Huge sums of tax payers money is being poured into high tech/high growth projects, with some research suggesting the elderly are 'monitored' 24 hrs. a day: checking fluid intake (no. of times kettle is boiled), room temperature, carbon dioxide levels etc. Do we really want our elderly isolated and monitored like plants in a greenhouse? Is this where the GCC Leader sees our future? We need real debate not some trivial 'survey' like this so the County can justify cutting services to the most vulnerable. Do you really think you can order a COMMUNITY to develop. I've seen less community spirit in Gloucestershire than I ever experienced in London. The only place I've seen it here is when I was a child, in the small village I grew up in, (and it still exists in that village today). Leaving care monitoring to the 'community' means many will receive no care at all. None of this would be needed if we have a democratic system with politicians serving the voters, rather than simply do what they are told by big global companies. Billions of pounds of tax payers money is wasted weekly, thrown away on vanity projects; the EU; PFIs etc. No one is ever brought to account, and no one speaks the truth. The race to the bottom is NOT inevitable,

only if we continue to allow economic illiterates to lead in the Commons, and on the world stage. I would suggest reading: EM Forster: THE DAY THE MACHINE STOPPED; Aldous Huxley: BRAVE NEW WORLD; Adam Smith, (who suggested free markets only worked with partners with a shared philosophy i.e. if you give your secrets/blueprints to those with no respect for intellectual property rights then you are a fool!!)

1190 you have put forward generalised statements that are impossible to agree or disagree to as it is unclear what you intend to actually do. I want to see an affordable bus service for Cam and Dursley so people can get to work or college and have a social life. I want a sustainable economy in Cam and Dursley. That means the generation of local jobs and services. Vocational Training and Education for young people and others that is based in Cam and Dursley.

1191 You just seem to be finding ways to shunt off your responsibilities and dressing it up as helping people stand on their own two feet. I find your attitude repugnant.

1192 You must control the population. Gross national product and Gross-national-product-per-capita are two very different concepts. Each additional person born in or moving into the county represents additional pressure on housing, jobs, education, health, social support, roads, the environment, climate change targets, - you name it, the problem is exacerbated. What we need is not more people but more competent people. The county motto should be "Quality, not quantity". The main hope for that is education. Unfortunately, we have moved backwards on that front. For example, we need colleges with workshops for engineering apprentices, laboratories for chemical engineering, biological, genetic, or other technical training. One would expect to see colleges making maximum use of their space. An unfortunate backward step has been taken by the proposed move of the Forest of Dean college, with a reduction in size from 12,000 to 7,000 square metres, taking it from a main cross-Forest road with substantial car parking, the likely loss of arts and sporting facilities - merely to provide more housing. On all the available statistics, such additional housing is not needed for local residents. Their numbers are likely to reduce naturally by 5,000 over the next 25 years. The proposed additional housing will add 14,400 people for a net increase over natural change of over 19,000 people or about 25%. The only justification for that which I can see is to provide dormitory housing for Birmingham and perhaps Bristol. The suggested middle bridge would support such a Doomsday scenario. The council and districts within its area should give up their housing-led policy and instead adopt an employment-led one. In particular, that would involve encouraging modern knowledge-intensive industries to move to our area. The DEFRA Rural Economics Research Unit has already said that the greatest asset that many rural areas have is the quality of their environment. Note that is not simply "an asset" or "a great asset", but "the greatest". Their regression analysis placed it above low business rates or a stable labour force. To attract such firms we need: 1 a policy to do so 2 at least one member, preferably more members, of staff whose job would be to trawl local universities looking for prospects 3 a policy to reject any schemes which would harm the environment and drive away the very employers that we wish to attract. The Cinderford Northern Arc proposal is a typically scandalous example of how to make matters worse. Build on our strengths. Do not try to make us a bland, boring, urban area.

1193 You need to ask central government for more money. As my generation is the inheritor of Margaret Thatcher's "there's no such thing as society" mindset how can the stripping away of support for the most vulnerable in our communities now be propped up by the "active community" that you believe to be alive and kicking out there? Frankly people are too busy trying to make ends meet to have the necessary resources, time or money to become amateur social workers and unpaid carehomes.

1194 You need to be very realistic in sustaining the ideas you are suggesting - care for people @ home - needs to be maintained @ the needed level this shouldn't slide. The poorest and most needy often don't have access @ home to computers, iPhones, iPads etc. All this emphasis on 'online' information is gradually ... into an issue of people 'rights'

1195 You need to encourage people to help themselves and to help their neighbors. Most of the highly independent elderly people who I know live by themselves and have no interest in websites or social media. They are very unlikely to change their minds and need human contact.

1196 You need to ensure that the support is there before stepping back or these proposals will not work and vulnerable people will suffer. The culture today is very different from the past where families stayed together. Now people expect to move for work leaving elderly family members alone.

1197 You need to focus more on the infrastructure, because without improving that the costs of social needs logistics will escalate

1198 You need to give people options - must be case by case basis.

1199 You need to take control. There appears to be little follow up after an event to make sure that changes reappears and improvements are working and no individual education for people to help improve themselves. We seem to give lots but not expect people to pay back. Look at some of the social housing - who is following through on people's gardens and the litter and rubbish they leave in their gardens? Some of the people take great care of their social housing properties and they must despair of some of their neighbours.

1200 You say invest in providing packages to enable recovery and people to get back to normal, this is said as if it's just an easy process, they will get better, so you can be ticked off the list and move onto the next. A lot of these people never get better - fact. It just seems that any cuts in money always results in the less fortunate being at risk.

1201 You say you have buildings and land you can sell off. Why do you not turn some of those buildings into community centres where various factions can hire eg, a room. Once the building is sold, one lump sum raised and you have lost wealth. By keeping the building/s you still have the current value plus income. Ok so some of the income can be for a maintenance fund, so what !! There is not enough facilities for the community whether young or old. Land - why not develop for skateboard park for example. Need somewhere for kids to hang out, this is one place. Even if you sell one building, that money can fund another project for the community. Develop a park and install outside gym equipment, these can be used by young and the elderly. This type of idea has been rolled out in other areas. We are going to install few pieces of equipment on our playing area. .

1202 You should guarantee that there is sufficient access to public Internet linked pc s for all those who cannot afford their own. Health, jobs, money management and housing all depend on this now.

1203 You should not assume that where communities step forward that they do not need some kind of help and support to do so. There has to be a cost somewhere. You would save money in the long run by investing in the VCS in Gloucestershire to enable support for people prepared to volunteer in their communities. Governments for too long have provided too much for individuals and communities and now when there is less money you expect people to step up and take over. People are no longer used to doing things for themselves. Also people do not know their neighbours as they used to because people do not work and socialise within their neighbourhoods any more. It's a great idea to have communities doing things for themselves, but they will need help to get there.

1204 You won't achieve efficiency by making cuts Needs investment

1205 Young people leave school/ college and then drop off the 'edge' if they are from families ill equipped to support/encourage them. They need to be identified earlier, in secondary school and supported to thrive despite their families. In Cirencester there are generations of poor, uneducated people. This is wrong

1206 Your emphasis seems to be on self-sufficiency within communities. Largely you appear to be responding to unavoidable financial pressures. Central government is cutting your funding because of the state of the UK public sector finance, so you can't maintain services. You have to prioritise what you're going to provide - and this is easier if you can persuade other organisations and individuals to take over tasks you currently undertake. While this process is inevitable, the danger is that important areas of support you currently provide will become neglected, with disastrous consequences for parts of society. But you can only do your best. You are probably on the right track.

1207 Your ideas are perfectly reasonable. Parish and Town Councils need to be encouraged to step up to the plate and take some responsibility, eg, to set up befriending schemes so that local people check up on their neighbours. It is of concern that elderly people in very rural communities sometimes expect services to be provided to them at great cost. If older people choose to stay in rather remote locations they should be charged more for services, to reflect the cost of provision. Realistically, there may have to be increases in Council Tax,

and it's time central government recognised this. Freezing Council Tax at a time when there is increased demand for very expensive services is clearly going to result in a shortfall. There needs to be a proper debate about this.

1208 Your organisation and people need to be more efficient and increase their performance. Become more like a commercial company. Reaction times need to be improved and buck passing, eliminated. You need to be more flexible in your approach especially co-operating with the lower tiers of local government. However when dealing with Parish councils remember that these are unpaid "volunteers" and therefore do not have the time that full time employees have.

1209 your plans seem to assume that communities / local parish councils are well organised, have resource, and will step up. I don't think this can be assumed

1210 Your plans seem to rely on people and communities 'where help is needed'. However, who decides whether help is needed? Often the council rely on other services before they step in when often a joint service is needed. the council is quick to sell its assets for a 'quick fix'. Thought should be given to the long term, especially housing.

1211 Your proposals are a "no brainer" in the way that you've described them. What you have failed to say is how much of this is affordable. You started off by highlighting the difficult financial challenges ahead and then go on to paint an almost utopian scenario. There's nothing wrong with your aims and objectives but I would like to be able to comment much more on the detail of how you intend to deliver, in order to give me the confidence that it's actually doable. Sorry but I'm still somewhat sceptical.

1212 your proposals in the survey do not give enough in depth information to make proper comments . If there are written proposals publish these in the media and in surveys such as this for comment

1213 Your proposals seem to be the best way forward.

1214 Your proposals will only work if local communities have the skills and resources to undertake the additional roles you want to hand to them. You must be prepared to provide the necessary training and support to communities. You need to educate and convince local people that they have a responsibility to look after each other, everyone must be involved to ensure equality.

1215 You're doing a good job

1216 You're on the right lines

Verbatim Comments

Question:

Please use the text box below to tell us your ideas for how people can play a positive role within their communities.

- 1 "Can't complain about social services.we get lots of help for our parents.
- 2 "Consumer friendly"Older citizens, esp., do not have access to computers Maybe a column in local newspaoer (daily or weekly) giving infomration or in Post Offices or Supermarkets. Make information more accessible. People I have asked dont think Council cares about their concerns, Advert that it is their council wanting to listen to them!!
- 3 "Local people know what services work for them". A freudian slip perchance? Think about it.
- 4 "People should only get so much free then pay for extras. It would make the money go further.
- 5 * Do GCC 'DO' Systems Thinking and do they encourage the public to contribute to ideas which could bring about greater efficiencies and savings?
- 6 *Bus passes are essential for elderly people so keep these.
- 7 *Comment card at libraries - complaints etc *Support for health, e.g. free weight watchers membership. *Sign up to email to receive meal plans guidance. *Look at what Evergreens are doing to make people look after families - what are we doing.
- 8 *Fill in all potholes in an area, rather than just maiking and fixing one on a patch of road. *Empower workers to do all work in one go, rather than having to have its own work schedule. *Utilise churches more. *Strings attached - restrictions such as CRIS that puts people off *Using a building for storage for products that have no immediate take up, e.g. fridges etc then families will have access when they need it. *Get voluntary sector meeting at offices, multi agency meetings as can offer up fridges, vans, skips etc.
- 9 *Physical community buildings to have a drop-in and get advice if they dont have internet access/phones tec. *Green London/ Gloucester - make spaces more approachable, People gain good friends learn to paint etc. Also tidies up the city. *More volunteers.
- 10 1 - Know there needs 2 - Seek information 3 - Ask appropriate people 4 - Be independent as much as possible
- 11 1. ?Reduce dependence on centralized services by supporting local groups to help their own community. 2. Continue with the multifunction use of buildings and youth clubs/ services from schools introduce use of buildings vacant for 50% of the week
- 12 1. As above and if individuals took full responsibility for their health and were given better education as to how to maintain if the N.H.S would be able to cope as it is it will probably shortly collapse under the problems that poor diet/obesity/ will bring. 2. Free/distributed magazines/newsletters (such as Nailsworth news) helps people know activities etc. guided walks and similar are profoundly good ideas for fitness - social contact

13 1. I have been very impressed by the dancing on prescription weekly services provided in Cm bt Stroud D.C. This is aimed at helping people with health issues exercise within their capabilities. Absolutely invaluable - must continue such emphasis on enabling. 2. art lift, referred by GPs, is similar from both their activities friendship and support courses. 3. Positive caring courses for carers - marvelous. All the above must meet REAL needs and do not build dependencies. They help people help themselves.

14 1. Invest in sheltered housing where people live in their own flats with wider assistance 2. Liaise with medical staff to ensure that pointless (and expensive) are not prolonged. Sounds over cynical but has to be done.

15 1. Monitoring for young people. 2. Role models for cultural/social economic areas to come forward. 3. Identify skills needed..

16 1. Start them young. Teach children about HEALTHY living and also about HELPFUL living. 2. Get them when they're older - encourage the active newly-retired. Use libraries and - yes- council -linked websites to list "volunteers wanted" positions. Contact people through clubs and societies like British Legion, Probus, WI as well as churches and existing community groups. 3. Where there isn't easy access look at ways to provide it like Dial-a-Ride or local volunteer drivers. (Linton, near Ross, has LEAP -Linton Emergency Action Plan- whereby if you need transport to the doctor, post office, etc, you ring one of two co-ordinators who will put you in touch with a driver). 4. "I've been there too" - sometimes just talking to someone who has experienced the same problems (stroke, bereavement, cancer or other illness) can help - co-ordinate through interest groups via hospital or GP. A simple leaflet with a phone no could be the first step.

17 1. There are many charitable organisations within Gloucestershire which provide help and advice just like families and neighbourhoods used to do. However, they are not coordinated and not well publicised. A page on the council website listing all charities and what they do would provide a 'one-stop shop' for people in need of help. 2. Liaise with the probation service to make use of resources carrying out community payback service and make sure their time is used effectively in a way which benefits the council and the individual. 3. Educate the next generation by visiting schools etc to highlight what the council does and the difficulties it faces doing it. Hopefully this will help foster more community spirit and reliance in the council.

18 20 ladies local to show to do care work/shopping/taking people out. An hr in the morning an hr in the afternoon. Show good neighbours scheme paid for this role

19 21st Century UK is renowned for people so busy working, taking children to schools for breakfast at 8am and fetching them after school clubs that no one has time to help anyone else. The pace of life is such that no one is remotely interested in their next door neighbour, or has the energy to care, after being flat out working all day, and ploughing through traffic each morning and night. It all sounds good on paper and gets Brownie points, but where is the reality? Just put money in to what is needed, and forget the 'do gooders.' Doctors bowing under pressure, people not able to get appointments etc. We know what services are there, but do they work? More immigrants, less hospital places, schools, doctors, houses. Infrastructure is folding and what can you do except put money into it. It's painfully obvious where it's needed!!!

20 4. "Nature is sometimes taken for granted and undervalued. But people cannot flourish without the benefits and services our natural environment provides" Cameron's white paper on the environment. 5 "Conservative governments have always sought to protect and enhance the natural environment" - Mr Gove. 6 "We don't want to leave and increasingly dysfunctional world for our grandchildren. And i don't want to be confronted by my future grandchild saying "why didn't you do something?" Prince Charles, 10th March 2013

21 A Community lottery

22 A family member of mine has really benefitted from the services like turning point and alcohol help. I would encourage further help.

23 A good example of a council working together with their managers services for is the Housing dept of Stroud District Council. This involves regular face-to-face meetings which over the last few years has created the mutual trust necessary for voluntary work to flourish.

- 24 A local bus service to places like Lydney, Chepstow, Monmouth. Daily for people who work at St Briavels and i mean to get people to and from work (daily)
- 25 A lot of older people cannot afford computers so you should make sure they can voice there opinions in paper.
- 26 A minority of people volunteer and they do a lot. Many do nothing. I'd like to see some financial recognition of those who volunteer in their community e.g. a free brown bin if you support others in the community.
- 27 A minority of people volunteer and they do a lot. Many do nothing. I'd like to see some financial recognition of those who volunteer in their community e.g. a free brown bin if you support others in the community.
- 28 A more indisice strategy for business serving community.
- 29 A one stop shop for advice on all aspects of local health and social support would make sense. At the present time it is extremely difficult to find yourself being passed from one department to another, repeating the same story over & over and receiving conflicting information. It should be remembered that people are seeking advice often at times of great personal distress a reliable and sympathetic attitude would be appreciated.
- 30 A specific problem i have: my son is autistic but doesn't get higher level mobility DLA. I dont want more money for him, but i want a blue badge as he is totally unsafe in car parks and this limits his access to experiences. I'd like a bit of flexibility in provision so he could have a blue badgeat least in the short term.
- 31 Above all, all services link together disabled or learning difficulties should be priority NOT ignored! Esp primary level those that cannot afford private take it out of primary- St Marks prime example. ABL- set up anti bullying league. Stamping more less gov action some for drugs and alcohol services. People need too get paid for what they do in an action or momentary. Government cannot depend on voluntary work or volunteer special needs doing hard labor for nothing in return. People what they are worth and depend on charitable organisations because of poor budgeting for show factor it is an obvious disgrace, special needs adults are being used alongside the retired or kind volunteers. Rosary and St roses link up - able bodied youngsters need to be proud of working together and achieving together.
- 32 Adult SEN have staff excellent Must feelgood
- 33 Adults in local shops
- 34 Advertise community involvement more.
- 35 Advertise more at local level to offer what's going on. Signposting needs to be better.
- 36 Advertise services. Look out for individuals that need help and direct them to the right service.
- 37 Advertising on radio for volunteers to come forward and give ideas.
- 38 Advocacy of the infrastructure and services - provided they are there, reliable and working
- 39 Again, making people aware of what services are available to them, and giving them the support when to join in
- 40 Allow council tax or service discounts for those that help in their community.

- 41 Allow staff paid time off to volunteer in their community up to one day per month. Staff are an important asset and they can contribute a lot to the community.
- 42 already doing it
- 43 Also look at single parents who can't and won't get out of bed to get their children to school and are given free bus passes or taxis to school so they go to work with these families. I won't fill in the questionnaire as the last time I did we lost a lot of our services and our good day centre.
- 44 Also look at single parents who can't and won't get out of bed to get their children to school and are given free bus passes or taxis to school so they go to work with these families. I won't fill in the questionnaire as the last time I did we lost a lot of our services and our good day centre
- 45 An explanation of the community resilience programme.
- 46 An organisation which helps people do risk assessment and take bureaucracy away. Provides basic training. Basic safeguarding help. Basic safety, eg. helping heroes - remove fear of litigation.
- 47 Anyone on benefits should help the local community - litter picking, graffiti cleaning and be encouraged (more 'forcefully' where possible) to enter the workforce. Benefits should be dependent on 'community service'.
- 48 Are you looking at reducing working hours to free up more time for people to help others? What about encouraging the unemployed to volunteer more? Some people get more on benefits than they would if they worked - how are you addressing this?
- 49 Arrange self help litter picking regularly, especially parks and play areas. Get people to tend gardens/ grass outside their homes, instead of council having to mow grass. Incentive for social housing tenants to have reduced rent or council tax if home and gardens are kept up together. Empty or waste land owned by the council encourage local people to use as allotments or tidy up i.e. roundabouts, some large verges etc. Try to encourage shops and other businesses to keep the outside of their premises clean and tidy, and possibly have empty shops let by reducing their business rates.
- 50 As above really.
- 51 As above, local groups should be proud of their community and neighbourhood; this will come from people taking responsibility themselves for care of an area and each other. (Neighbourhood Watch, Social events, Gutter tidying, tending gardens, litter picking...) GCC should arrange events to initiate the above.
- 52 As above. However not every elderly or person with a disability has family nearby. People & access to services is needed in localities where individual need can be met with the necessary understanding about issues such as lack of transport, etc can impact.
- 53 As many people are now working longer, there are less people around in the day to be involved in their communities. It would be worth setting up volunteer engagement as there are people who could work together but feel they do not have a lot to offer, maybe use local leisure centre or library anywhere where a large number of people gather and can access
- 54 As one gets older, I feel the transport in the area lets the district down
- 55 As someone who does not have children, there is such focus on families. Get people back into work. Stop building houses where there is no work. Developments need to be low level communities

- 56 As the population is aging it would be better if the council provide and run care homes, i believe people as the local council is seen as more trustworthy than a private provider.
- 57 As you have already stated by standing on their own feet and not let others do things for them. Independence is a great word but greater use should be made of it. What's the alternative, become a Nanny State and what right minded person wants that sort of life?
- 58 Asian-use older /retired peoples experience in life/work in school in the form of talks/discussion topics. I believe one may set a better reation than perhaps existing teaching staff. You must begin with the youngsters - its the only way to improve things/people.
- 59 At each presentation I feel it is important that to have full impact on how this is working currently and how we can improve this further in the future a physical example is needed. I.e a person with learning disabilities who already has found employment and how it has impacted on their life. A person with a physical disability who has had telecare or OT input that has enabled them to stay in their own home.
- 60 At no stage should the council rely on voluntary help. Care in the community is all very well but what safeguards would be in place. this to me just seems to be passing the buck.
- 61 Back into adult education Workers into community Building capacity
- 62 Ban cars and encourage inter-generational interaction eg adult fear of going out late in the evenings, however this means no role models for you people eg families out at night in Spain.
- 63 Be available to help people at local facilities, these could be clubs or churches or whatever, but encourage people at these facilities to help others
- 64 Be careful about where people live
- 65 Be honest about costs wasted so far i.e. javelin park, consultancy roles paid for, people being brought back into other roles when they've already retired on excellent packages whilst those lower down the scale if made redundant will leave with virtually nothing and not be re-employed again as the way the council is going I can see everything will just be out sourced in the future. How much was spent on those senior management packages of early retirement etc and who decided that that wealth of experience should be lost at one foul swoop. Be honest with staff about money needing to be saved but also about how much has been wasted too - that way perhaps you will get the very best we have and generate a more proactive workforce who is willing to engage and do the best for the most vulnerable in a knowledgeable and practicalsense.
- 66 Be more aware and less ignorant! to whats going on around them!
- 67 Be more neighbourly! If every household checked on their neighbours think what resources it would save
- 68 Be neighbourly. we always look out for the elderly in our area
- 69 Becoming involved in the ABCD work via Barnwood Trust Timebanking and befriending schemes Better promotion of this work and the benefits - schools, churches, social clubs, local businesses
- 70 Becoming more neighbourly. Looking out for each other and looking after local areas. This works well in our parish council by local people volunteering to pick litter etc. More of this needs to be done. Those people who are out of work and on Job Seekers could gain experience by carrying out local voluntary roles, including graffiti cleaning etc.
- 71 Better 2 way communication going to meetings at convenient times.

- 72 Better co-ordination is still needed with organisations such as the Trussell Trust Foodbanks, who do a marvellous job
- 73 Better transport links for young people to access clubs/events from rural communities at furthest south of county to nearby towns. Better communication of support services to young people through school network.
- 74 Better use of IT in social workers time - ie IPADS so there is no paper used. This would save thousands of pounds. Also sw time and stress levels. SW time used to do the job they are trained to do not admin. Working directly with the families will save time and costs in the long run, better outcomes for children. Practitioner feedback to senior management to ensure practice issues can change for the good of the council Retain sw to prevent costly agency sw and managers. Since 2008 this has been discussed but, still the service depends on agency staff. SW feel bullied and undervalued. In child protection teams caseloads now are seen as "the norm" at 30 children when government say 15 - 17 children for child protection workers - burn out and risk is then higher - prevention is much better than cure. SW need risk training, you send us on neglect training but thresholds are so high meaning children stay in neglect situations longer. Senior managers come into "the field" and do the job so they can then evaluate services and see how hard it is to manage.
- 75 Bring back community spirit
- 76 Bring in social responsibility classes in schools
- 77 Build and make highly visible and easily accessible a community network that is not internet based. Set up community workshops for "best practice" to be shared and built upon.
- 78 Build the energy from waste plant at Javelin Park because it will save us so much money compared to burying our waste and create sustainable energy.
- 79 Burglar alarms and fire alarms - more need to be installed. Safety + awareness courses for residents are needed.
- 80 Bus passes are fantastic, extended travel times and keep it continues. More help for elderly and disabled
- 81 Business sponsored education programmes to reduce littering especially by smokers, and with packaging from take away food sales places, eg subway
- 82 Buy what you need
- 83 By asking for greater feedback from members of the community and actually listening to people concerns or ideas. Too often people feel they are consulted on but their thoughts are considered or any action taken in response.
- 84 By asking their Councillors to account for all expenditure and being more politically active in Local matters.
- 85 By being as welcoming & inclusive as possible. One of the biggest issues for older or vulnerable people is loneliness & social isolation. This often leads to an increase in their needs & a greater cost to the Council in the longterm. Tackling these issues & working in a preventative rather than reactive way for people's health & wellbeing will make a difference - I know as I work with these kind of people & have seen the change in people's lives by using a strengths based & listening approach - understanding that people know what will help them get their 'better life' & walking alongside them to achieve it.
- 86 By being employed in paid work which gives them self-esteem and brings economic regeeration to their communitiy
- 87 By being more empowered; by knowing more about the services they can utilise; by being able to more easily use council services/spaces for public events.
- 88 By being neighbourly and friendly and willing to help each other as I believe people in Gloucestershire and particularly in the Forest of Dean are generally

- 89 By campaigning for funding of local services. By campaigning for a progressive tax system By boycotting multinationals who pay little or no tax in the UK By not voting for a conservative government much will just continue to cut services.
- 90 By engaging with the public. Need to stimulate/encourage people to engage & be committed. Engage with different groups of society, diverse groups to volunteer.
- 91 By filing in terms such as this
- 92 By having their help valued.
- 93 By helping to provide local services; rebuilding community assets, shops, post offices, cafes, allotments, gardens, meeting places, youth centres, transport hubs etc. The essential community infrastructure that has disappeared.
- 94 By offering services/advice at their local Community Centres & more advertising to promote these facilities.
- 95 By offering to volunteer a few hours a week to the many organisations that exist.
- 96 By people becoming more community-minded and caring about people in the community that they live/work in.
- 97 by re-instating youth workers
- 98 by relying less on the council to sort their problems out and take a more positive personal role which will in turn help the council
- 99 By reporting any issues to whichever authority, but people tend less to take advice from their unfamiliar peers, so some sort of 'force' would be needed. Any easier way to communicate with the police in the area.
- 100 By staying more active, thus being less likely to need to call on local authority services. Joining local activities and events to have a say and play a part in planning for local services.
- 101 By understanding and providing much more needed support to the elderly within individual communities.
- 102 By volunteering - but county needs to fund volunteer recruitment and support as this is time intensive for charities. Community agents need to support older people to access services online as in my experience older people do not always want to access the internet
- 103 By voting for a government that takes tax avoiding corporations effectively and does not cut welfare services.
- 104 By voting to keep the conservative party out of provision, so that all the "cut costs" at any price" mentality is to get rid of. You as a council need to provide more services and NOT farm them out to the voluntary sector. You should be putting pressure on the government to increase your funding not giving in to whitehall!
- 105 By working and paying taxes - not claiming benefits. By the way chief executive gets paid far too much money and shouldn't have 2 parking spaces! Make social tenants pay their rent!
- 106 Calling to see if shopping, prescriptions needed to be collected or flagging up lonely people who would like a visit regularly or an outing to meet other people. Sometimes gardens need temporary care and instead of paying for the service there could be a bartering system organised eg a housebound person could be good on computers and give their

time helping those who cant use one; spending time helping adult none readers in return for garden or decorating chores. Cooking some cakes or a meal in return for mending leaking taps or small jobs about the house or window cleaning. ie exchanging skills. How this could be set up so people would not be vulnerable would need deciding - CRB checks etc.

107 Can't help with this - no idea!

108 Care at home is certainly to be preferred; my own father benefitted from this policy and avoided a stay in hospital and expensive nursing homes, dying in his own bed at age 96 - as he wanted to. But I am aware the services are stretched and would like to see them reinforced, whilst keeping them efficient and sharp - which they seem to be already. Many local people would probably be willing to offer their time and help for no more than out of pocket expenses perhaps, but are put off by the risk of "doing something wrong" and maybe getting the blame. So - is there a way to find and train volunteers to add strength to existing council-led services, by acting in some way as back-up auxiliaries, or by doing back-room tasks, eg admin paperwork, or similar, some of which might be doable from home or by email etc?

109 Change the government

110 Charities and organisations offering help need to be careful not to reinforce negative views that clients may have regarding their self worth. It is easy to be patronising when offering help. Clients should be encouraged to do something for themselves not just "be done to".

111 Charity work, fundraisers

112 Children don't know what they need or know that they can access info via web, and elderly don't have the computer skills.

113 Children's Centres in Gloucestershire have been providing crucial support and help for parents and children in a variety of ways. They also provide a good starting point with the volunteers programme in which individuals are encouraged to develop their skills further and to gain qualifications that can lead to future educational enhancement. They provide an excellent model of professional people working in a thoughtful and sensitive way, helping members of the local community to develop their own talents and skills.

114 Churches could provide a great resource for the less critical needs of care, especially in the elderly, a centralised co-ordination of this resource could be a powerful way to initiate and then mobilise this potential.

115 Clear support for local initiative - reaching those who do not know how to accept your services.

116 Clearer information which could be found if you use those who have gone through the illness with a family member rather than council or NHS who have not had to go through the problem

117 Closer links with existing community groups - playgroups, Guides or Scouts, WI., Tea Dance groups etc as these people have already shown they are engaged. identify small, low key projects, tasks that will interest them. Add a little plaque to any site afterwards to promote that the local community were involved.

118 Combine all the borough councils

119 Common purpose to drive communities so they all do the same.

120 Communication - Two way - without it we are all lost!

- 121 Communication is often the essential ingredient that is missing from well-meaning attempts to persuade communities to take more responsibility. In some areas 'the community' is hard to identify, other than by the fact that its members all happen to live in the same area. For instance, how would I know what (that I might be able to contribute) is needed in my community?
- 122 Communication within a community is currently quite complex, as younger members rely increasingly on social media, while older people generally prefer print media including email. There is a possibility that one group might fail to pass on information effectively to another. Not sure how to address this!
- 123 Communications between public agencies and council.
- 124 Communities already doing well and very active.
- 125 Communities and volunteers running universal services, but there is still a cost to this! Training and supervision are needed to maintain quality. Skilled trained professionals should offer targeted support, but this must be ongoing in order to support the most vulnerable children, adults and their families.
- 126 Communities are more difficult these days with movements across the country due to job opportunities. Where I live there is no community spirit and I do not feel that I could rely on neighbours in a crisis. I'm lucky that I have friends close by that would be there for me, but my nearest family are 100 miles away. I'm really not sure how you can change this situation unless you find a way of targeting people to come together without children being at the heart of community events.
- 127 Communities need incentives to do this, give communities a chance to grow and be strong first and give them opportunities and money to do things
- 128 Communities need much more help accessing funding and not have to jump through hoops to get it and then justify what has happened to it. This isn't about communication - there's almost too much of that. It's about practical help and making things easier.
- 129 Communities need to share experience and pool resources and ideas. However this needs someone or an organisation to promote and get these groups and resources started and motivated. I think the council and the government believe there are more community resources are "out there" then maybe there are voluntary groups and voluntary is hard to sustain and this is when things fall down and public look elsewhere and in fact become withdrawn, isolated and problems arise.
- 130 Community .. for the elderly warden control
- 131 Community activities for older people - to keep people in touch.
- 132 Community Builders, Fair Shares, Village and Community Agents and other 'on the ground' services to be supported to encourage active involvement in communities.
- 133 community care Social activities prevent loneliness
- 134 Community caretakers to deal with all the minor issues and employed directly by the community
- 135 Community centres work well Churches Community/local media and newspapers Breakfast clubs at schools
- 136 Community engagement for starters Focus on responsibility and democracy
- 137 Community groups and organisations with specialist knowledge and skills (existing and new) could be supported further to provide information (i.e. more village and community agents, and the setting up [again] of community projects) to people. Grants could be offered to help new groups of local people who understand the needs of their particular

community, set up and run; they could be supported by one or two individuals working in the council to help them with PR, administration, legal advice etc. The community groups could also have access to support/information from social workers in child and adult services. Drop-in sessions could be run in communities where members of the public could seek advice. Social workers could attend sessions, along with experts on finance, benefits, health professionals, housing officers etc, people would become more familiar with their roles and this would hopefully decrease the number of referrals to the council as people would know the most appropriate organisation to contact when they need support or information.

138 Community groups e.g bands, dances etc to get people to start thinking outside of their groups and more about communities.

139 Community has broken down - its related to housing - breaking up local council estates + people moving more frequently. Money from house sales should be invested in reusing stock

140 Community market/shop in local Village Hall.

141 Community needs educating about how to help each other

142 Community police present Communities organising walking clubs and activities for young people. Communities being good neighbours

143 Community spirit is a wonderful idea, as Dave's 'Big Society' showed, community spirit doesn't exist anymore as it used to. We now live in an individualistic society which has been crafted over the last few decades, the idea of community is slowly fading away and will soon be in a museum. Anyway, as Thatcher said; "What is society? There is no such thing".

144 Community support groups

145 Community walkers that pick up rubbish. Encouraging young people to become community worker. School education on commitment to the community and what they can do.

146 Concerns HIV budget ... cut & much older men now HIV community have to fund raise for respite centre in ... (no local services) Early intervention/community good idea but having to move to Cornwall to get appropriate support/care ... end of life care changes need to be mentored.

147 Conduct a survey to find out the extent to which people already provide a positive role in the community, eg running Scouts, Guides, Church groups, athletic clubs, Round Table, driving old people to supermarkets, collecting for Food Banks etc. You will probably find that it is the same people who do a range of these things already. The answer should be to get people who don't do anything to do something in future.

148 Considering your themes of helping communities/families support themselves via active healthy lives - please consider on-going support for Breastfeeding women. Support the Peer Support Service - a small amount of funding enables each community to develop its own skill and abilities to support families. The choice to breastfeed and support of women to do this saves money in health care and helps to forge confident parents as they transition in to family life.

149 Contact GP's to help with ideas on keeping people with community halls

150 Continue with the current services. Older people and younger people should take priority.

151 Cooking for children in schools Be more flexible with community events - closing roads

152 Cotswold gardeners , Baptist church need a round about. Double yellow line, can't see people paying. Need to be off road as could cause an accident.

- 153 Could one-stop service advice points be concentrated with the jobcentres or in libraries? More pressure on central government to subsidise public transport - Stagecoach have recently cut services in Cirencester so that the last bus from the centre leaves at 2.30pm further isolating older people from the community.
- 154 Could something like Neighbour hood watch be created to pick up possible future problems. Parish councils do not have a very demanding role to play these days perhaps that might be an avenue worth exploring.
- 155 Could you create Community Champions, possibly local volunteers, that might work in their community and signpost people to appropriate channels of support (County Council & otherwise??). Just an idea.
- 156 could you use 2 riers staff to monitor people in need
- 157 Council could link up "bad weather" wardens to knock on doors of elderly.
- 158 Council funded board games. Clubs.
- 159 Council should come out and talk to residents and give lectures - explain things at St Oswalds
- 160 Council to fund volunteers / employees to take on (non related work courses) ie physical education, care, public safety etc, and agree/ commit to transfer knowledge within local communities
- 161 Councils generally need to make greater use of church-based support by giving appropriate support to theose churches (not of course in a religious sense).
- 162 Councils should be working alongside organisations who are already doing community based projects to provide some additional resources and expertise. A;lso targeting retired people or stable adults who dont need to work to get involved with community projects (this would also benefit their mental and physical health.)
- 163 County Councils could follow example of private sector and enable time off for their employees to contribute to community work. Curernlty GCC empoloyess are penalised,e.g. they have to take holiday or unpaid time for governor dutires. this contrasts badly with local employers who actively encourage employees and see engagement with community work,e.g. governor duties as part of staff development.
- 164 courage more volunteers - gardeners, mobile hairdressers, mobile chiropodists, dog walkers/vet visits. Where is the Church ? When do you see the Vicar calling ?
- 165 Create campaigns to promote community support
- 166 Create positive partnerships with housing associations, housing & health high on housing agenda (see national housing federations website. Develop and programme of community volunteers (with appropriate backing and support) to provide befriending/low level support in their communities
- 167 Creating user groups of people fighting the same problems (caring for people with dementia being a prime example) could reduce dependence on the local authority for assistance and advice
- 168 Develop elderly support out
- 169 Develop remote community survival packs (or similar name) to assist those at risk communities. Use of post office staff/village agents to be educated into looking out for at risk individuals.

170 Devolve more real power locally

171 Devolve much more to local (i.e. town and parish council) level - and follow it with appropriate financial resourcing, either by direct grant aid or, preferably, the ability to raise a greater amount by precept. This would localise and enable the making of more appropriate decision making; attract a better quality of local elected representative; make decisions more transparent; and give local communities more accountability. It would make, if carried out both radically and sensibly, Gloucestershire a leading authority in the devolutionary field.

172 Difficult. The family support structure does not exist to the same extent as in earlier years. There are more divorcees, single parents, older people and older singles today placing extra burdens on council services and they seem to be less able to help themselves. Encouraging self support is vital but a huge challenge. If people do not wish to help themselves there is little anyone can do. The attitude seems to be it is someone else's fault or responsibility. How can we change this when all are involved and sold the "blame game"?

173 Disabled people need to be able to get on and off transport before they can get out and about so specialised transport which can be costly needs to be available. People who need help need to be correctly assessed so the correct transport, help etc can be arranged. It is important to keep people in the community and keep them as independent for as long as possible and they need to be asked and listened to.

174 Disband the 6 district councils and create 2 unitary authorities - Gloucestershire (Gloucester, Stroud, Forest of dean) and "Cheltenhamshire" (Cheltenham, Cotswold, Tewkesbury)

175 Discussion and consultation with community is vital middle need people still need support even though they may not be the most vocal. This prevents issues becoming more serious.

176 District nurses - move

177 Districts could use volunteers to pick up recycling - especially plastic.

178 Do mentoring if you're in a job

179 Do more events, to bring families together Let people with learning difficulties speak out to know how we can make them more comfortable with their everyday lifestyle.

180 Do more with district councils and the NHS

181 Do more work with employers

182 Do not want you to expect the family to be carers all the time. Know of one person and she is the only family, daughter of a dad who is in the last throes of dementia. So far she had had absolutely no help from anyone. The help she has had, she had to pay for, She is on limited income due having to finish work early before retirement date (she is now in mid 50's, no chance of obtaining the type of work she had previously - far too old !!!!!!!!) thus having no pension whatsoever to assist. She has had to let the help go because of lack of funds. She desperately needs outside help, and she is not the only one. It is all very well for you to say that others can help, they have their own lives to live, most including both partners, are in full time work trying to sustain their own families never mind a neighbour. There are many carers who in themselves, are in poor health and sometimes in the end, their health has deteriorated so much as a result of the stress of being a carer, they need help. Nothing is forthcoming from you or anywhere else.

183 Doctors, library, shops, church, etc all contribute to talking and involving those who need help

184 Don't know

- 185 Don't know
- 186 Don't like how the national health service is being run. Would like to see public utilities re-nationalised.
- 187 Don't lose support for mental health. Often can not speak for themselves.
- 188 Don't only use neighbourhood communities such as Parish councils. THink about community sports clubs where people meet on a regular basis to get the message across. I play Skittles and Bowls and am in touch with different people several times a week. Uswe those venues to sell the word through posters etc..
- 189 Don't sign contracts for Incinerators before planning permission is given that way you wonâ€™t waste the sharp end of Â£1 million pounds that could have been spent on Gloucestershireâ€™s needy and vulnerable not boosting the ego of an individual in the Cotswolds.
- 190 Dont stop the bus passes
- 191 Each community has a local Councillor but you also put in place a local "Residential" support worker, speak to each area with concerns or any input that could be used.
- 192 Educate people to help themselves - schools, parents. Too much reliance on social services. Neighborhood watch
- 193 Educational courses - Protecting the environment etc - don't drop litter or fly tipping. Community events encourage diversity rather than set people against one another. Encourage them to work a trade union. With 6 million .. nationwide we are the big society.
- 194 Effective voluntary and community action needs funding. Good governance of schools and community groups needs support and advice support. Volunteering support services need to be funded. Communities can and do run good local services IF they are well supported and are provided with the adequate resources to be effective is they may need legal advice or health and safety training. This should be funded if councils expect key services to be delivered by local communities.
- 195 Employ someone in an area to help motivate a community - working with volunteers and with businesses in areas - identity the assets. Don't hold meeting in the evening at 8pm.
- 196 Employers need to be encouraged to permit staff to take paid time off dictation is to help with the local community projects.
- 197 Encourage a wider involvement and appreciation in volunteering. Volunteers receive huge benefits for themselves from their efforts for others.
- 198 Encourage all the community to get involved and take ownership of tany proposed projects, by ensuring that the targets and any projects proposed are realistic and acheivable. We have to try and remove the stigma that "community leaders" are not interfering or lecturing the community.
- 199 Encourage and support community events like street parties - people getting to know each other.
- 200 Encourage better recycling
- 201 Encourage donation to foodbanks Recognize and support these who provide support.
- 202 Encourage local businesses to put staff forward as School Governors and as local councillors. If you want to get things done ask busy people !
- 203 Encourage more charity and volunteering work as this can be very powerful in local communities

- 204 Encourage more community spirit Voluntary sector and council need to work together.
- 205 Encourage more local people to give their views
- 206 Encourage neighborliness - educate from school age
- 207 Encourage people to be able to help out even once! Many people have commitments that prevent them from doing regular help. If we were able to do 'something' once in a while even, that would still make a difference. Rather than just give money. Perhaps a website where people could offer "Just Once" to do a charity fun raising stand in town or, drop off food parcels etc. etc. If a host of charities got together then maybe people would actually do things more than 'just once'.
- 208 Encourage people to do this
- 209 Encourage people to join local churches, libraries etc to get information as to how they can assist
- 210 Encourage people to knock on doors and know neighbours - people have forgotten ho to talk
- 211 Encourage those keen + intelligent to organise communities
- 212 Encourage volunteer labour i.e PROW clearance, many retired and unemployed could/should be mobilised to deliver local services. With regard to PROW, Amey have already failed miserably to deliver on their stated aims of April 2014
- 213 Encourage young people to get involved and mix with elderly people. Elderly people benefit hugely from young company and vice versa. Would it be possible to offer input for CVS and/or job applications for young people that volunteered their time on an ad hoc basis?
- 214 Encouragement, not so much burearacy - H & S are at record high levels - we managed before with very minimum accidents. Put help across the board not just to the people who do not want to work.
- 215 Encouraging families to be more responsible across the generations
- 216 Enforce smoking ban Facilities for walking and cycling Outdoor facilities
- 217 Engagement with current organisations to support and provide flexibility. Realistic outcomes and defined roles and responsibilities to avoid individuals and groups falling into GAPS between organisations.
- 218 Ensure childrens centres are maintained especially quality management under new companies needs to be monitored.
- 219 Ensuring that approaches are fair.
- 220 Every individual needs to give a little back. At the moment more people take than give.
- 221 Everyone should do as much as they are able to help
- 222 Exchange ??? to give time/ staff to support volunteering and local projects

- 223 Explain village agent role
- 224 Extend the Village Agent scheme and provide more resources such as first responder/defib etc. Encourage younger retired individuals to volunteer and provide the necessary training (work with employers to prepare individuals for productive retirement within their communities).
- 225 Face up to your own and show a good example.
- 226 Facilitate voluntary work for caring for the elderly Faith based volunteering well run
- 227 Families are to spend out these days.
- 228 Families need to be encouraged to look after their own relatives
- 229 FAMILIES SHOULD BE ENCOURAGED TO LOOK AFTER THEIR OWN AS MUCH AS POSSIBLE
- 230 Feels there is plenty of little clubs such as art and book clubs in Purton
- 231 Few people in Gloucestershire are community minded, we need to improve our facilities to improve that aspect and also make people value their environment
- 232 Find the hard-working, committed, socially engaged people - need to identify these people. Use GAVCA to train + support people - create networks of volunteers.
- 233 Fire service could be used more in community engagement - humanitarian aid
- 234 First good step would be for communities to get to know each other - promote coffee mornings or something? People also need confidence in the skills they have, so bolster this somehow. There is a website called impossible.com where people post skills/wishes etc - could we have one like this for Gloucestershire? Almost like a Gloucestershire Gumtree or something?
- 235 Firstly I think you should ask more people who use the services their opinion. Groups with specific reasons for being, with help from the council and local businesses should be considered. It should be collaborative and a partnership so those with appropriate skills are utilised.
- 236 Firstly people need to think their communities before they do things -not just what they want for themselves. Secondly if people have ideas to improve things they need to feel they can come forward with them and that they will be considered properly.
- 237 Firstly you should find out if they want to - not everyone wants to be a part of a community regeneration of where we live. Where people do want to be involved, make it work on their terms and remove the burden of extreme paperwork/ bureaucracy etc to make it an enjoyable experience
- 238 Fix pot holes
- 239 Focus on practical skills eg education on cooking basics, budgeting for household basics Would like to see more effort to encourage people to volunteer on a task basis eg litter pick as opposed to long term commitment.
- 240 Focus on retired people - make more use of their talents and experience. Let people know how they can help and what they can do
- 241 Focus on the working man who pays for the council. Get people to work for their benefits.

- 242 For communities to be strong it's not just about provide a service but to provide facilities eg. Stroud should retain hospital and weavers croft for older people with dementia. Aging volunteers, younger generation have less time to volunteer and offer help.
- 243 Free/funded advertising for community groups i.e. scouts
- 244 Friendship - friendship circle/community interests Representative week Changing the mindset culture to "I can do & I am able
- 245 Gardening /greenery group in Whinchcombe looms after the green areas that enhances the areas- people prepared to organise.
- 246 Gardening schemes - donations from people who want them.
- 247 GCC has to recognise that not all people want to play an active role in their communities and award listening and engaging only those that do community involvement and participation cannot be seen as the cheap option as a lot of support is required to ensure communities can effectively help the members.
- 248 GCC should be disgusted at the demise of the Trading Standards Service. From being one of the leading lights and service providers in the country, to all but being obliterated. Cuts by all means, but total destruction NO. Although no TOO LATE!!!
- 249 General idea is good, concerns over the reality - people who want/are able to do this already are.
- 250 Get local business involved and community through family events
- 251 Get local charities + not for profit groups to run local services. Local cheaper + more efficient + get local govt to do less + save on council tax.
- 252 Get local communities talking to each other
- 253 Get local people together to patrol streets to stop anti social behavior
- 254 Get more involved with your community or set up friends groups in all areas even if it is a small handful of people. Others will hear about it and the group will grow.
- 255 Get Pc's & Tv's and look around them. More equal society
- 256 Get people without work well if they're not doing anything get them working to earn their living.
- 257 Get rid of all current serving politicians and start again.
- 258 Get rid of anti-social trouble makers then people will feel confident to talk and trust neighbours again
- 259 Get strong leadership and the right people
- 260 Get the community together Podsmead have lots of projects. If you stick up for the end result meet neighbours. Regular face in community - Community Police Officer
- 261 GET THEIR FINGERS OUT, AND STOP RUDDY BELLYACHING AWRIGHT? (signed)
- 262 Get them to care Stop people using services when they don't really need them so they are there for people who really need it.

- 263 Get to know your neighbours and help the young and elderly. We're too independent.
- 264 Getting a flat quickly and helping others
- 265 Getting rid of people that, are a nuisance
- 266 Getting stigma removed from people with needs and raise awareness.
- 267 Getting together to find others in similar situations. Forming support groups so that one can take appalling situations further. Enlisting help of MP etc
- 268 give a few residents in every street a supply of things like salt for pavements "some may end up on residents paths but this may save money for local health services" / litter pickers even sand and bags in times of flood risk
- 269 Give more small grants and encourage community groups to run own services.
- 270 Give more support to local communities
- 271 give people a voice and that their head in their community
- 272 Give people permission to do things in their community but then step back!
- 273 Give social worker "time" to be social workers, give them the tools they need laptops / IPads, focus on direct work instead of feeding the paper machine
- 274 Giving people back the confidence to deal with local issues - people are becoming more and more concerned about the repercussions of being 'seen' in the community and want to live under the parapet.
- 275 Gloucestershire is an amazing County - one with great wealth - the Cotswolds (in general northern with good London links) and that of deprivation e.g. the Forest. Yet even in the Forest there is huge community spirit and preparedness to work for the community. There are already excellent networks available. In more recent years they have become more reliant upon public funding as the public sector has taken more work upon itself. We are also more reliant upon the 55+age group as volunteers. However a recent study has shown that those people allied to active religious groups are more likely to give to charity. I do not suggest that we force religion at people - nonetheless, it is finding out what these groups really do and are able of doing in the community and then MOST IMPORTANTLY leaving them to get on with things. Reduce red tape - e.g. road closure notice costs for even the smallest event, etc These costs and bureaucratic niceties are stopping people from local fund raising. Why not look at a corporate insurance policy by the County into which communities could buy in order to run events. Communities are then much more likely to struggle to continue to raise funds rather than give up with the huge and burdensome 'red tape' which despite central government protestations of cutting - local government appears to increase. Bringing people together is difficult, but if the County can get the providers discussing best ways to share - sometimes resources, sometimes technical knowledge Possibly using market towns as hubs for such meetings and then use all the County/National/specific local charities and groups for an hour chat - will further save money and above all develop more money back into the community more positively.(I suppose to paraphrase - 'power to the people'!!!!!!!!!!!!!!!!!!!!!!)
- 276 Gloucestershire is lucky in having groups such as sports groups like bowls clubs and social groups like the U3A who provide the activities and structures already but do not get any funding support which would provide additional events and equipment for the less abled.
- 277 Good communication between council and community. Advertise volunteering opportunities Not just neighborhood meetings/forums

- 278 Good idea to get people back to families should be lovely after each other. If i wanted help would like it from the council
- 279 GOOD IDEA TO HELP OLDER PERSONS IN THEIR HOMES, ESPECIALLY WITH BAD WINTER WEATHER, GRITTING PAVEMENTS SHOPPING. DOCTORS APPOINTMENTS ETC.
- 280 good natured people already do this, the big society already exists in many areas its individual families that fail the see a way forward, the council should form a community support group for such people to come together in an organised way for ideas and support so they can work better within particularly deprived areas, support the supporters, so they dont feel isolated
- 281 Great care needs to be used when expecting communities 'to do more' - This can lead to bullying and email information can become a lazy way of communicating. That misses out. The House Bound. Roads 'Main A Roads' are vital. More 20mph outside schools essential - less worship of speed and more 30 mph needed through villages. Super fast broadband essential to aid work from home.
- 282 Greater levels of volunteering, more people working to create greater revenue, More infrastructure.
- 283 Have a core of trained people from the council to liaise with local groups + form local groups
- 284 Have a webpage for "whats on" activities in each area - can either be ongoing activities, or can be one offs (eg dementia support group meets each Tuesday in the church hall, were having a road-gritting party - come along)
- 285 Have less takeaways
- 286 Have no experiance of this.
- 287 Having been a former committee member of Longlevens Partnership it became painfully obvious that at first there was a lot of support, but, very soon that support dropped off and it was left to "the same old people" to do all the work ! That's when these great ideas fall down . When you're dealing with vulnerable people you've got to be very careful with who is doing what and when . For instance , security . I know of a local churchgoer who shopped and helped a lot of elderly folk in their own homes pillar of the community she was found to be stealing large sums of money and a lot of objects from her "clients" . Likewise, someone with Dementia could "point the finger" at someone helping the as doing something inappropriate this could be a figment of their imagination . This is where help from the community can be a big problem . Volunteers can find they get more stress than they want to take on . All this can be a minefield .
- 288 Having had the mis-fortune to have dealings with Social Services, who's idea is taking the easy route out rather than getting to the route of the problem, go by the old adage, If you want a job done properly, do it yourself.
- 289 Having local business promote work experience. Provide more opportunities for youngsters to find employment and with a focus on life skills.
- 290 Having more info about what's out there
- 291 having services available and knowing about them. There are a lot of elderly people in our area GL4 who cant walk, have no transport and there is nothing for them to access. Village agents will they make themselves available in say areas such as GL4 and actually let people know how to get hold of them. Access to reasonably priced help in the home as well for people who cant afford £10 an hour for cleaning and £15 an hour for dom care.
- 292 Heads of community centres If we create a community group in Lydney she would take part shes 73 and board

- 293 Health
- 294 Health walks - volunteer Volunteering spirit is there - just needs co-ordinating
- 295 Help groups
- 296 Help is there if you want. Lots of things on for older people - classes & advice info is there easily. Well advertised PPNI Priors park neighbourhood network up by the shops. Priors park very good. Excellent keeps us informed could this be rounded out, group called the optimists that meets every week in local church info & shops.
- 297 Help people to help themselves rather than relying on others or government services to provide for them. This is best done through local support groups.
- 298 Help people to understand the consequences of their anti-social behaviour and the costs of such action and to engender greater community spirit - not too ?? sorry!
- 299 Help signposting to funding for volunteering
- 300 Help to facilitate volunteering with elderly. Charities already do it now but council could provide background checks.
- 301 Help to make our communities and roads safer
- 302 Help to make our communities and roads safer
- 303 Help with budgets to plan events that they want and can organise. 24hr/7 days dog warden 24hr/7 noise complaint hotline 24hr/7 homeless shelter/service
- 304 Hold community meetings
- 305 Hospital services, at present, are appalling. My own granddaughter has waited 4 months for a consultant appointment for a serious liver complaint which is causing major distress and long term damage. Why is this when we can support so many lost causes to other countries. Although we cannot blame immigrants for coming to this country, it is clear that they are a major drain on all services.
- 306 Housing policy has a large impact on these proposals: Have a strategy that prioritises suitable housing for the growing elderly population Control run-away development designed to bring more people into the county and country
- 307 How about charities and other community organisations doing what they have always done, providing the extras the icing on the cake as it were instead of pushing them to provide core services which have been, and still should be provided by the council.
- 308 How do you let people know about the services available to them in their locality? It is not enough that you know about "a lot of good work", if the communities are not aware of what is available to them as individuals.
- 309 How should people find out what help is needed ? Could there be a Neighbourhood Watch type email service ? If so how would that service be informed ?
- 310 I 100% believe that creating a greater sense of community spirit and responsibility within neighborhoods is the way forwards in improving lives within Gloucestershire and countrywide. Local events, giving people pride in their area's / Town's / City's and encouraging active members of society. Honesty about current failings and shortfalls via media outlets.

311 I agree on focused development with communities.

312 I am a member of Northway area residents & homeowners ASSOC (NARHA) and we do a lot for Northway.

313 I am ashamed to say that I do not know what good work my local community is providing. I suspect there are many like me who are currently fortunate enough not to need Council help, and after a days work go back home, close the door and live in isolation to the local communities. How many of us even know our neighbours? I don't know how, but to get back to the communities of yesteryear that were more cohesive, getting to know you neighbours would be a good first step. Next time I am passing the local the Cam community centre, I will go in and find out what is going on.

314 I am in favour of the move away from the 'nanny state' ethos provided that communities are supported to help themselves. This might be in the form of: - making support available within existing community hubs e.g. social / community workers in schools/GP surgeries/shopping malls for ease of access and to break down the barriers between the public and 'the social services'. Social / community workers in community hubs could be Council or community staff - or a mix of the two. -providing partial funding for existing community support groups so that they can take on much of the preventative work that will ultimately reduce statutory workload. -building more resilient communities. Part of the reason why vulnerable people are not supported by families and communities in the 2000s is that society has profoundly changed. I grew up in a small town where everyone knew everyone else; mostly people lived and worked in the same area; mums were at home during the day; people often had other family living in the same town or area. Today, more women go to work (a good thing); commuting means that we may live far from where we work so may not play such a strong part in our 'home' community; families may be scattered throughout the country or in some instances the globe. We have become more insular in some ways - perhaps because we can be entertained within our own homes without the need to interact with others, we can contact others through social media and may be more motivated by individualism than by an interest in the general wellbeing of the community. - I believe that we would support one another more in the community if we knew who everyone was. I think that we are generally less likely to fear or offend against others when we know who they are. I suspect that if we were to try to build communities where people know each other better that our community would be more resilient and more likely to support vulnerable people - and we are all vulnerable at one time or another. I think that voluntary groups (which is where most of the social services started) can be a great asset within society. They can provide services that not only benefit the community but also create opportunities for friendships and the development of workskills and personal interests. Wellbeing is so much more than having your health and social care needs met - it is about feeling that you are part of a wider group and that you are of some value to others. The Care Act is taking us in this direction with its requirements that Councils provide good information and advice services for everyone, not just people who meet our criteria. I suspect that there is more going on in the community than people are aware of - could we keep a comprehensive and up to date list on our website? Volunteers may be interested in keeping the list up to date for us so that we need only to upload it onto our website. Perhaps we can 'get in behind' these great services and try to raise awareness of them. This could be done not only on our website but also by encouraging the local press to create regular feature articles about who is doing what (they can usually drum up related advertising to make this worth their while). This might encourage people to ask for support but also to join in. The press might also help by featuring regular articles about things like the safe homes checks to encourage people to proactively ask for them - lets get the word out. We could provide the copy...then they would get it right.

315 I am not aware of what the local or parish councils in my area are responsible for or what they have achieved. If more reliance is to be placed on these councils and the communities themselves then there needs to be a far greater awareness of how these councils operate, how their services can be accessed and the support they offer in the local area.

316 I am not in favour of the ideas that can be covered by the phrase "Big Society" . There are services the state has a responsibility to provide for people who need assistance. Also, those people should not be treated or lead to believe they are a burden. I do however on a personal level want to provide support assistance to people I know, such as taking someone to the doctor or an event. This is my choice and I am retired and can do it, but I do not think I have any right to think others should do as I do. Life is about the people in it, not just the financial bottom line. Feel there could be more link between hospital services and social services. We all may need support from public services at some time in our life The support people may need maybe wider than direct statutory provision I am also concerned how staff within public services are treated in terms of pay and pensions and how they are

presented in the press For children I think the issue is wider than just the lessons they have in school. I think the language used by people in positions such as you is loaded, for example that used in this survey, The question above this box "how people can play a positive role within their communities". I know people who help neighbours, but do not want to be seen in these terms. It implies that we should be playing such a role, this I am unhappy with. Think it is being used a cop out to provide support on the cheap. Fear we are going back to a time when people who need support were made to feel ashamed and were looked down on. Also some services are more economical as provided for all rather than seen as an opportunity for the provider to make a profit. Concerned that local government is too influenced by central government requirements. Fear "people" see both local and national government as having little to do with them. Why is that How many people are aware of this survey, I only found out about it today from the radio. Even if people are interested in their community, do they know about it. Also like all surveys, you have to ask questions which are personal and by using post codes you can get an idea of the economic and social situation of the individual. This is all part of putting people in This survey requires access to a computer and the time to complete it, all very limiting

317 I am not sure work through Parish Councils is the right way to go. The councils tend to prioritise more affluent areas and where members of councils live. A more centralised system has many advantages and certainly gives confidence to those living in Gloucestershire.

318 I am now retired and would like to do voluntary work in my local community but have no idea how to go about this. I am sure there must be others like me who would like to put something back into the community.

319 I am starting to talk to councils in our region regarding providing inclusive play spaces, activities for children who cannot access traditional clubs such as football clubs or brownies. Ideas also include a local sensory garden for all children & adults with learning difficulties, dementia suffers and mental health issues. Also developing a facebook page to advertise facilities. Future ideas are for local website to show where inclusive activities are in our area.

320 I am very involved in the social life of our village through the self established, self funded Social Committee. This is an excellent way to be involved with all ages and social groups in the area. People shy away from being on Parish Councils because it sounds too formal but involvement with social activities is rewarding and a great way to build bridges and hence understanding and tolerance within the community.

321 I believe that people can achieve a positive role by helping several troubled people as much as they can and with their best efforts.

322 I believe that people should be encouraged to look out for their neighbours particularly the elderly and have a clear path/set of guidance to get them the right help when needed. My fear is that again if people identify an issues and are willing to help short term they will be put off thinking that they will be expected to continue. This is not practical for many working families even if they want to help.

323 I believe that putting back in live in carers in the older housing bungalows will support the small community of the area

324 I believe the population of Gloucestershire has a greater capacity for community work and projects. However, the projects need to be effectively organised from above, and the information about these projects need to be more effectively spread. Using refuse collectors to deliver information leaflets to all residents whilst emptying the bins via a hanging leaflet which would attach to the handle would be a cheap and effective method. Furthermore, rewarding residents who consistently engage in community projects and deliver positive change in their community would encourage more people to engage. A suitable reward would be a discount in their council tax bill. Encourage people to work for their community, and get away from the culture of encouraging able bodied people from putting there hand out and getting as much as they can for nothing.

325 I believe there is too much local "government" with levels at parish, town, district and county levels. There are economies of scale that could be achieved by a radical shake- up of these services. This could result in more funds being available for community intervention in many areas

326 I believe your plans will help but you still represent all the residents so be careful about 'passing the buck'. Raising the rates or having local taxes is tough, but provided central government doesn't take it, it could be better than selling off the family silver which is only a short term fix. Local people give more to local charities than they do to national ones because they can see the impact-the same applies to rates and local taxes. Many people want to and do volunteer within the community. What can you do to reduce 'Red Tape' which can put many people off the idea? How can you create closer links between local support volunteers and the experts in the council? What training can you provide/organise for those who would volunteer?

327 I do agree with this statement, but these forms of support are again for very low level and do not support those people who meet the eligibility criteria and who are really in need. I do feel everyone should take responsibility to keep themselves active and healthy and if individuals are fortunate to have a lifestyle that gives them time to help their communities then they should where they can. However, I feel this is unrealistic in this age. In the majority of families both parents are working and having to work longer and pension age increased. Also will possibly have aging parents to support (as we are all living longer) and supporting adult children longer as they are staying at home longer. So where can people find the time. Also, a long term health condition could affect anyone at anytime even if they have kept themselves active and healthy. What support do these people get.

328 I do not have a p.c. nor do I have access to the internet so I am missing out on 'infor'. So are many other older people. why do you insist on internet services contract when I and many 1000s more are missing out. You should have a place for eye to eye contact of a readily available phone service or the good old postman. You have asked for my support but you have not had the common courtesy to supply an addressed envelope for return. You may be full of good intentions but you do not pay attention to some of the basics.

329 I do think communities already do as much as they can to give support. Being someone with elderly parents, I know how hard it is to get support. Families and communities are already working to their maximum I think the areas you are thinking of cutting will exclude a lot of young vulnerable people, adults with disabilities and elderly of course resources need to be there for more service cases and those at risk, but it seems a lot of others will be dipping out - Don't just push them aside and forget them.

330 I don't have any ideas, I am just a number, I am part of the system. But can we have a petting zoo?

331 I don't think many people have time their lives are too busy. Parish councils are run by older people in villages who don't engage with younger residents. More child friendly community groups required.

332 I don't think that the most vulnerable people do know what services work for them, they need to be guided through the system to get the most out of it.

333 I feel people do not know what the needs are in their communities so therefore do not offer help. Perhaps identified needs should be published in local parish magazines

334 I feel people should look out for one another but you cannot expect individuals to take responsibility for neighbours etc on a voluntary basis. That is a big commitment when people are now helping with childminding, elderly care etc. I feel there should be more drop in centres for day care to give families a break especially if someone is caring for a person with 2nd and 3rd stage dementia. This is very demanding on the carer and if they go down with exhaustion etc who then will be expected to care for them?

335 I find a lot of community activities are carried out during the day, this excludes people like myself who are in full-time work. I understand these are often targeted at the retired. I would like to see some kind of forum/group set up that is targeted at those who are coming up to retirement maybe 55 plus age group where we can help them transition from full-time work and get them active in local groups using their skills to benefit both the community and give them a sense of purpose at a time when they may feel that working life has ended.

336 I have heard of places where "adoptive grandparents" have been created whereby isolated older folks could bring their support to isolated younger folks in return for company.

337 I have no idea

338 I have no ideas.

339 I have no real comments here

340 I heard of a project elsewhere, where local community centres were used as a creche, so that young mums could help elderly residents in their own homes. Earning a little money for themselves.

341 I know from experience that older people are often overlooked. Too much attention is being paid to the youth because they often shout the loudest and they have grown up in a society of instant rewards..'.I want a skate board park here and I want it now'. Youth services have had a lot of investment and not always in the right location. Regarding communities, there needs to be a drive to get more local people involved in local community focus groups. All too often it's only a very small subset of the population. Communities are often restricted to roads/streets, not areas.

342 I like the dial a ride service, i rely on it. Keep it up

343 I like to set people to improve their lives in future

344 I live in a rural area. First objective must be to get people to meet and organise outings and meetings that interest them. Transport shouldn't be an excuse to do nothing. Mobile phone and Broadband are essential, but so poor that organising anything is difficult. IT classes would be a starter. PLEASE also remember that not everyone needs help, wants "interference", or being organised. Just knowing where to go when help one day becomes necessary. The loss of our direct bus to Gloucester 2 years ago destroyed the weekly informal contact point for villages on the way. I knew 25 people and now only see the odd individual occasionally.

345 I live in a small community and we already look after our own quite well. However, I'm beginning to get fed up that it's always the same people who are altruistic and volunteer. The Tories push an agenda of money as the be all and end all and that enterprise and making money equate with success and yet expect the gaps in provision to be picked up by "The Big Society" which is mugs like us who are prepared to do the dirty work (literally empty their neighbour's bedpan!) when there's no budget for social services. I won't put up with being taken advantage of much longer!

346 I live in Elmstone Hardwicke and we have a very proactive parish council and flourishing sense of community, in that the villagers all come together at times of need and also look out for each other. I fear that this is all at tremendous risk should the Joint Core Strategy`s plans for the North West Cheltenham application come to fruition. At stake is the loss of our unique identity, the strong community spirit and fears over loss of green belt land, the building of circa 5,000 houses putting an unimaginable strain on existing infrastructures, local services etc.

347 I play a very active role in my community - of my free will - stop forcing folk into position. Do what you are paid to do - i will pay you more tax if need be but how low efficient fall can be

348 I receive a free monthly magazine "The local answers" www.thelocalanswer.co.uk tel 01242 510500 I receive the Gloucester edition there are others covering Cheltenham & Cotswolds plans are in hand for Stroud and the forest of dean. This seems a good way of communication and might be considered for teh future. Currently this is an article by the ledger of Gloucester city council and one on local policing

349 I see far too many obese people especially under 30 years, I would like to see some structured plan to encourage them to change their lifestyle

350 I should say that I am a parish councillor, with the needs of all ages in the community of direct concern to me. I didn't become a councillor to do what I could to further my own aims, but to do my bit to help my local community. That is my main concern. The need to encourage people to take more responsibility for themselves and their families must be encouraged, but the encouragement, even coercion, must come from a higher level than local government. It must be led nationally, not just by the Government, but by other organisations such as churches and other national voluntary bodies. However, local government must play its part. This may need hard funding decisions on what will and will not be provided. Provided that local government is seen not to be wasting money on frivolous or unnecessary projects, and provided that local authority spending is open to and explained to the public, then I believe that local people will accept, at worst tolerate, hard decisions made. As a local councillor, I know only too well the difficulties of getting people to take an active role. However, people do react to decisions made that affect them. Look for instance what happens when a bus service is withdrawn or a planning decision affects them. Hard financial decisions will affect local people. The question should be not so much how do we get them involved, but more how do we get them on side. If the people are on side, they are, effectively, involved. Publish and publicise the local authority budget and plans. When services are being cut, explain why, and at the same time, what people are expected to do for themselves. There will be moaners when services are cut, but when a service is cut, make it clear that if people want that service, they might think about doing it for themselves. By the way, you will see that I have declined to give my ethnic origin on the next page. It is not that I object to anyone knowing it, I am white and British if you must know, but it is nowadays an irrelevant question. You will never eradicate racial bias if you keep harping on about it.

351 I spent 50 unpaid years doing community work

352 I still believe the council can go a lot further with 'lean' ideas and being more efficient, it takes a while for this culture to really sink into staff behaviour and the small things that can add up to big savings. Take this 'local community' approach to your staff. Produce things in house, ditch the branding, use staff skills better, be more efficient. A lot has changed but there are still areas that can improve. (for example take something like libraries: don't pay for someone to take your withdrawn books away get paid for them at a recycling site or give them to a local charity shop (who provide community support), don't sell old reference books for Â£1 when they are worth Â£80 if you sell them online, don't lend pens - charge, don't print book marks for reservations as they just end up in the bin, charge tourists & non-members for computer access they do in many other counties and it would also encourage new members... That's just a few points about Libraries, think how it would all add up if applied to all areas of GCC).

353 I strongly feel in villages the "village warden" approach is valuable maybe expanding this to a hub once a week in a village hall manned by local volunteers to help access help esp. the older/less educated/poorer ones who cant do /access internet easily

354 I suggest that there are always 'leaders' and 'followers'. Those people who feel that they want to get involved with the community, generally are already, with youth clubs, gardening societies, Parish Councils etc. The majority of the population do not want to get involved and even with encouragement will not. I speak from experience as an ex committee member and Chairman. I suggest that a lot of effort could be wasted trying to 'get people involved', when the majority will not.

355 I think all communities should be made aware of where they can go to report issues in their neighbourhood. For instance, those living in Whaddon or Oakley should know what to do and where to go if they want to report something anonymously, such as problem behaviour or issues with neighbours. Often council tenants will have someone to speak to, but those in privately owned property (owned by the tenant) do not know where to turn. This may help identify some of the issues, such as crime, vandalism or nuisance, without those in the community keeping quiet for fear of consequences (it should be made anonymous) or because they feel there is no one to help.

356 I think better integration of support between council and NHS is required and planned strategy. The current costs and benefit do not fit with the tax we pay and raising taxes for better services that I might not use is a benefit of the whole. The running of a social system using a business model is ineffective as many of the benefits are intergangible but costs are clear. Just because a service can be delivered more cheaply seldom better. A choice is good if you are buying apples but good base services negate the requirement of choices.

357 I think communities can come together in a crisis. I think community initiatives are good for adding value to good standard basic services. But, in my experience, even the most worthy community-based initiatives can run out of steam, inadvertently put people at risk, not spot deteriorating situations, behave unethically. All these dangers need to be addressed by training and professional support. I say this as someone who spends an average 30 hours per month in unpaid activities which I hope benefit my immediate neighbourhood and the wider community.

358 I think it will be difficult for people to take a more positive role whilst they are in employment - our experience shows more assistance is needed and most importantly that assistance needs to come from a single case officer rather than multi-agencies, who is available outside normal working hours

359 I think people can play a role in keeping an eye on neighbours young and old and being friendly and getting to know people where they live. But taking on a caring role for a neighbour can be too much when you are working as well.

360 I think people could be encouraged and permitted to take pride in their immediate road/street and perhaps mow the grass verges outside their homes.

361 I think publicise what you are doing and different places you can get help. It still needs many channels of publication and publicity as not all people are online, this is especially true of the very vulnerable in our society.

362 I think that many people already play a positive role in their communities. However, they need backing with good council services and accessible information about them.

363 I think that the plan to keep our communities fit and healthy is an important one, but there should be a wide range of support available and as much as possible the support should be free or at a low cost to the participants. There should be more emphasis on continuing rehab after a patient has left hospital and there should be lots of advice available to people who have experienced a traumatic life event, such as making them aware of groups in their community or nationwide that can help them when the council needs to step back. A friend recently became disabled and I must have spent over 100 hours on the internet in those first few months trying to find out the information she needed on what services were there to help her, what groups existed to offer advice and support and what help was available through the council. Very little was freely given to her by the various professional bodies she was in contact with and virtually no help has been given to her since she was released from hospital. It's cases like this that could be improved dramatically with just a better action plan in place to be implemented from the day of release from hospital.

364 I think that there should be investment in community hubs where there are paid staff to run all sorts of activities for a wide range of abilities. There should be facilities for collecting housebound people to come to these hubs - very often a chat and a cup of tea is enough. This would help greatly with mental health and give a reason to 'make an effort'. The Government has invested heavily in PVI's and Childrens Centres. We need the same investment for our older 'children'. There should be grants to update our GCC buildings to be modified for the elderly's needs.

365 I think that they should make time to ask young people what they think of Gloucester

366 I think the undermining of their unique ethos by forcing the Camphill Village Trust to adopt an employed care assistants model has been a mistake. Since Grange and Oaklands Park have become 'managed care homes' their community involvement with the villages around has probably decreased.

367 I think there are a lot of people who would be willing to volunteer for a few hours a week if they have appropriate support and encouragement. Maybe a campaign promoting volunteering opportunities could increase support for vulnerable people within local communities. I believe it is important that volunteers are sufficiently well trained for the tasks they are taking on and also that they are not asked to take on duties which should be left to professionals. I think great care is needed to properly identify those people who can be signposted to community resources, looking very closely at their personal needs and not just making assumptions about the assistance they require.

368 I think there are a lot of people who would like to give a little time and help in the community. However, it is very difficult to know where to go and how to find out that persons particular skills match to the best effect. There are people who have the time but not the money to meet the commitment. Perhaps out of pocket expenses can be met. If this already the case then it needs to be made clear.

369 I think there is a huge gap between the older and younger community and more should be done to bridge the gap, so the younger generation can start helping where possible. Something incorporating local schools maybe. A lot of elderly are nervous of young people, especially coming into their homes. And a lot of young people wouldn't know how to offer their help, i.e. delivering shopping or helping with the garden etc. With the school involved, this gives both parties security. Maybe some kind of incentive scheme, where the helpers don't necessarily get paid, but could get free/reduced bus fares? Also, living in quite an affluent area, you notice the better off people have a lot of influence over the area, but they are very quick to forget the people, who are less well off and are struggling. Let's make sure that it's not just the people in the biggest houses in town that are making all the decisions in the area! My sister spoke to the local council about renting an empty shop, to open a child friendly, cheaper cafe and was told it didn't fit in with the town and not to bother!!! So local mummies have to pay £8 for a sandwich and get disapproving looks when they go into anywhere with their babies!

370 I think this is difficult for working people who already struggle with lack of spare time and energy to contribute much - other than their taxes. The people with most capacity to help may be youngsters, the unemployed and retired people. Targeting these groups might be most productive in recruiting people to help support services in the community.

371 I think using communities is a good idea in practice. However care support is very important as sometimes it's very difficult in current climate for families to look after them, families have to work full time to support relatives at home and are not always able to give them their required care. Care is a very specialist profession which can be stressful and time consuming. Cutting these services would be very dangerous.

372 I think we already look after ourselves and others due to all the cut-backs that we have had to suffer.

373 I think we can use the local community to really support people if they are given support to do so. People don't just need to be left to it. Maybe the neighbourhood watch scheme could become a larger remit to also help people and signpost needs. Paws on patrol etc is a really good way and offer free training such as the advice guide that the Citizen's Advice have as a website - this would really help in local communities. The home Guard approach could be good if those people who volunteer get training and equipment to assist - similar to a sheltered housing warden? Given the tool the community could really support itself and build a really strong family unit around those that are vulnerable. Offer incentive, training and support to the community and don't just expect them to get in with it. Even first aid or sign posting like the village agents do would also help.

374 I think we should recognise and respect professionals- paying them a respectable and liveable wage out of the Council budget. It is insulting to say that librarians can be replaced by a voluntary group of individuals from the community. Librarians are trained professionals- give them the respect they deserve. Care workers should be professionalised. It is a hard, demanding and let's be honest, often disgusting job and they get paid a pittance. It is disrespectful to them, and it is disrespectful to the people they care for. Stop outsourcing care work to greedy, profit making companies whose only concern is profit for their shareholders and train carers so that they can take pride in what they do and dignity to those that they care for. These are just two examples of the utter disdain I have for the Big Society. Cameron thinks we are stupid enough to think that we are being "empowered" as individuals and communities whereas it's just the same old Tory rubbish of cuts, cuts and more cuts for the poorest and most vulnerable in society. Made all the worse by the demonisation of "benefit scroungers" and "fake incapacity claimants" that the politicians love to stir up via the media, as if they're to blame for everything. I'd love to know how much they really "steal" from the economy compared to the banks and tax avoiding multinationals.

375 I volunteer for Age ... Forest of Dean as a ..., visiting lonely/housebound people. Already we have difficulty finding recruits, so I think that trying to find more people to play 'a positive role within their communities' is quite frankly, pie in the sky.

- 376 I wish to play a positive role in the community by helping the Council to ACT IN A SENSIBLE WAY and cancel this imminent parking scheme
- 377 I wonder if there are possibilities for more joined up services between district, town and county councils.
- 378 I work as A Laerner Reserch woleenter Helping The communities By working in the sHop and fund Raising
- 379 I work in an early years setting and strongly believe that we could provide support for our families in many areas if we had the information available to us.
- 380 I work in the drug and alcohol recovery field. The evidence is clear, if abstinence is the focus of recovery, individuals will more quickly become net contributors to their communities. Yet only a fraction of the treatment budget is focused on trying to achieve this. Support people with these issues to become positive role models.
- 381 I worry about seeing the many pensioners using their bus passes at least every day, sometimes twice a day, just because they can. Many can afford the bus fare, and their going into town every day is detrimental to their local community, and it costs the Council Â£millions. When I first had a concessionary pass, it was in the form of a book of 100 tickets for a year. I was grateful for that. I could travel free to town and back once a week. I thought it was wonderful! When I was issued a limitless pass, I feared it would be abused, and sadly I have been proved right. We already have several free things such as prescriptions and eye tests. Central Government should reconsider forcing local councils into running this scheme. Think of the extra, badly needed services that could be provided. I'm sure that most pensioners would soon see the good side of the bus pass scheme being reduced. *Redacted name and telephone number*
- 382 I would actually like a central hub point for thigs going in in the parish, then wider within the Gloucester areas then also the County
- 383 I would be intrested to hear what the ideas are around services that would be provided by the local communities.
- 384 I would be more than happy to pay increased Council Tax to enable people to receive the support they need.
- 385 I would encourage those without work (or without full time wrok) to volunteers in the community without prejudcing bennefits.
- 386 I would like to see people on benefits working for the money they receive. They could help keep the communities tidy and clean which would help them become familiar with a working routine and foster a respect for the local area.
- 387 I would like to see volunteering opportunities much more widely publicised at a local level. When I have tried using the Volunteering England website the information has often proved to be non-current, which is off-putting. I have successfully found voluntary work by going to my local volunteer bureau or asking around, but why can't information be made available in the places people visit every week. Some sort of parish level brokerage system for help wanted and help offered would be good.
- 388 I wouldn't be against helping out in my community but i have no idea how to play a positive role or where the need is. Therefore, i don't really have any ideas otherwise i might already be doing more to help others.
- 389 I'd like to think that if someone in my street was too frail to get out and get a few essentials that i would pop up the shop for them, but i can't guarentee that I would know that. However broadcasting the location of vulnerable people within our community is also not an option. Perhaps local community leaders could look at establishing a neighbourhood watch but for the vulnerable. keeping an eye out for those deemed at risk through a network of CRB checked and registered volunteers.
- 390 If asked directly people may volunteer more
- 391 If building sold for conversion rather than new estate. Don't forget rural areas - more pedestrian areas for people to get out and about

392 If people are going to have a pride in their community maybe it should be made aware of in our schools where young will learn at an early age to look after their surroundings. i.e. a subject or speaker from the council to give talk to schools.

393 If someone is able volunteering is good

394 If there are roughly 250,000 households in Gloucestershire and a £25m shortfall in funding between what the council can do and what is expected of them (as explained early in the survey) then why not ask people if they would be prepared to pay £100 more per year for these services not to be cut? I would certainly be happy to do this. I realise that our household income allows us to do this but why not ask the whole Gloucestershire population if they would be prepared to pay more council tax to stop the cuts. I would even be prepared to pay £200 or £300 to cover a family that couldn't afford this increase.

395 If there was right leadership to encourage volunteers More self help - with good leadership How do we organise community - community leaders

396 I'm sure you already know about all the excellent schemes there are in Cirencester for visiting the vulnerable run through various churches and the Churn Project, for example. These visitors can act as sign posters to pass people on as necessary I think you should work more with schools to help young people develop their sense of responsibility as members of society

397 Important to protect voluntary organisations from ????? Be proactive about engaging faith based organisations Continue to invest in staff

398 Impossible children out rubbish, crisp packets bottles just thrown on our close same children every day Remember its not the children its THE PARENTS i say, I often pick it all up. Beaufort School Boys kick bottles along going to school.

399 Improve funding support and use of Neighbourhood Partnerships. These can be a more accurate method of collating community views that have been thought through and discussed by local people.

400 Improve waste and recycling. Increase car parking costs, charge business for staff car parking on site in city limits, that could then fund.....improve cycle to work tracks and cycleways...improve health, cleaner air, less congestion.

401 In a few years I hope to be retiring and hope to be in good health and reasonably capable. I would then like to give something back to the locality that has provided the infrastructure for me to earn a living and a pension. I will need CC advice as to who to contact locally who could assess where my time and abilities could be most useful. Some sort of structure is needed for lines of communication which operates in the same way across all regions and localities. Living in a small village I don't feel I would know, when the time comes, where to ask.

402 In Chipping Campden there are excellent organisations helping the sick and the lame and the elderly, all relying on volunteers. You could help spread the word of what community organisations (relying on goodwill, not expertise) are broadly most useful.

403 In feb, during snow. Three street wardens were in the town, laughing at people falling over. They should have been helping to grit the street - not checking dog fouling etc. or laughing.

404 In my case, I'm at work all day and evenings/weekends are for housework etc. When my mother retired at 60 she had time for volunteering and helping others. Now the retirement age is getting higher, I will work longer and most likely not have time as she did. So basically, if you want people to help out, give them time to do it. How about getting those on benefits more engaged with volunteer work. Give them some incentives to help.

405 In my experience most people already play a profound and positive role in their own communities: volunteers, action groups, residents' associations - all set up to represent the actual public beyond their democratically elected representative. This effort appears to not be met/recognised by the government at any level. Those who have elected their politicians now have to protest and lobby the very same people they afford power to to get anything done. Dissolve political parties at the local level (as has been successfully achieved elsewhere) and have local politicians serve the public as a committee council, not a pale imitation of failing Westminster histrionics. Put an end to electioneering and political posturing and get back to helping people, rather than the parties that create a conflict of interest.

406 In order for this "alternative" delivery structure to work, the County Council has to consider seriously delegating operational management and adequate funding to bodies like Parish and Town Councils and G.R.C.C. You cannot make sense of this approach unless you transfer budget and personnel. As a specifically targeted consultee that has responsibilities for the good management of the built and natural environment it is noted that the County Council has largely retreated from its historic responsibilities. The District Councils have patchy staffing and uneven expertise. Much play is given to the use of professionals from Trust backgrounds. Unfortunately the amount of attention that Local Government takes of this sectors comments is very patchy and sometimes not welcomed. Would the County Council consider a Unitary approach in this sector and that Local Government actually listens for a change.

407 In our village we have GOWNS, ie Gotherington, Oxaton, Woolstone, Neighbourhood scheme. Which provides services any good neighbour does eg. lifts to doctors. Suggest you roll this out in other villages.

408 In some areas there isn't a hub to a community. If focus on communities to do more they need a hub + help.

409 In the winter around the villages snow wardens can call in on old and infirm people to arrange to get shopping etc

410 In this modern era families have to work which does not leave much time to care, life is too busy.

411 incentives

412 Incentives - travel expenses etc. Promoting benefits and volunteering.

413 Incentives = decrease council tax rates if you look after community i.e salting, cutting the grass

414 Incentives for volunteering

415 Incentives for volunteering - reduction in council tax Communication of idea of "volunteering" has to be with the right leaders in community they could inspire huge community change.

416 Individual budgets so that clients get to choose what they want rather you imposing what you think. Carer support groups and officer with responsibility for supporting families and communities. Transport to prevent clients being isolated in their homes.

417 Individuals being good role models & mentors (guides) for others who are unable to make the right decisions.

418 Information points in post office/ supermarkets

419 Instead of scrapping old equipment and desk etc you could sell them onto members of staff/schools.

420 Instead of spending money on more internet put more info in booklet that comes every year with council tax bills

- 421 Instead of using volunteers all the time why dont you give people proper paid jobs the employment figure are a joke have you seen the people walking the streets without jobs. George Osborne is living in cloud cuckoo land of toryland...
- 422 Insufficient information provided to make an intelligent response. My council tax leaflet is a masterpiece of obfuscation when it comes to an explanation of how you are spending My, repeat my, money! As well as being "people" i am also a person.
- 423 Intense focus on benefit fraud, don't give it to people that are scamming the government.
- 424 Interact more with the public on a face to face basis such as the MDP and information centres such as these.
- 425 Invest in agencies that can provide services to vulnerable groups so they don't become isolated & vulnerable e.g. invest in more trained library staff to assist clients using Universal job match.
- 426 Invest in helping people to make connections in their own communities.
- 427 Invest more in web services and open data
- 428 Investment is required in providing information and advice available to individuals to access. Village agents need to play a greater focus on education and need to be increasingly "visible". Education is required within communities to raise awareness of how they can minimise social isolation and provide informal care. Voluntary services and supporting people are a valuable resources and can impact on the community care budget, thus it is paramount that investment in these areas increases.
- 429 Involve local people more in the early stages of shaping new approaches/services when their ideas can make more of a difference. Share the remaining public buildings with community groups. This will create more vibrant places where people want to go, either to work, volunteer or get support.
- 430 Involve more YP in decision making
- 431 Involve organisations e.g. W.I., Women's groups, Inner Circle, Rotary, Round Table so efforts can be concentrated in important projects. Energy is not then dissipated.
- 432 Involve younger people in caring for older generations
- 433 Involvement in schools, as appropriate, such as donating to and attending fundraising events. Supporting them as a parent of children that attend. Community events such as village fetes are great for supporting the local community, charities and just to meet the general populus! Supporting your local library by attending workshops and special event days, especially those for children in the holidays. These are wonderful and especially precious to those children and families from low income households. I was saddened to discover that our local library may have to ask for payment or donations for these events, in the future, to cover costs (due to yet more funding cuts).
- 434 It can be difficult to find out what is actually available in your own community and there can be quite a lot of re-inventing of wheels leading to duplication and dilution of resources. Better communication of what is actually available and also gaining knowledge of best practice in other areas of the country as well as the county which can be replicated in our communities. Build up a stronger network of volunteers - promotion on what people can get involved with, including for those who might only have a few hours to spare. I work full time ++ as many do these days.
- 435 It goes without saying we need to take more time to educate & involve the young. Too much focus in school with regard to exam grades, we need to bring young and old together

- 436 It is a misnomer that local people know what local services are available let alone know what works for them. I have only been made recently aware of the existence and work of Local Agents in Churchdown. I and many friends did not know of the help available from this valuable service or whether or not it is available in Cheltenham.
- 437 It is about time your top executives earn the money the public spend on them. They are being paid to find out what is working, after all what are your Communications, Marketing etc. Executives doing with their time?
- 438 It is important to maintain the number of houses, and building under control. If the county decide to give permissions to build thousands of new houses all the services will be collapsed, and the deterioration of the quality will start.
- 439 It isn't going to happen! Society is atomised and self-centred and self-seeking. We have had several decades of erosion of collectivist norms.
- 440 It would help if signpost information was readily available
- 441 It would be nice for people to take pride in their community and not treating it like a rubbish dump so they should be clamped down on and face Fines if caught Fly Tipping on their doorstep.
- 442 It's about having good neighbours without being in each other's pockets.
- 443 Its not just care services, but other services such as highways, environmental services, libraries that are essential to communities and need to be provided. Outsourcing is not the answer, you are wanting to save money, not give it away in profits to big businesses. Use local suppliers and smaller more flexible contracts that re-invest back into the local area. Create a unitary authority for Gloucestershire and cut down on the bureaucracy, duplication and buck passing between district and county.
- 444 It's questionable whether to pass certain issues on to Parish Councils. Their precept is still paid for through the council tax. Perhaps you could give Parish Councils some PR - let people know that by becoming a Parish councillor they can influence what happens in their neighbourhood, and how money is spent. P C 's are a little known or used resource by the majority of people and they are already in place within a legal framework. Councils NEED to work together and share what resources they have.
- 445 Job seekers should do community service - if the council tax payers money is being used to support them - they need to give back
- 446 Join Global Footsteps which has a connected communities programme. Invite people to talk to each other coffee mornings front line + face to face.
- 447 Join local community groups
- 448 Join Neighbourhood Watch Check up on older/disabled people.
- 449 Join self help groups. Write to local papers. Constantly speak to M.P.
- 450 Joining community support programmes if they are aware of programmes people may be more inclined to join them.
- 451 Joining more clubs, memory clubs etc
- 452 Just be friendly and help wherever is possible, a little help goes along way.
- 453 Just has to be monitored carefully - volunteers

- 454 Just inform them of what they can do
- 455 Just pay taxes and rates without grumbling -- because we recognise that the government/ local authority must have the backstop role and a bit more, and that needs to be paid for. Take from those who can afford it best, give to those who've got little or nothing.
- 456 Keep an eye on elderly neighbours, to make sure they are OK in the winter for food etc or need any assistance with getting things.
- 457 Keep bus service
- 458 Keep on pushing the self-help (or next door help) message. Scrap or redefine the ridiculous laws re CRB - at the moment it's (a) a get-out clause for those who can't/won't get involved and (b) a disincentive to those who might.
- 459 Keep people active
- 460 Keep Village & Community Agents Bridge the digital divide by encouraging people to improve their digital skills via Adult Education/Libraries etc Use libraries as community hubs and as conduit for Council information Put WiFi in public buildings/areas Improve Broadband
- 461 Keeping communal areas clean and clear of litter using local volunteers will hopefully provide a positive message through the community.
- 462 Knock on some doors - get people understanding the financial facts and the rewards that could be theirs in their environment if they pulled together
- 463 Lead by example, How many GCC employees engage in voluntary and community activities?
- 464 Leaflet/advertising campaign to tell people what volunteering opportunities are available
- 465 LEAN ON LOCAL COUNCILS TO LISTEN TO THE VIEWS OF THEIR VOTERS - REMOVE LOCAL CAR PARKING CHARGES AND REVITALISE LOCAL COMMUNITIES BEFORE THEY ARE COMPLETELY DEAD. HAVING RECENTLY HELPED FOR TWO PEOPLE APPLY FOR DISABLED PARKING BADGES, DEALT WITH AT YOUR CHELTENHAM OFFICES, WE ARE ALL OF THE OPINION THAT THE FORMS ARE INVASIVE AND QUITE DISGUSTING TO FILL OUT. QUESTIONS ARE ASKED THAT EVEN ONES DOCTOR WOULD NOT DIVULGE. SURELY THE PROCESS COULD BE MADE EASIER AND MORE PRIVATE IF A DOCTOR ... TO SAY CERTAIN PEOPLE HAD LIFE LONG DISABILITIES AND WOULD NEED A BADGE FOR LIFE AND OTHERS WITH TEMPORARY DIFFICULTIES BE ISSUED WITH A TEMPORARY BADGE. AT THE MOMENT PERSONAL AND EMBARRASSING ANSWERS ARE GIVEN EVERY THREE YEARS TO YOUR NON MEDICAL STAFF. YOU CAN DO BETTER HERE.
- 466 Learn from community sector like time banks!
- 467 Less cash based assistance and more means testing to target resources where actually needed. Better to outsource and support charities who can provide some services better than LA or Central Govt.
- 468 Less focus upon the introduction of online services and more focus on alternative provisions to continue providing actual contact to service users on all services, especially social care.
- 469 Lets look again at unitary local councils. Empower local voluntary groups by providing grant funding to let them look after some services. Don't keep slicing the funding for essential local services like the buses which allow people to keep in touch with each other and healthcare. Work more closely with the NHS Focus efforts on improving how you deliver social care as there is a lot of waste and poor practice, even after the last few years. The council seems to tiptoe around the issue rather than facing it.

- 470 Liaise with colleges and schools to teach young people how to be more independent and teach them about services such as council tax and income tax.
- 471 Light touch support/advisory/coordinating role only from council. People and communities should be allowed to do whatever suits their particular choices and budgets within their parishes. Council should only get involved on their statutory responsibilities - and cease expenditure on all discretionary areas.
- 472 like the idea of individuals become key in community to be the conduit between services and individuals - maybe some sort of volunteer network?
- 473 Listen to the local people who know what the actual need is
- 474 Listen to those that know!
- 475 Listen to those who understand and empathise with those in need e.g. Age concern, diabetes UK, MIND, Samaritans
- 476 Listen!!!!!!
- 477 Listening to local people and finding out what they really want
- 478 Lists of local useful services specific to areas and localities can be provided to people to help themselves. For example mobile hairdresser, chiropody, age uk, pharmacy deliveries, shopping, cleaning, gardening services and telephone numbers.
- 479 Litter picking Neighbourhood watch and looking out for our neighbours/ friends/elderly near us (ie milk left on the doorstep.
- 480 Litter picking, weeding of public spaces.
- 481 Litter picking. Weed clearance. Low level but time intensive tasks.
- 482 littering would be the issue here. preventing others from littering. If 1 out of 10 litter (made up number for an example) if the 9 verbally explain why not to litter each time the 1 does, then they will stop.
- 483 Local churches and community groups already provide care in he community. The county council/local councils should make the most of these groups to support patients when they are discharged from hospitals. In this day and age, many families do not live near relatives so more support in the community should be co-ordinated so that people are aware of the services. Talks to these local groups outlining what care is available and from whom could be useful. Once a year, a gathering of these group leaders could be organised and thanked for their support as a good gesture from the council. People liked to be appreciated!
- 484 Local churches can be a great help in local communities and are more than willing to get involved. The problem is that doing work in the community means that the individual needs a DBS check These are complicated to obtain and I have found individuals just give up.
- 485 Local communities know what works best - some groups will need to work together to build relationships and trust , access funding to optimize support and minimize duplication. A study of voluntary and statutory agencies in area's covered eg in the forest of dean CAB have created a network forum and signposting and referral network of agencies throughout the forest area - so far 37 partners are signed up to this, using resources such as these as a starting point would help to identify whats available in each community.
- 486 Local communities/parish councils don't work together More communication with communities - tell us what to do.

- 487 Local community groups should be supported to provide a forum to bring together agencies and people who live there so there is an on-going discussion about what works in each area - no 'one size fits all'
- 488 Local community projects are often very efficient and effective but under funded - don't squeeze them but give more funding. Willing volunteers are often more motivated and caring than paid help.
- 489 Local Government in the Dursley area is totally ineffective, particularly Dursley Town Council. Make it worthwhile taking an interest in local government by giving it responsibilities.
- 490 Local involvement. Provide I.T classes for 50+ to encourage more online use to save money.
- 491 Local meetings well publicised and publicised in advance
- 492 Local papers
- 493 Local people need to have a lot of information available to them to ensure they can decide what services will work for them. The ABCD approach demonstrates this with the use of community builders who have an enhanced knowledge of what is available in their community or who can initiate new services. Information is empowering and we can play a significant role in supporting this.
- 494 Local pubs in our area really get involved with the community by having coffee mornings for OAPS etc. this is really useful for socialisation of OAPS and also possibly knowing if they are unwell or need help. I think this could be very useful in other areas too.
- 495 Local volunteer road sweepers etc. pick litter, sweep roads and pavements. Cut grass verges. The current standard is very poor. Engaging people within the local community to look after the stretch of road outside of their own front doors could work.
- 496 Local/village transport coordinators could work. Local/ village "hubs" are attractive to those seeking lottery funding. The county council could put in place - publicise its requirements for these. The WI are very strong in local towns and villages. Could they be persuaded to help.
- 497 Loneliness and isolation is one of the biggest problems in both rural and urban locations. Invest in helping people to set up more befriending services and put some of the limited funding into getting strong structural basis for these services. Ignorance around conditions such as dementia is still a reason for people to feel traumatized and judged. We need to continue the excellent work already being done to educate and give more support to schemes such as the Village Agents. They have a wealth of knowledge and experience . especially those who are trained as Specialist Agents. With more funding for hours , they used be used to help in other area outside their cancer remit. The Village Agent role has proved itself to be a great success in giving information, knowledge and support but the hours have had to be limited in the last 3 years. Invest more in this scheme and you would save in the long term.
- 498 Loneliness is a very serious issue for many elderly and disabled people. Any voluntary good neighbour schemes can be encouraged and developed. So many people would be happy to help but don't quite know how to get started.
- 499 Look after own area - like gritting outside shops but, make sure they know they won't get into trouble for doing it.
- 500 Look for areas who already have good volunteering cultures More scheds programmes
- 501 Look out for and communicate with their neighbours.

- 502 Looking at utilising volunteers more i.e for befriending services.
- 503 Looking out for older or vulnerable people in their community who need help, support or just company to combat loneliness. Offering help to neighbours when required such as cleaning their house or mowing their lawn which helps to create a sense of community and togetherness.
- 504 Lot of people don't know what is available. eg Tewkesbury is a healthy town - what does that mean. Bring back sure start a great idea - equips mums to help each other and teach each other.
- 505 Lots going on mainly for children, what about older people. Checks need to be kept on people managing this mainly REC in Coleford as case in park inappropriate opening of cafe and shutting bowls club.
- 506 Lots of charities and vol who help make communities.
- 507 Maintain engagement and honesty with the public
- 508 Make it worthwhile, cheaper for homes who recycle, benefits only those who try and help themselves or volunteer to help others.
- 509 make more use of Fair Shares Gloucestershire which already has a network of community support across the county through timebanking.
- 510 Make people aware of volunteering opportunities
- 511 Make people aware of what's going on. Easy ways to help out big communities.
- 512 Make people more aware of services. Give elected volunteer representatives chance to bridge gap between community and council, increases awareness of council. Encourage people to take responsibility for themselves rather than rely on council services; rather than giving them all they ask for, help them achieve it themselves
- 513 Make people more aware of what is available to them and how they and their neighbours can help each other with a little understanding.
- 514 Make people more aware of what they can do now. If I wanted to help an elderly person for example how could I go about doing this? Who can I ask? Will I have to go through formal training?
- 515 Make sure people know where they can step in to help themselves and where they can't because of health and safety issues. For example if there are weeds growing along the kerb or on a central reservation would it be OK for a resident to clear them?
- 516 Make sure that people are checked and properly trained to look after people, they should still be the responsibility of the council
- 517 Make the ability to act, be councilors etc be easier to 'apply'; ensure that any income derived from these roles is fully notified to the public. More publicity will get more people involved and not just the same few each and every time.
- 518 Make transport more available
- 519 Making it easier to volunteer in a variety of places would encourage more people to get involved
- 520 Making people more aware that they can be involved

- 521 Many elderly don't bother with bus passes because we only have a bus in the mornings - have to rely on dial a ride pm and tuis - this costs money they can't afford therefore many do not get out at all. Why can't they use their bus passes on community buses!
- 522 Many good people and services. We have recently been helped by trading standards following a trader ripping off my elderly mother. That's the kind of service you need to support. Those who actually protect vulnerable people and prosecute the nasty little blighters that rip them off.
- 523 Many older people do not have family nearby, and would like to be involved in their local community but do not know where to start or what to do, or contact.
- 524 Many people already carry out voluntary roles to help within their communities, in particular older and vulnerable people. There are many unsung heroes. Acknowledging this in some way would be appreciated.
- 525 Many people do play a positive role in their communities by volunteering and helping others, but many others are not willing or able or have the time to do this, especially those working hard to support their own families. Therefore, I am afraid that with the model you are proposing, too many people will fall through the net and have no support at all. With less money to go round, the needy will become needier. Many communities are sadly much more fragmented than they used to be.
- 526 Many people have skills that are unused in a voluntary or supportive basis, but volunteers should not be used to cover aspects that local councils have a duty/ duty of care to provide. It's not adding to already stressful lives just because of budget cuts.
- 527 Many people have very busy lives and may find it difficult to become involved in the community. If it is simple to become involved, perhaps more people will be happy to take part.
- 528 Many services are available but few people know what it's out there. There needs to be more publicity and information available.
- 529 Many people already give to their communities - the network needs to be widened so that a few people are not stretched.
- 530 Maybe CDC could provide a trained welfare officer to provide support to communities traveling to the local communities on set days to support residence and assist volunteers.
- 531 Maybe existing community groups (e.g. Church groups) could be co-ordinated more within the county council umbrella? Existing neighborhood groups could be strengthened by training to do more outreach work. Match people who are willing to give help with those who need it.
- 532 Maybe the notion of "neighborliness" needs to be explored - and advertised! More support for neighborhood social activities to help build communities - it seems to be the same people who receive the funding - more, smaller grants or help in kind?
- 533 Maybe Village agents could create Key Neighbour Volunteers. That go around and help each other out, whether for company, gardening, shopping, help etc. this would form friendships and bring communities closer together. Maybe get people who have used the service to "Tell it like it is" and show these to the public. For example if someone has suffered a bereavement (and if they are willing) get them to write about all the organisational aspects. If they want to talk about their experience they could provide GCC with their contact details so that others wishing to talk to someone who has used a service can relate to a person rather than a council.
- 534 Media/local
- 535 Mentoring scheme from older people / women in the community for young mums / teenage mums.
- 536 Mentoring, have retired people with specific skills be given the opportunity to teach them to young people. Makes both the old and young involved feel useful.

537 merge City and County councils together to save on the bureaucracy where each council wastes so much of our finance's like the recent £100k totally and blatantly waste of money installing electronic bollards in the gate streets to stop the occasional vehicle that drives through town at 30 seconds past 10. Hey but £100k of our money will now stop that. Could of paid for 5 police offices for 12 months to stand in each gate street with synchronised watches so that when it got to 10am they could all pounce.

538 Message out what city, county and central government do.

539 Messages through local committes

540 Minor support grants could be made available for people who can demonstrate they will support and work to look after people who needs support. i.e. car allowance fuel payments for doing shopping, getting medication, helping tend gardening and house work etc. Training could be provided for basic medical care and lifting etc. I've seen in the past people in public service empire build to enhance their salaries by getting their post regarded and having staff doing nothing productive. Staff need to be employed in the county council who have a passion for their local community. If there is a local person (Glos born and bred) with 60% of the skills required for a job the rest to make 100% would be driven by their passion to support and help their community. I've see people get employed from other areas other than Gloucestershire who come into Glos very happy to take a large salary and not care about what impact they are having in a area where they have no real connection. Sorry but there is still a lot of staff employed in the County Council who need to be asked, what have they achieved over the past 12 months? if this is below standard or a load of waffle with no real outcomes, then get rid, so people who want to support and improve services and local areas can get the job done.

541 Mitcheldean Gardening club looked after me after stroke - don't underestimate the work they do.

542 Money? Council contracts on all current contracts You are paying 400% average because you are the council.

543 More active in communities - people Cllrs could be more visible

544 More awareness of people who live on their own. Neighborly spirit

545 More centres to use as drop ins and more activities for people to do in Gloucester

546 More communication with communities

547 More community centres more activities for elderly with some guest speakers to stimulate the mind. More volunteers Safeguards for volunteers so they are not vulnerable

548 More community development. Vast areas of Gloucestershire have lost their sense of community. We should halt the development of large supermarkets, that quickly drive small traders out of business. Ultimately, this actually leads to less choice and enables the large companies to drive up cost. This then crushes the community of these areas. Stop over development. We do not need more houses,

549 More coordination and communication would help

550 More encouragement to integrate services with community eg put supported nursing providers and their tenants in rural with local community groups. Currently lack of communication. With usually private service providers services with community

551 More for vulnerable people Substance misuse and homeless

552 More for young people - e.g youth club run by volunteers

- 553 More help and signposting to volunteering opportunities
- 554 More home visits from community/neighbours
- 555 More information about what is available. Funding should be aimed at organisations that deserve it, not at the ones most able to fill the application forms in.
- 556 More information and leaflets websites etc.
- 557 More information and signposting to what's going on in communities
- 558 More information available to people what is available in their community, i.e, leaflets, radio, local paper etc, as well as who to contact.
- 559 More information needed on what exactly goes on within the communities - so people know eg. lunch groups/pop-ins needing volunteers. The newsletters within tax reminders etc. and online information is good.
- 560 More interaction between local residents and town councils, county councils Being upfront and honest, Don't hide facts, say it how it is.
- 561 More joint partnership working
- 562 More knowledge and publicity about how to get involved and what is needed. In a very small contribution to my community I clear storm drains of debris, clear snow and ice from pavement and steps when we've had bad weather and pick up rubbish from pavement and street all the time but I get really fed up with others warning me not to "in case somebody has an accident and they sue me"
- 563 More local services the better. V agents are very good. Co-Ordination needed in villages could be a good investment for council to employ community Co -Ordinators
- 564 More local swimming pools this is an exercise that the whole family enjoys. This also creates a building that can have many sports added on. Encourage opening of village social cafes which could be used as information and advice centres, a place of community spirit which by and large has been taken away by building to many large housing estates, which lead to the break down of family life. Children need open spaces to play in so more consideration when adding housing estates to villages and towns there should always be a playing field included in the plans people are not battery chickens they require space around them.
- 565 More outreach like this one
- 566 More people should be required to carry out voluntary work
- 567 More people to train volunteers and to support when they feel insecure
- 568 More police presence in towns and villages on foot - not in cars. If i am attacked i would like a policeman on hand to help - Not a CCTV camera to record the event. Open your eyes and look around at how untidy the verges and pavements are - weeds growing everywhere - get people on community service to tackle the weeds clear the ditches and the streams.
- 569 More publicity about volunteering services. The council should support volunteer agencies working in partnership.
- 570 more publicity of the issues and more understanding about what is involved

- 571 More road repairs and white line marking over drives
- 572 More schemes for people who are able to volunteer to help those who are disabled, ill, elderly or just lonely. There are some schemes but I think people who might help still hang back from getting involved, not confident that they could be useful. I think there needs to be a more vigorous approach to this. Meetings in village halls so people can learn how they could help others in their area? Organised by GP surgeries? Village Agents? Counsellors? Someone from the Council?
- 573 More services for people with mental health problems
- 574 More social meeting in the community
- 575 More support for existing groups ie scouts. Our summer camp cost £100 for 5 nights all inclusive, yet schools charge this for an overnight trip. This year we have no access to a minibus as the Longlevens community bus has broken down.
- 576 More support to maintain family connections as this can be a key issue in wider determinants of poor health and poverty.
- 577 More togetherness in communicating with our immediate neighborhood - using our local village halls etc including the pubs for meeting places!
- 578 More training courses for those people who could well become carers for family or friends. This could be run by charities such as Age UK, Carers Gloucestershire or similar, backed up by Social Services and Village and community Agents. There is a need for more people to step forward and help run over 60s clubs in the Forest or Dean area. The main problem is that those already in the clubs are getting older, a good number of club leaders are in their 80s and younger members are not coming forward. In Touch at GRCC does help, but the clubs need to be more attractive to retired people in their 60s and 70s. The extension of Community Transport would help people get to these clubs and this would help combat loneliness which is an increasing problem particularly in rural areas. The bus pass system for older people and disabled people also helps combat loneliness as well as helping older people to stay independent.
- 579 More use of volunteers needs to be made throughout the various tiers of services being provided. Volunteers are prepared to give time if their efforts are appreciated and rewarded in some way.
- 580 more village agents would work
- 581 more voluntary involvement keeping libraries drop in centres open have information available for people to find out Have drop in centres in local schools not just during term time but also in school holiday's coffee mornings creche facilities baby groups etc
- 582 More volunteer police officers covering wider areas of Gloucestershire. Involve more secondary/ Grammar school pupils in projects around Gloucestershire(people and places) Try more fundraising around the city to help local charities / food banks. Promote our assets to encourage tourism. Children centres could do more for children / teenagers ie drop in centres etc. more sporting opportunities should be opened up for children/ young adults out of school.
- 583 More/easy "advertising" open to all
- 584 most services are poorly understood in rural areas and even less available. There are situations where people do not have immediate family to provide support and care. Those that can afford it should pay, either Council or private provider
- 585 Most services are used on a small minority of people...perhaps those who aren't a burden on resources should have a tax rebate or 'no claims bonus'.

- 586 Mother receives pastoral care through the church. We should spread the support so it's not concentrated on the council.
- 587 Move community centers for various activities - people will be more connected
- 588 My 94 year old/disabled mother died recently and was at home at her last. She was living in Monmouthshire. She had the good fortune to be in the area where social services were trying out "The Raglan Project". Under this, each person/needling carer was given a guaranteed team of five named carers, one of whom was her lead carer. The carers are a salary rather than hours, they are given all the info. re. The persons needs and can then recognise it as if they think best. 2 of my mothers carers drove her to her grand daughters wedding + then took her back home so that the rest of the family could go to the reception. Monmouthshire found that carers took less sick leave, service users were healthier + happier + have extended the system to the whole of Monmouthshire.
- 589 My fear is that communities are not sufficiently mixed for this approach to be a success - some communities will have a higher proportion of people who are cash rich, but time poor, who would rather pay, others may be time rich, but capability poor, and other communities may have neither the cash, time or capability. Please do not underestimate the range of skills required to make this approach a success - given safeguarding etc this is not simply a case of handing over the the kind and caring.
- 590 My neighbours know i work for the county council and i have been asked on several occasions for help in contacting the relevant office/officer with the queries. For example - where can i get a replacement recycling box from (mine has gone missing). I am happy to help.
- 591 My son will be doing a duke of Edinburgh programme it would be good to link in to the volunteering that he will be required to do as part of that award. To help others in the community links through schools and volunteering would be beneficial if properly managed.
- 592 N/A
- 593 N/A
- 594 N/A
- 595 Need long term goals, not just short term lists.
- 596 Need to emphasise personal and social responsibility: there are people who can afford to do things for themselves but don't know how to so there needs to be more help for those people. The Council website can still be difficult to negotiate despite its overhaul.
- 597 Need to help each other during bad weather, esp snow. Need someone to contact to get elderly out. Never know who to contact to get out of house when snowed in.
- 598 Need to master community spirit
- 599 Needs to be a better awareness of political process. More engagement in political process.
- 600 Neighbors watching out for each other. Forming small volunteer groups within the community to help those around them in need of help.
- 601 Neighbourhood wardens and other such accredited schemes.
- 602 Neighbourhood watch Regular visits to old people identified in the community to ensure they're ok.

603 Neighbourhood Watch schemes are sometimes a good way for people to get to know their neighbours through talking and discussing local concerns, not just safety issues. For a variety of reasons people are less likely to know their neighbours these days and being part of a scheme can encourage greater neighbourliness and concern for others.

604 Neighbourhood Watch schemes being restructured so that it includes people/volunteers/community based wardens keeping an "eye" on the most vulnerable in society and having direct access to Council services where concerns may be raised about someone at home so that rapid response can be provided rather than waiting for crisis situations and for home situations to break down.

605 Neighbourly help. Know your neighbours

606 Neighbours to look after each other like they did in the war. When there's a problem like the war it makes people all work together and 'cling' together.

607 No

608 NO I DON'T BELIEVE PEOPLE KNOW WHAT SERVICES WORK FOR THEM ONLY THOSE USING THESE SERVICES KNOW AND SOMETIMES THE SERVICE PROVIDED IS A WASTE OF RESOURCES. EG THERE IS A YOUNG MAN WITH MENTAL HEALTH OR LEARNING DIFFICULTIES WHO IS OFTEN OUT WALKING THE VILLAGE WITH ALWAYS 2 (TWO) MINDERS IN TOW. WHY?

609 No idea

610 No1 the question of selling buildings deceitfully masks at right-wing agenda of asset-selling, while masquerading as a general policy question. Asset stripping of councils to fund short term expenditure is a highly inflammatory issue and deserves a more intelligent question. The second question doesn't address the issue- of course online services are useful, but where they distance people from the ability to make relevant contact they become toxic. It is the quality, qualities, or lack there of that make online services desirable or not and not online services per se - you simply aren't asking the right questions. (Tip: on a separate issue, eschew "banditing by sacking APCOA parking rascals")

611 Nominal charge Danger of over provision of free services that people abuse or take for granted

612 none

613 Not a good idea to pay/reward people for volunteering

614 not everyone lives in an electronic age so there has to be a variety of communications to inform communities with parish councils, town councils etc used to highlight these. Linking young with old should help to break down the inter-generational issues, use some of the dementia friendly plans that teams within adult social care and health have developed to make communities community friendly. With growing migrant workers communities their experiences of how easy /difficult it has been to be accepted may give some insight into how things need to change - they are the local communities of the future.

615 Not everyone wants neighbours and the community knowing their business - there needs to be a focus on family values and involvement to encompass all of society.

616 Not sure at present but 'Care in the Community' is failing mainly due 1). Professional/skilled assistance is not available when required. 2) Councils only too quick to burden families with elderly and inform in order to reduce costs. Also, regarding council tax bills, public are not receiving value for money.

617 Not sure

618 Not sure how you can encourage people to get off their backsides and get involved for a long periods rather than short terms. Believe that people get involved because it's part of their nature to do so. Would suggest that community roles such as social workers are provided with the resources to spend more time in the community developing community reps to get involved as a front line support and communicator as they live in the areas and will have a better gut feel as to what the true issues are.

619 Not sure whether people do know what is available in their communities. Building up support within those communities will take time.

620 Not too many ideas I'm afraid. Always horrified by the amount of litter dropped near by and in the town centre, totally needlessly. (Wish more people would show more respect to footpaths and even people's gardens regarding their dogs' toilet habits and certainly clean up afterwards.)

621 Nothing major comes to mind!

622 Obviously Volunteering and more tributes and recognition given to those who do community activities such as fund raising, awareness provision, organisations who attempt to join forces to provide community facilities with fun places to go and activities to do. Let us give praise and awards to those who are trying to build stronger communities. Apart from volunteering we can all look out for our neighbours where possible. Weeks where you ADOPT A NEIGHBOUR...or introduce yourself to 2 new neighbours a week and see if they need help or company or just to say hi to!

623 Offer council-owned premises for use by local charities and community groups. This can often be in the evenings when council buildings are empty and meeting rooms can be utilised for even just a couple of hours for community group meetings. Some commercial companies already do this and the council should also. Small initiatives like this can help people feel they are being actively supported by the council rather than fighting for help to be provided. More outreach from the council to all local community organisations would be a good thing, provided it does not mean creating an expensive staffed position within the council to do so. There is already too much ill feeling in Gloucester about the high salaries of some council staff.

624 Old social club was closed, would like ways to engage

625 Older people can help older people they must be allowed to feel useful . There are a lot of good charities out there working and a lot of private support workers who provide good quality private care. More emphasis is needed on loneliness, care homes need to involve their local community and neighbours hold tea parties bring the outside world in .

626 Older people need a mentor.

627 On our estate rented properties tend to destroy the local community atmosphere. Most take all & do little. You say that 'local people know what services work for them'. They don't . Many people have little to no knowledge of what local authorities do or provide. There is a lack of understanding of how everything works. You need to instigate with Government a programme of education of community affairs. You need to give incentives like a prescription. People who contribute to the local community should be offered a reduced Council tax bill or some other perk. More Work places need to encourage community support with their employees e.g. Ecclesiastical Insurance & Carers Gloucestershire. Residents Associations need help in setting up a more proactive support to their communities. You also need to advertise the benefits of what a County Council & Borough Council does and expand rather than contract. With good value for money you should be able to exploit the positive aspects the organisations bring and ask for a rise in Council Tax otherwise we will go back to Victorian values & the poorhouse mentality. Our experience of privatised services for care of the elderly shows evidence of poor quality and high cost intervention for social care services. While Directors rake off profits from vulnerable people.

628 Once more, literature you can read to know what organisations exist. If you find something of interest you can go on-line to check it out.

- 629 One of the most valid services that almost anyone can offer their neighbour and friends is listening to them. Listening is serious skill which many of us need to learn. It is a way of easing burdens and lifting the spirits of those who are allowed to talk about their hardship or problems. Very few of us have the skill which being non-judgmental or just "shutting up" unless we can make constructive and helpful contributions to solving problems. Why not run courses on how to listen.
- 630 One point of contact for all the various volunteer groups. People just do not know how to access some of these groups although they do a fantastic job.
- 631 One way we can all help is by supplying feedback and ratings as we already do on purchase websites by giving advice and rating products and services. The community contains thousands of people who are prepared to chip in with a rating and advice. Webspaces for this and minimal monitoring (to filter out abuse) is required.
- 632 Only if the 'local people' still have support they can call upon if they get out of their depth, and the support must be 'hands-on' - not just a faceless person sitting at a desk.
- 633 Only reduce funding if local services are guaranteed to fill the gap. I appreciate you have to make changes, but see above. M Thatcher closed Mental hospitals and moved patients in to the community. Some coped well, whilst others failed miserably.
- 634 Only with proper training, support and checks
- 635 Over the years the voters in the UK have dropped to often below 3% - still politicians fail to get the message now people vote UKIP and still no response of understanding, this is not about immigrations.
- 636 Paint all fences white to stop global warming and racism and octopus attacks (3 birds with one stone) Bouncy castles Anus repair clinics (for large rips)
- 637 Panel assessments to be v electronic rather than paper. Saves money in the long term, more cost effective.
- 638 Paperwork and bureaucracy puts people off volunteering Third sector service provision of transport needs better publicity Social services should be proactive in information giving
- 639 Parish and town councils have a potential role to play but many need training.
- 640 Parish Councils can/do provide a good focal for local communities, so enabling them will help. Post Offices too. Some towns have well-organised volunteer groups with specific focuses - Stroud has quite a few - including well-known organisations like CAB.
- 641 Parish councils could play a bigger role in instigating when services are required locally, for instance money appears to be wasted constantly with play areas and amenity areas constantly mowed all year round every two weeks when clearly it is not required at that frequency. Whereas the cutting of verges in particular in rural areas is put off till far too late in the summer when safety for road users and pedestrians is put seriously at risk because lack of vision means vehicles, pedestrians, cyclists and horse riders are often not seen soon enough to ensure safety for all road users. The suggestion is to switch funding locally at the appropriate time to provide safety rather than pretty lawns.
- 642 Parks to hold more community activity (F.O.C) also in winter months. More carers to be trained for Dementia, parkinsons which are leading distribution. Ptholes are a must Bin collecting services - bin collections must assist disabled person to bring rubbish bins from back of house or nominated place to be returned. Street cleaning - sweepers in streets in Tredworth. Culling of seagulls
- 643 Parrogate - part of Cinderford - want a salt bin.

644 Pay their council tax. You make no mention of what your collection rate is. Support really good independent financial advice for everyone, including debt management, saving and planning for old age. It will be cost-effective in the long term. Time banks, with good governance and safeguarding measures, might work well for those that want to and can use them. NB voluntary interventions can only usefully complement rather than replace core local (or national) government-funded interventions.

645 People already fill in the roles required when services are being cut, I think the councils now need to show they are providing a more active and positive role.

646 People already play positive roles in their communities just by being individuals. I have been involved with Charity work that has previously aimed to start a 'shift in attitudes' and unfortunately it does not really work. You can't convince people en masse to just 'be good people' and do more for others. People already do what they can. The positive role that I like to contribute is keeping informed of issues and making noise at the council and/or with my MP. These issues normally fall upon deaf ears, but at least I can try to hold you to account.

647 People are already doing their part. Less voluntary work being done because of red tape and risk assessments.

648 People are often scared of their neighbors these days with growing fears from media influences. People are constantly shown images of the world as a horrible place. Over the past few years our square has gotten together each autumn to clean the leaves away. The council has supported this and perhaps more activities designed to get people to meet the people around them would create more positive feelings towards community. This may take time and effort as some of the poorer communities have bad reputations but without starting somewhere people will never trust anyone.

649 People buy in when they're introduced to others within their local area - coffee mornings / community days held by the COuncil would be good for areas where they haven't yet got a good support network. A day where families get together and have fun - and get to know each other.

650 People can only access these things if they know about them. Many lonely old people don't know.

651 People can only play a positive role within their communities if their own private situation is in order. Therefore they need jobs and opportunities to work even if they don't tick all the boxes. The council should be more open to welcome people, who have not lived the conventional way all their lives, but who are classed unsuitable for a lot of jobs they are more than capable to do.

652 People can play a positive role by volunteering to help an elderly or infirmed person who has no family to do things for them.

653 People can play a positive role in thier communities if the have the skills that are need. If not you must ensure they are given training and support.

654 People can play a positive role with the right support, mentoring, coaching and above all, financial commitment from you. There is no replacement for properly qualified professionals. yes - we can support them, but no - we can't be expected to look after the most vulnerable people without support. This is NOT the 50s - I'm disappointed you use nostalgia as a propaganda tool to hark back to a time when most families had a mother who didn't financially need to go to work full-time. Take a look at the streets - most houses are empty from 9-5. Who is going to pop in on their demented neighbours? Who is going to take a lunch to the elderly gent after his fall? Not me, I'm afraid I'll be at work.

655 People could take part in charity work.

656 People could take responsibility for the area in front of their property.

657 People could volunteer more in communities to help people help themselves by giving tools to do so. For example help with reading & writing - college used to provide courses but funding was pulled. No certificated night courses which help people working get new skills.

- 658 People do enough! personally i have seen vulnerable individuals that need support and are not getting it!
- 659 People don't have time
- 660 People don't know how to access help = some have too
- 661 People generally only engage when it is good for them and whilst there are examples of genuinely philanthropic behaviour this is limited and sustainability is a key issue. By offering support to groups such as training for people on how to manage and develop administration and marketing etc would assist those who are willing to step up to the plate and take on responsibility making their life easier would assist in the sustainability.
- 662 People have a clear sense of when they are being offered false choices. The most positive contribution they could make is to articulate and share a determination not to accept the assumptions that underpin these intentions. It is hoped that people can continue to understand why high-quality, well-resourced public services are essential safeguards and vital parts of our social fabric, and that the case that a civilised society should be prepared to resource them will be supported
- 663 People have always played a key role. They need to feel involved in decisions and more importantly listened to. The recent consultation about the Housing plan is an example of how people feel disenfranchised when they are prevented from questioning the decision makers. Be bold Gloucestershire, how about being the first to introduce local referendums on crucial issues.
- 664 People in rural communities tend to be more involved whereas people in urban areas do not. Communication to people in urban areas is poor as they are uninformed about local initiatives. Some areas are favoured such as Matson and others are excluded such as Robinswood, yet the residents pay their council tax and should receive as good a service. Sadly the local councillors only tear themselves away from Matson when they want everyone's votes#
- 665 People need good jobs, good incomes, good worklife balance if they if they are to be able to contribute to, and live in strong communities - exactly the opposite of what is resulting from cuts; insecure work, poor pay, cuts to services, unmanageable workloads. It seems that everyone is supposed to be responsible apart from the councillors and those public servants (highly) paid to preside over the destruction of local government and public services.
- 666 People need recognition and help, if they help us we should help them.
- 667 People need to be recruited to support their ... community, not just specific ...
- 668 People need to be sold the benefit and given support to be put in touch with the vulnerable to get the most out of these schemes
- 669 People need to belong to help communities
- 670 People need to feel positive about life! negative situations erode "happiness" Rubbish disposal and cleaned, tidy, paths, roadways do make a difference. People do want to be helpful - many will volunteer help for toddler groups, OAP groups, special needs, illness groups perhaps there could be sustained support from council workers that could work to gain proper systems and possible grant help for volunteer groups, in order that when bad times come to individual groups, useful "tide over" help is there.
- 671 People need to get to know your neighbours.
- 672 People need to know how they can help. Communication is key to getting local oh yeah i know you need sister i don't wanna

- 673 People need to regain their community spirit. We all tend to shut ourselves away in our houses and pay no attention to neighbours and things going on in our neighbourhoods. Awareness needs to be made of the importance & advantage of opening our eyes to our local world instead of just the one on the TV. Get involved with community events, Organise community events, make a conscious effort to get to know neighbours.
- 674 People on benefits to do more in community as work experience
- 675 People on benefits/ on the dole should have to do community service and community jobs
- 676 People play a more positive role in society when they have been taught at school a) what is expected of themselves by society b) what the role of a council (all levels) actually is and what services and help should be expected from that source. Councils need to move towards visiting schools more often, so that children are familiar with the services and information available to them through their local councils (all levels). This will enable them to understand when and how they should be expected to cope on their own, when they should turn to others for help and also assist them in signposting others to services and information.
- 677 People receiving benefits for example Job Seekers should be asked to do more work in their local community.
- 678 People should be aware of those around them and step in when assistance is needed.
- 679 People should be encouraged to join in as part of their community, which would help the community and the councils budgets. Whether this is through repairs or keeping hedgerows under control for example, there is a part that every one of us can play. We could also be made more aware of the costs involved in maintaining our environment, and perhaps we would take less for granted and look after the things that the council provide. If everyone appreciates the bigger picture and think about others around them, there would be a much more positive outlook on our county.
- 680 People should be helped to stay in their own homes as much as possible
- 681 People should volunteer
- 682 people who are in Recovery from addictions are not getting the appropriate support in the community. Turning Point are still under developed, especially here in Stroud. Helping people in Recovery from mental illness has also fallen as a priority it seems, especially in the elderly population.
- 683 People will always help if they can, but again there must be support in place for if this is no longer possible (change in circumstances etc)
- 684 People will voluntarily play a positive role if they believe in the system. The annual Council Tax newsletter is very informative and explains what Council do with our taxes. A quarterly flyer to all local households explaining what is going on in our local area would engender a strong community identity, rather than just being a Cheltenham citizen. Most people don't know how they can be involved in their local community until they are told about all the opportunities there are.
- 685 People work harder for longer now- harder to volunteer and be active in community People work later can't look after families and move away Diversity of language can be barrier Don't be scared to work with churches
- 686 People would be more happy enabling better neighbourhood relations and further involvement in such things if they still had ownership of the remaining services you run, ie you stopped out-sourcing them. The public do not have sympathy toward private companies that make a profit from their neediness.

- 687 People, me included, have ideas and pass them on. We even offer help..... Sadly help is never taken up due to H&S and ideas rejected because 'it is not what we do'..... maybe it is time to do things smarter?
- 688 Peopling having help by the community getting involved themselves.
- 689 Perhaps by volunteering for existing charities. Having regard for their neighbours, particularly the elderly or other vulnerable people such as adults with learning difficulties.
- 690 Perhaps communities need to be made more aware of the help needed in these areas e.g advertising
- 691 Perhaps devolve fixing of potholes to district councils - more accountable.
- 692 Perhaps schemes in localities similar to Neighbourhood Watch where volunteers keep watchful eyes on vulnerable people without being intrusive and alert relatives or authorities of impending problems.
- 693 Perhaps they could fill their own pot holes.....
- 694 Perhaps you should consider devolving more power to individuals that represent small communities (a street, a hamlet etc), to decide on parking schemes, local licensed premises, street lighting etc. Currently these decisions don't always work for residents.
- 695 Please put regular articles in free (local) paper
- 696 Please tell highways to get their acts together about roads. Don't consult district Councillors need to communicate with district Councillors re planning applications and roads. Highways say no objection and it gets passed.
- 697 'Pop in Centres' that open at regularly for local community members to meet. The more that people feel part of a community the more willing they are to offer help and be helped when necessary.
- 698 Potential is there to engage with the retired population as communicators - may appreciate the opportunity to be useful and fulfilled.
- 699 Problem with the volunteer society is that most volunteers are themselves elderly so have a limited effective shelf life. Also relying on volunteer services will lead to a patchwork of provision across the county with some areas being served better than others.
- 700 Process needs to be as non-invasive as possible
- 701 Process the elderly needs in weeks not months. Be more open on how long a process is going to be.
- 702 Promote / advertise these things better. Use social media more and do more to encourage more groups to set up. I'm not sure all aspects of the community are being reached or made aware of things around to help and support them.
- 703 Promote a bigger sense of community first. People don't want to be bothered by their neighbours and this gets worse each generation. If GCC wants communities to support each other first you need to promote sense of it.
- 704 Promote central coordination of help Request a volunteer register to help in the community

- 705 Promote more self help groups Amenities for local sports to be more accessible.
- 706 Promote more volunteer opportunities for those who are out of work, to build confidence and get new skills to return to the workplace with. Do favour swapping where people can register online (e.g. swapping childcare in return for a bit of gardening etc).
- 707 PROMOTING SMALL INDEPENDENT BUSINESSES RATHER THAN JUST FITTING IN WITH ONE LARGE ORGANISATION. LOOKING AT PROMOTING 'COLEFORD' AS A TOURIST A TOURIST ATTRACTION - WITH THOUGHT, PLANNING AND A SMALL AMOUNT OF FINANCIAL AID - COLEFORD COULD RIVAL MONMOUTH - WHY SO MANY 'CHARITY SHOPS' PROMOTE LOCAL INDEPENDENTS - GIVE THE TOURISTS A REASON TO VISIT - RATHER THAN JUST SEEING A RUN DOWN SMALL TOWN --> LOOK AT THE CENTRES LAYOUT - ITS INCREDIBLE LOVELY - A FEW OF THE RIGHT TYPES OF SHOPS AND ITS THE IDEAL PLACE TO VISIT, RELAX AND SPEND CASH
- 708 Promotion of voluntary groups for elderly, good neighborhood schemes
- 709 Provide a incentive to communities and individuals to play a positive role
- 710 Provide life skills workshops so people can help the vulnerable
- 711 Provide life skills workshops to enable families and communities help the vulnerable.
- 712 Provide litter bins and get retired volunteers to service them .
- 713 Provide litter bins and get retired volunteers to service them .
- 714 Provide money for individuals/ groups for community projects Independence Trust - member of the public has lots of complaints about the way he has been dealt with and treated.Wants council to look into this (mental health services) Name: Martin Adams
- 715 Provide much better, holistic support to people in need. Mentoring fostering etc
- 716 Provide social care training for family carers so they can do a better job. Share learning and skills amongst community
- 717 Provide the value of local services and a council that includes the intensity of the county and all its people interest first and foremost. oppose the cuts there is an alternative.
- 718 Providing a forum locally so that people have the opportunity to meet the Council and tell them what works for the community and not get lost in bureaucracy.
- 719 Providing local heroes within their own communities Drive everything possible to connect club membership or different age groups as and possible. Bit waffly that but i know what i mean.
- 720 Public services need to provide effective leadership to stimulate community capacity. You cannot just expect the community to take on a "more positive" role, without effective leadership.
- 721 Put more pressure on Central Govt. to stop cuts to essential services.
- 722 Q Why no questions about road maintenance, regeneration, refuse collections, care homes, reducing staffing cost, pensions, local government waste, bad planning decisions, getting rid of poor officers. Why have savings got to be about reduced services, not real efficiencies and savings.

- 723 radical re-invention of local libraries as public IT centres with massive volunteer support for help with job searching, money management, developing older users skills. Needs specialist trained staff to support and develop local community links.
- 724 Raising the retirement age for fire fighters.Saving more through turning off street lights in some areas at night.
- 725 Recognising people as Assets, empowering people from all diverse groups to share their skills and knowledge to support their communities. Small projects that show a little positive change can grow bigger, improve self esteem, motivate more people to get involved in supporting each other
- 726 Recognition for volunteers Joined up message from authority, less red tape Less silo working
- 727 Recruit volunteers and people to know their neighbours to help out in their social communities - like it used to be years ago, after the war, where people pulled together to help each other
- 728 Red tape and health and safety gone mad puts people off attempting to raise community spirit and togetherness.
- 729 Reg drop in session with local Councillors to listen to people's views Know your services day with partners Retirement facility closer to town and on bus route so people can visit
- 730 Regular circulars on charities, funding etc to direct directly from each service - reduce calls passed to FOH Meetings with local organisations who help community (ie P&C,CHYP)
- 731 Relatives can help elderly people to continue to live in their own homes as long as possible. This may be by doing shopping or keeping the lawn mown or helping with the housework. It is always best for elderly people to continue to live in their own homes in communities where they are well liked and respected. Going into a care home should be a last resort as these places are dreadful and mind-destroying, where people lose all their pride and self-respect. Relatives should make regular visits to their elderly grandparents, aunts and uncles, to help to keep them cheerful. Relatives can help in the process of finding their elderly relatives a suitable smaller home if theirs is clearly too big for their present needs.
- 732 Relying on community sector to bridge the gap can be dangerous
- 733 Replacing "jobs for the boys" roles, for example the LEP, with genuinely representative active members of the community would be a good start.
- 734 Representation - use the parish/town councils
- 735 Representatives of council with power to do something to come out and see people
- 736 Residents need to be advised how would this work for them. A local roadshow in a village hall at a parish council meeting for a question & answer session
- 737 Return to the good old system the grammar school to save the queens english
- 738 Rewarding people that contribute well to their communities would encourage generosity of spirit and make those who are irresponsible think more about how they contribute to their communities.
- 739 Rewards. eg. Tesco vouchers or cinema vouchers
- 740 Road repairs - broken pavements need to be attended to I do not like to be confronted by others peoples vomit in out town of Cheltenham
- 741 Roads are atrocious. Shocking not getting repaired, so more money on highways

- 742 Role modelling Working alongside Improving skills and supporting and promoting Computer skills More volunteers where possible Finance Getting people back to work.
- 743 Roll of GCC. Not Residents, that's why we pay such horrendous council tax to GCC and all for the pleasure of driving on the worst roads in the country!!
- 744 Sadly, although I know of a lot of schemes in schools to support parents and children up and down the country or to adopt a grandparent I have no idea what's needed or is already happening. Not being directly in need of services I don't know what's needed, I think this is part of the problem, getting people engaged and involved.
- 745 School governors Community drivers Local councillors Village carers and support for the elderly Advocate service to assist people in obtaining the best help to meet their needs.
- 746 Schools need to be 'schooled' in dealing with issues other than just educational. They are hubs for families and have so much contact and involvement that could be used for advice, guidance, signposting and helping with low level issues (with support from other services).
- 747 Scrap Meals on Wheels and set up local networks whereby the local WI for example, or Church volunteers go into people's homes, take a meal out of the freezer and microwave it for them. It's easy - every community should be able to organise this. One other thought - please review your charging policy on Park and Rides. People with a concessionary pass (mostly elderly) park and travel on the bus for free. It is understood that old people travel on buses for free, but they should have to pay for parking like anyone else - therefore, charge them 50% of the Park and Ride fare - this would still be a concession, it would be fair, and it would raise revenue for the Council.
- 748 see above
- 749 See above answer - the voluntary sector already does far in excess of what they should be required to carry out - the additional resources have to come from the inflated Shire Hall Management salaries etc.
- 750 See above.
- 751 See above.
- 752 Selection of voluntary community leaders, to be connected in ... Volunteer events supported by council Volunteer-run council services e.g. front desks, cafes, outreach events, perhaps even with administration jobs Volunteer placements in care work, with supervision and training recognition akin to special constables e.g. 8 hrs per month, but integrated into work force. Diversification of land use: provide support for .. eg.g farms, to support vulnerable adults in adapted activities & work schemes.
- 753 Set up website that links people with daily needs to those that can provide support for that need. Just simple things like cooking an extra portion of supper for a neighbour or helping with house maintenance such as gutter clearance, lightbulb changing, mowing lawn. The website can provide a link between those who are prepared and have ability to help and those who need it.
- 754 Sharing skills with your neighbours. Some people have vegetable patches and fruit trees that produce too much for the individual. Instead of these rotting on the ground or the trees being removed the community could share the produce. Some people enjoy gardening and have more time because they are retired or unemployed whilst others have busy life styles and no time to garden. Some people enjoy cleaning or are good at fixing dripping taps or putting up shelving. A sharing of skills in the neighbourhood would make everyone's lives better without a cost if a barter of some sort is agreed. The problem is creating the trust required and bringing people together. Perhaps street parties could be organised and all those invited asked to bring along a banner of what skill they could provide.
- 755 Shop, share + save - set up in Pitville (3 roads) Paddouls Lane, Cleaveland Drive & Cleaveland avenue. They look after the elderly, bereaved, they share their tools. This needs following up ask Hester

756 Shops and homes taking more pride in their shop fronts /gardens by keeping them clean as a lot do on the continent

757 Should do more to help other people.

758 should reduce council tax for volunteers

759 Show them the personal benefits LD pay in forward

760 SO MANY OF THE QUESTIONS YOU HAVE ARE LOADED! THE WAY THEY ARE WORDED HOW/WHY WOULD ANYONE NOT AGREE OR STRONGLY AGREE?"QUESTIONS SHOULD BE"
WAS THIS DOCUMENTATION, SETTING UP & STAFF COSTS. MONEY WELL SPENT?

761 SO MANY OF THE QUESTIONS YOU HAVE ARE LOADED! THE WAY THEY ARE WORDED HOW/WHY WOULD ANYONE NOT AGREE OR STRONGLY AGREE?"QUESTIONS SHOULD BE"
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762 Social contact is important, and many churches and clubs provide this. Libraries also do this in a more limited way. However, there is very limited outreach to support people in their own homes. Meals on wheels is good, but limited on time. Also, vulnerable people can be very private about their difficulties, and not come to anyone's notice. I do not see how anyone apart from medical services are going to bring them any attention. I'm not at all sure they do this actively. Neighbours? Ours are all out at work, though I think there are a couple we could call on in an evening or weekend crisis. Families live far away nowadays, and are frantically busy themselves.

763 Social groups for elderly - advertise more vivedly

764 Social housing - should be top priority. Too many people are in rented accommodation, but with no security in the coming years there will be a lot of people without adequate housing for their need and landlord will not want to add imporvement towards the old or infirmed.

765 Social media. Consultations

766 Socialism!

767 Some ideas: 1. Use schools facilities as "summer ???" for foreign students (the public schools do it why can't we 2. Block off some roads with bollards to create cycle/walking routes local points (local shops/town centres) roads would be quieter and safer, cycling would increase. 3. Take more control of Stagecoach contracts. Busses are for people NOT for bus companies respond by request in changes in routes.

768 Some of the people that you want communities to help e.g. older lonely people or those who have recently had heart problems or strokes, do need facilities that community groups or sports clubs would not normally require or focus on and a funding scheme such as the recently advertised active together scheme should be extended.

769 Some sort of forum for sharing good practice would be helpful. I'm sure that there is a range of excellent schemes and people in one area might like to see and hear what those in another area are doing.

770 Some volunteers for certain tasks are useful but you do not get the professional service that customers require, this is especially true in libraries! It's not just books , it's education,social inclusion & social services too.

771 Something like 'impact teams' or 'hit squads' that can work with communities to help provide support - training, motivation, ideas, etc. to help communities get off the ground.

- 772 Sort out legalities around helping and salting pavements Supply resources
- 773 Speak more openly between all parties concerned
- 774 Speak to neighbours N watch
- 775 Spend more money improving areas so that peoples environment make community well being and worth
- 776 Spend more on helping people access local community services, resurface footways, make them accessible, build new cycleways.
- 777 Start by just saying hello to one another. TV adverts encouraging people to talk to each other
- 778 Start programmes of volunteering in school.
- 779 Start talking to their neighbours Improved relationship with these neighbours Closer co-operation within immediate surroundings.
- 780 Stay friendly! Definitely most important thing. Help each other out.
- 781 Stop cuts Develop existing successful resources instead of cutting them.
- 782 Stop new builds - use derelict sites plenty about town spruce up and use these buidlings fine the owners force them to sell or improve tehir property's and sites sold re Sainsburys Oakley made sure correct pipes are used to ensure flooding does not occur which happns. And Council stop wasting money on suculptures and bribes of new lamp posts quicker decisions made and more activity centres ie ice skating no point thinking green you have to be green.
- 783 Stop spending money on translators and interpreters. If people can't speak the language, they can't work and shouldn't get our taxes
- 784 STOP the benefits office offering advice along the lines of, dont work more than 16 hours a week or you will be worse off. (this is not a made up or flipent comment, this is comment to a person claiming benefits who I know, and has told me the story) Make parents of children that are in full time education work, even in a part time capacity. 09:30-14:30? Or once the husband is home from work, the wife/partner could then do some evening work? Families that are living in 4 or 5 bedroom homes, should be moved to smaller homes once older children leave home, or benefits cut once the child is working in a full time capacity.
- 785 street Briefing - issues Newsletter - corporate sponsored Gloucester Citizen - annopuncements
- 786 Stronger neighborhood with schemes. Promote volunteering - have specific jobs to ask people to do - not just leaflets.
- 787 Strongly support the concept of an individual care budget so that those in need of support in the community can decide which services they want and prioritise those that are needed most. This will involve closer working between health and social services and carers and this is where the concept of a 'Key worker' liaising between the various agencies and seen as the first port of call for carers where changing circumstances dictate changing levels of support.
- 788 Support and encourage local community groups to improve local amenities.
- 789 Support communities to help themselves

- 790 Support Fair Shares to expand across the county - this is about reciprocal volunteering, so people can help each other and everyone feels valued. Support and promote neighbourliness e.g. countywide 'Great Gloucestershire Get Together' activities like: street parties; safari suppers; sausage sizzles; and things like shared meals ('Grub Up') that involve 'doing life' together. Also a 'Be a Buddy' campaign that encourages people to get to know each other better e.g. by popping round to a neighbour with a cake. These sorts of initiatives will help to build relationships and create opportunities for sharing and meeting emotional and practical needs.
- 791 Support from neighbours when an individual either has no family or when family/relatives live too far away to give practical everyday support. A scheme run by local store to deliver essential items for those housebound - even if this is only a short-term problem eg being unable to drive after illness/operation
- 792 Support local produce & buy from independent suppliers
- 793 Support to get young mothers and benefit sroungers such as some disability claimants work.
- 794 Support to parish councils to manage this
- 795 Support your local community groups and charities is vital
- 796 Supporting voluntary effort with small start up funding can be a real incentive to get people working for the benefit of each other. Also providing the technical or professional advice can be very valuable. For example, a church providing a meals service for its members who are ill or unable to provide for themselves temporarily can fall foul of food hygiene regulations and the system to comply can be so cumbersome that people stop providing the service. Getting advice on how to deal with this would be a real benefit and avoid call on council resources.
- 797 Sustainable projects are key to success. GCC is recommended to work alongside local communities, sharing information and expertise in order that community work activities can flourish. It is important that GCC recognise that such services are NOT FREE - a local index of services currently available throughout the GCC Districts would prove to be advantageous together with contact points. Working in true partnership is key, sharing resource throughout districts and county - in some cases as with the current proposals, sharing expertise and "back office resource" across County boundaries. It is important not to assume everyone has computer access or the necessary skills - personal contact remains vital to success re Village Agents for example and Community Transport links. A review of the Section 106 (CIL) planning process "enforcing" developers to fund S106 activities upfront during development phases and not struggling at the end of a development programme will support the community.
- 798 Tackle public liability issues
- 799 Take a new approach to the old day care centre and help community group provide engagement centre to provide a new approach to caring for the community.
- 800 Take more action in communities
- 801 Taking proactive approach to helping other needy members of the community
- 802 Tap into current resources Refresh current info Work with pension companies
- 803 Targetted awareness campaigns about volunteers and worth and social value. Demonstrate benefits for all. Residents and council charter- honesty about
- 804 Tell people we need all their help
- 805 Tell people what you are looking for and ask them to put their names forward. Then help them through the bureaucracy to enable them to contribute (eg CRB checks)

806 Tewkesbury is well provided for in terms of elderly support and carer's groups. We now have a town-wide carers group attached to the doctors' surgeries in the town. Most carers would appreciate a couple of hours respite 2 or 3 times a week, and a group of volunteers willing and able to undertake this service would be a great help.

807 That would need a bit of organising - The council should get involved

808 the ageing population needs more help not cuts.

809 The best thing really is for us all to look out for each other as good neighbours - and (as above) to remember that families and friends are actually the most precious thing in the world, so we shouldn't ignore our responsibility for each other. On a more "organised" front, I work for a voluntary organisation, and can see the immense value that people get from volunteering - both for the person helping and the person being helped. So anything the council can do to support community volunteering would be brilliant: eg in our village, we have an annual "village litter clearing" day and a day when we all clear the nettles from the village green etc - and these events really bring us all together - it's great for getting new residents to feel part of the community, and we get to know who's in trouble or needs help, which (being British, mostly) they might keep behind closed doors.

810 The carers of people with mental health are happy to care for their loved ones but with the proper care and support in place. Very often that is not the case -but M-H should be put alongside any other vulnerable group. 1 in 4 people do suffer from M.H at some point in their life.

811 The CC needs to openly encourage, support and recognise the support it gets from partner organisations, where necessary helping them to get equipped or trained rather than the CC doing the job

812 The Comments above apply to this question also.

813 The council need to listen to and engage with voluntary and non-statutory agencies and not pay lip-service and appear tokenistic which is what has happened in the past, particularly as it involving them in providing support and preventative services in the future. The 'big society' is a good sound bit but does not work without financial and co-ordination which I believe is still the Council's role as it does have statutory duties placed on by Government. The council needs to value the contribution that voluntary and non-statutory agencies play and not cut the funding to those organations and still expect them to pay a big part in community support.

814 The council needs to identify partner organisations like the one i work in - 3c community church in dursley - and agree with them which services they can offer. We provide youth groups, mid week craft groups for the elderly. Visiting the elderly in their homes etc.

815 The council should take a proactive role in promoting arts and cultural activities because these aspects help people with their general health and wellbeing. I couldn't find anything in the direction pack about parks and recreational spaces - public amenities and resources are a hallmark of a mature and equitable society.

816 The Council will need to advise groups as to what is possible and realisitc.

817 The County Council should make greater use of the strong voluntary network across Gloucestershire and let them take more of the strain. Advice on budgeting and other financial matters, like debt, plus social care in the community could be provided more effectively - and cheaper - if the County Council were to give more support to organisations like the Citizens' Advice Bureau and delegate work to them. There are three strong Citizens' Advice bureaux in Gloucestershire who could take up the challenge. (Could the CAB's debt counselling help reduce Council Tax arrears?) Organisations like Age UK and the Macmillan Cancer charity also have active support workers in the community whose work often duplicates services provided by the County Council. Make more use of them.

818 The goal would be to engage a greater sense of community. Perhaps encouraging more social meetings and requesting the community to help with specific projects.

- 819 The most positive help would be to encourage people to keep a watchful eye on elderly or disabled neighbours without becoming intrusive.
- 820 The most vulnerable need special care and should receive this via good residential placements. Once a person is established, they should not be forced to move to satisfy strategic outcomes, but should be assessed individually. More money should be diverted to provide social outlets for those with profound needs, rather than stagnating in care homes. Good care homes with properly funded activity outlets are the way to go.
- 821 The nearest thing to a community centre in many areas is the local church. These perhaps need some investment BUT then have to understand that they ARE a community resource and that they need to include everyone, including us atheists, and not just as someone to make the tea! Schools also need to make their facilities more available to the community at large. Are all school playing fields being used this summer, for instance?
- 822 The problem is that in the deprived areas in the county there is a shortage of suitable people to play these roles. In the more prosperous areas you are more likely to find people to be community leaders.
- 823 The problem with community based services is they are mainly focussed at council estates. Most of the money goes to the same areas with the most Council houses, such as Hester's way in Cheltenham and areas that are seen as prosperous are not given the same level of services. I am not sure what is meant by community services, but I can see it ending up with a very disjointed approach and it will turn into a postcode lottery. How will the Council ensure that the same level of service is available to all?
- 824 The role of Parish Clerk is working well and is a very useful source of information.
- 825 The Royal British Legion in Stow already provide transport for elderly, ex military, to attend hospital appointments etc. Also assist in all welfare cases
- 826 The single most important people can do is vote, Gloucestershire CC could most usefully foster a greater turnout at elections, or we'll all be lost.
- 827 The system works its the people at the top that don't they are killing the system.
- 828 The voluntary and community sector can step in and provide many services that the council currently provides. It is however, important to note that VCS organisations will need funding if they are to provide the quality of service that people expect from a council. The overall cost will be reduced compared to providing the service in-house, but it cannot be a way to remove all costs of providing a service.
- 829 The welfare state and the Health and Safety culture has destroyed a lot of the community spirit, this combined with the "I am a victim", Injury Lawyers for You attitude has effectively killed off the "help thy neighbour" approach as many people are scared to even help in cases of extreme emergency.
- 830 The whole of the emphasis of this question is deeply flawed - you want to cut services to the bone because you ... the need for austerity. The idea that communities will be able to fill the void created by your cuts is very contentious. Mister Cameron's 'big society' is largely a myth - it requires very sophisticated planning and long term investment to stimulate communities to take over services that have previously been ... by professionals. Typically volunteers cannot sustain services on a long time ...
- 831 The youth are limited in occupations available hence why ASBO's are so high here. Drug use is rampant. More community engagement programs. Care in the community needs to be continued. Reducing the workforce/budget may potentially put people's safety at risk.
- 832 There are a good deal of services out there and we have the family info service to help us find them. But why isn't there more awareness across all agencies.

833 There are a lot of lonely vulnerable people out there and it should be up to the parish councils to keep an eye on their communities and encourage people to socialise and know their neighbours without being too intrusive. Organise events , offer help with shopping etc.

834 There are a lot of people already volunteering and additionally helping out neighbours etc. in small ways that are not even on the radar of measuring this "Big Community" BS. Those who want to help out typically already are. I'm not sure how much more you can push this. People only feel the need to help if they have the time and it's within themselves to do so. I'm not sure if this still applies as much in these current days. People step up in a crisis, but this is no real crisis. In fact life nowadays is too comfortable.

835 There are clubs available but usually its word of mouth, how can this be remedied, perhaps you need more community volunteers but how will you get to them?

836 There are ideas and enthusiasm in local communities and a big contribution from volunteers but possibly there is a limit to the number of volunteers. Your comparison with a golden age of support from family and the local neighbourhood is perhaps a little too idealistic - we live in a different age - my mother didn't work and could look after my gran, my grandparents all died very quickly from heartattacks.

837 There are people who would like to support their communities but don't know how to. A local volunteering point would be helpful for those in need and those who can to be matched up.

838 There are SOME good services in place but not the full quota needed by a long way. Also you can not run the country on volunteers. Too many professional people were made redundant but I do feel there are still too many chiefs and not enough indians!! Chiefs that are very well paid but do very little to warrant their wages. Also in the case of the NHS many doctors and nurses were made redundant or took early retirement but are now back doing relief work etc does this not defeat the object as this costs even more surely!!

839 There could be possibly slightly more financial support for those who give up their time to help organise and run 'things to do' for the younger members of the society. I appreciate that the cake can only be cut into so many pieces but with a realignment of the wage structure there should be a little more in the pot to use. There are already a lot of people who give up their time that it is difficult to suggest any further ideas.

840 There is a huge amount of good work going on in communities across Gloucestershire. Every school/college is led by a Governing Body - all of which are volunteers; people who put a huge amount of time, their skills and talents in leading a school or college as it strives to offer children and young people a 'world class' education. Gloucestershire is rich in volunteer organisations - the Gloucestershire Wildlife Trust, the Cotswolds Canal Trust, Civic Trusts, Cultural organisations etc etc. All of whom do a huge amount of unpaid work to maintain the beauty and cultural heritage of this beautiful county. With millions of pounds coming into the county through the Local Enterprise Partnership, I hope that collaboration between agencies can maximise this investment and avoid duplication or replication.

841 There is a need to publicise the local services as much as possible in order to increase the likelihood of people volunteering to help with the services as well as taking advantage of the services. It should also be made as simple as possible for people to volunteer to assist with local services. The more bureaucratic barriers that are in place , then the harder it will be to get people to help.

842 There is a strong case for town and parish councils appointing members of the public to join their committees.

843 There is already a large number of organisations providing services within their communities but they struggle for funds. For example, the funds provided to SDC from GCC/NHS for the Social and Health Inequality Fund is pathetically small. Support these existing groups with secure funding for a period that allows them to plan.

844 There is already a massive amount of community based activity, usually centred around a small number of inspired individuals - these people are the catalysts for future as well as present activity. Clearly there is also potential out in the community for others to step up, however it is important that these individuals are nurtured, but helped to do what matters

most. What will help is the non- politicisation of the whole "community" issue - it needs cross party support, which for the county council might be easier in these days of minority government.

845 There is an assumption that people have the time to help, which is arguably taking a short term view. Those in employment have reduced incomes and less spare time than they have ever had. There may be a period where community involvement flourishes while baby boomers are newly retired and healthy but once that generation ages, especially as younger people will be working until they are 68-70, who will do these good works? There is likely to be massive pressure for government and councils to provide the services that people need.

846 There is no community spirit. Somehow we need to get people back into the community - talking + trusting.

847 There may be a role for volunteers but they should not be used to replace paid employment.

848 There must be a will to do this

849 There needs to be a focus on intreprenurialism within GCC staff to continue to reduce in-house spending ie more postive risk taking with alternative delivery methods, working more closely with partners (especially borough councils), and reviewing current contracts and procurement processes. A culture change is needed to oversee demand management of the public which requires more transparency of current spend to help public members better understand the budget crises and to be more accepting of limited services.

850 There needs to be a genuine debate about who the public wants to provide these services. People don't just want the most economical model (even if privatizing services did reduce costs, which it seldom does). What people want is publicly provided services offered by dedicated staff not dedicated to profit.

851 There needs to be a system in place to form these communities, otherwise people wont help each other.

852 There needs to be more available for young people 17-35 if you don't want to join & chess club..... What to do?

853 There needs to be more publicity/ awareness around where/whom to go if you want and have time to volunteer in the community. Perhaps intensives for students, younger people who volunteer such as career opportunities, apprenticeships and educational opportunities?

854 There should be less age segregation. We need to bring different sections of the community together. In France they build playgroup and old people's homes together which is massively beneficial for both groups - couldn't we learn from this example?

855 There will always be a role for self help at community and family level, but as explained above such input is largely voluntary and cannot be planned. It is therefore a BONUS rather than to be expected or, worse still, demanded.

856 There's a belief that local communities know what they want but in essence it's just a few 'noisy' people who say they know what the community wants without ever consulting with the wider community: People don't know how to or don't want to be involved in community work at least based on my vast experience of Moreton-in-Marsh

857 there's a limit to what local people can do, though many are already doing great things and saving you lots of money. you need to differentiate between those things that a community can genuinely do - like the grass cutting example you give, or help with transport- those things that the community and council can do together and those things that only the council can do. There's a point beyond which volunteers (assuming you can get enough of them!) can't and shouldn't go - I'm happy for a volunteer to help me with a lift or signposting/advice on where to go for help but if I need open heart surgery, I want a properly qualified and paid professional to do it !In other words, community support is not a way of you getting stuff done on the cheap. Almost everything needs some sort of funding to make sure it's done to an acceptable standard.

858 These are people in "Village groups" EG *Redacted name* at Gloucester. Some years ago i was invited to join but i fear i had worn out my volunteer service when i had to close my monthly old peoples club in Tewkesbury and gave up due to mobility and health and my husbands health.

859 They are excellent village agents, has a slot in weekly newsletter it's wonderful more of this - not every village has that is there a slot for it in the paper

860 They can vote out the coalition and lobby for more public spending.

861 They need to be persuaded that localism is a reality that needs to be strong in the community development behind welfare committees etc so that volunteers are well supported.

862 Things like neighbourhood watch and organising litter picking seem like a good idea. Maybe the council could invite people to form local community groups which then start to work on supporting vulnerable people in their community, and also to work on improving the community environment. If I knew where the solitary old people were in my neighbourhood and had some way of approaching them it might then be possible to provide much needed support and care. We no longer know who lives in our street. I know my immediate neighbours but no-one else.

863 Think back to the SO's when people spoke to their neighbours. Get neighbours looking out for each other.

864 Third sectors can make a big impact by leveraging local support and volunteers but the county council needs to fund care costs to make this a viable proposition.

865 This is difficult, as applying this you usually get the people in the community who do it for the good of themselves not the community. Our parish council consists of 80yr olds!

866 this is perfect locals do play a great role and know what is required and should have more control.

867 this is the difficult part - to remind people they are not the centre of their world, but that being involved with others can also help them

868 This isn't going to last together council selling farms is wrong now need money but once they are gone they are gone. Need to look at other revenue it can earn. Not all people have a computer and can't afford to use one.

869 This is ok if you know if or what services are available. Disabled or elderly who do not have internet access find it very hard to know where to go to contact community services.

870 Through probation service - ex offenders to work in community

871 Through village agents - encouraging volunteering

872 Time constraints Reward system eg money off council tax People who claim JSA encouraged to do this. People who are no longer allowed to claim disability allowance but not really able to go back to work could do this.

873 To encourage people under retirement age to make a contribution to society, work such as litter collection and maintenance of fences etc should be mandatory.

874 To get interested in voluntary work partake with young and older generation

875 To get people active outside normal hours (work) will need this to achieve. Networking and find out about what public feel about partnerships we would be supporting. Consult with local communities

876 To get understand with things that are going on in their community.

877 To help the local community business should be kept with in the county eg if someone wants to build then a building firm from Gloucestershire should be used etc. To help support and promote local business this is done in other countries and does work!

878 To me i dont know the difference between county council, town council and parish council. Do you really need all these different councils, why not just have 1 to do it all, and save lots of money on lots of duplicated jobs. People who need the most help will still need it as its money they lack to help themselves. People who earn the leaast will always need the most help.

879 To some extent this answer is tied to the comments above. Residents pay local taxes and expect local services to be available and work for them. There is a a danger that by concentrating on providing for the ever increasing "social" needs (which do not benefit the majority) and thus reducing the high profile essential services to the majority (such as road maintenance). It is wrong to expect tax payer volunteers to shoulder an ever increasing burden for services that they already pay for. I agree that nthere is already aa lot of good work going on across communities in Glos, but do not believe that the statement that "local people know what services work for them" is generally correct at GCC level. It is more correct at Town/Borough council level. I also believe that in general the views of "local" people, as reflected through their Parish Councils, is not generally heeded by the Borough and County officials. This is a disincentive since it suggests that on locally important issues it is difficult for local people to play a positive and important role - other than leading low level community projects/activities.

880 Town and parish counsils need to have more input. Processes need to be streamlined to ensure what money is available delivers the biggest benefit.

881 Train of volunteers to help with various different categories of support, eg. mobility/dementia/stroke/childcare etc.

882 Travel in America get areas of roads "this highway is adopted by" society/schools/indiviuual. Lots of communities in America do this for example Guides could adopt a road and keep it clear. don't throw rubbish away.

883 Trust professionals to make sensible decisions about keeping people in their homes. Publicize what you are doing well so people are happy to help on other things.

884 Try asking people what help they want rather than telling them what services you think they need. This will save a fortune.

885 Try to help when you can

886 Undertanding that not everyone will want to and allowing those people to live their own lives without interference because they 'feel they should'.

887 Unemployed should help with community projects - people on benefits - cleaning up streets. Small community schops, less supermarkets. Helps community spirit.

888 Unemployed should volunteer

889 Unfortunately this Council does not listen to the people. Your idea is to continually cut and reduce service and use outside agencies to complete the work that was traditionally provided by the Local Authority.

890 Unfortunately, the community and voluntary sectors can not be responsible for providing services to those who need them. It would be great to try and increase the community's help for individuals but if this falls apart, we will need support from the Council. District Councils are also going through a time where budgets are being severely cut and the amount of services currently being provided will be reduced. I believe central government has gone too far with it's public sector budgetary cuts and although there was wastage in this area, I understand that services have been cut to the core and those who need services in the future will suffer.

- 891 Unfortunately, there is no longer the same tight knit community that used to exist before we were told to " get on our bikes " to look for work. Finding willing volunteers will prove difficult in some areas. It is usually the same people who offer to help and I think the kind of culture change that you are looking for is not possible.
- 892 Unrealistic expectation on what local communities can do or should do. No Consistent capacity across villages and towns
- 893 Use (unused) houses to make into one Bedroom flats for people ... one there own .. which have 2 - 3 bedroom spare. And stop build new houses. for family.
- 894 Use as many volunteers as you can to assist
- 895 Use churches as community meeting places.
- 896 Use good eggs of well formed communities such as Hucclecote. Supply support places to members/community reps like 'tool - kits'!
- 897 use groups like Alcoholics anonymous for drug and alcohol and dual diagnosis rather than getting people embroiled in the cul de sac of mental health services which then results in depression suicide and medication later on. encourage people to look after vulnerable adults if they have spare bedroom and pay them.
- 898 Use JAWs - a special programme for visually impaired people to access the GCC web. Action for the blind.
- 899 Use local community centres, scout huts, church halls etc. to run regular local surgeries or drop-in-sessions where the local MP, councillors, CAB and support agencies can offer help, advice and signposting for local residents. Especially for those with mobility issues, the elderly and those with health issues that prevent them from being able to travel far for help. The sessions could be run as a friendly social with tea, cakes etc. on offer from local residents, so neighbours can meet and have an informal chat, but there will be key people there to offer help and advice if needed.
- 900 Use of volunteers is a good idea as long as they are recognised and supported Help to fund social enterprise and how to fund raise so that the enterprise for instance a day club for disabled can be continued. It is not acceptable for a club to start and then due to fund cut or inability to fund raise to continue that club for it Tao " just close down" . Our community would loose heart and be less interested to believe that our council wants to help in the future. Listening to the community is important and this arena is a good idea.
- 901 Use the church network - well established and providing care and charity. Council should have a positive attitude to all groups doing good work and supporting people and use of their buildings. Doesn't have to be in support of religion. Start educating kids as early as possible about community spirit and social issues. More intergenerational
- 902 Use the libraries! More organised sports for children and Young People.
- 903 use the village halls and school halls to have one meeting point not people chasing all over and get the communities to help with getting them there
- 904 Use volunteers
- 905 Using services that have a very good local knowledge and understanding of both individual and family needs can be cost effective in the long term. When a relative has high support needs this can often impact on other family members but when worries about suitable support systems are reduced, service costs elsewhere may also be reduced.
- 906 Using websites and openly linking people to ask and correspond
- 907 Utilise sports clubs (football, rugby, etc) as pillars of the community. Get contracts for them and ask them to help with community events and services.

- 908 Valued by employers and encouraged to volunteer.
- 909 Very important to keep day centres - they are a lifeline and can be run by volunteers.
- 910 Very often when carers go into elderly or disabled x3 a day they are restricted by the time they are allowed for each visit often not considering the traveling time in between. Time with clients should be acceptable
- 911 Village Agents already operating in many rural areas, should be extended to cover urban areas of Gloucester and Cheltenham.
- 912 Village agents are successful Local newsletters are good way to communicate to residents - GCC make use of them
- 913 Village communities are important and neighbours should join together socialise and help each other. Everyone should take responsibility for themselves and help the less fortunate and elderly people local to them. Drains and potholes an issue in Andoversford.
- 914 Village hall committees, churches and schools to stay in touch, alerting each other when they become aware of particular hardships where individuals/ families are struggling. Articles in Cirencester News, local papers and parish magazines suggesting ways to volunteer in the community with central office to co ordinate the needs of vulnerable people.
- 915 Villages have elected mayors who can cut through the bureaucracy getting things done and keeping an eye on things
- 916 Visit positivemoney.org
- 917 Voluntary sector will become more important. Ways of getting people at lonely/ ill points of their lives better connected and involved. Have to say it - like broken record - the role of walking and cycling both in prolonging active life and in connecting people to their local areas should really be recognised - look at Denmark. Yes social care is expensive but people are able to contribute to society at so many more levels.
- 918 Voluntary services. Make people feel part of their society.
- 919 Volunteer for charity
- 920 Volunteer groups ie carers that can help old/vulnerable/ disabled people. Part funded by County /district/parish councils. Lots of people receiving professional care only need a bit of TLC!
- 921 Volunteering
- 922 volunteering
- 923 Volunteering - perhaps visiting elderly in their homes, running errands for those in need
- 924 Volunteering - youth clubs, Scouts, Charity Shops, lunch clubs etc.
- 925 Volunteering alongside current services to 'upskill' Volunteers Encourage businesses to take on Volunteers especially in the Care Sector Home Start More flexibility to allow other services to use places such as Libraries - great Community Resources which deserve to continue for their Communities - services/information for the elderly could be based there as well as other services. Children's Centres are based in their Communities; they work well in partnership with local services, agencies; both voluntary and statutory. They have Health

Professionals based in some of them. Knowledge skills and expertise are shared together; this multi agency approach could be implemented in other services and Voluntary groups in the Communities where the services are needed.

926 Volunteering but vulnerable people need support to do this. Support is most important. They have energy, enthusiasm and skills but they must be supported. Many people are lonely. Using the talents of the community to share their gifts, enthusiasm and positivity is gratifying for all concerned. This promotes good health and well-being. This needs to be well coordinated to work, however.

927 Volunteering in community activities etc

928 Volunteering in homes, (Abbeyfield House) WI helps in little ways

929 Volunteering needs to be regulated - lost trust

930 Volunteering Supporting events

931 Volunteering work

932 Volunteering! to help and support others in their local communities. Royal Voluntary Service can help with ensuring volunteers are fit for purpose and manage that process. ensuring older people in the community have help and support and that anyone of any age and for any walk of life can volunteer to help others, in a professional, practical and safe manner.

933 Volunteering, rewards for volunteering, individual and community rewards around wellbeing, central point for people to offer their services so it is co-ordinated.

934 Volunteers sent to old people across communities. Shopkeepers should keep their own pavements clear in the snow.

935 Volunteers. Make more aware of the message. Know where they can go to find services that aren't council services.

936 We already carry out the services the council thinks it offers. This is because nobody offers services to those in need- people have to pursue assistance and be very determined to receive any. At every opportunity such services are then curtailed because recipients are judged no longer in need or have exceeded an arbitrary time limit using the services.

937 We already pay a lot of money for reduced services of poorer quality, stop wasting money on a full time council leader (or two, if you look at the duplication in the City Council).

938 We are the community, there's been enough of people seeking help from and depending upon government to bail them out or nanny them. Care and support where it's required, but an awful lot of money is wasted on people who just won't get off their backsides and help themselves, they believe the community is to blame or owes them something. Save money not by cutting jobs and services, but by cutting handouts to those that don't deserve it. You should only expect to get back what you put in and no more, less is more appropriate. Maggie got it right when she spoke about community, we are it and we all need to play our parts, not rely solely on government for handouts.

939 We could do more if we had guidance and some financial support for community initiatives.

940 we could start by accrediting volunteering at school, often young people volunteer to obtain a Dof E qualification but not all will aspire to this.

941 We do already

942 We do not see our elected representatives except at upcoming election times. Nowadays they are paid representatives. A nod in the direction of public service would not come amiss. The council would be in a better position to see where resource is needed if the members were out walking and talking in their area, on their beat. Many people are only too willing to be self-reliant. There are those who feel that it would be an imposition to ask for help, they say they can manage and can go unnoticed into poor conditions. The last category is reserved for those who want to have their hand held at every point. Better knowledge of the community they serve would help individual councillors to make decisions on all fronts. Once a community interaction starts to come into effect more people are likely to join in community projects and help our councillors. If we cannot provide money to help in the community we can help with time, and if that is not possible we can ask for tools to be lent. Communication works both ways, up and down.

943 We had to avoid the marginalisation of those without internet access. Over-reliance on the internet by government will eliminate even those who are IT literate, owing to its dehumanizing effect and increase the widening gulf between government and those whom it is there to serve.

944 We have no community buildings or space on this new development. How can you expect communities to fulfil what you want them to without infrastructure and without any kind of assistance or even response from yourselves?

945 We have to become a caring society from top-down - Councillors should lead, they have to get involved. Personal experience 1 branch of family in America, 1 in Argentina and 1 up north - can't afford to visit. Local shoppers to help people - 3 months of your time to assist people. Socially isolated need to have their say too.

946 We live in a very active community and the mutual support is fantastic, but we are a small village. How can this be achieved in cities and large towns?

947 We need better transport links along the A48 to enable folk to get to work in both Gloucester and Chepstow. Also another train stop - say about Elton Corner - with a park and ride would encourage more folk out of their cars. The A48 is a nightmare going into Gloucester every morning. Such transport should be subsidised until well established and used.

948 We need free transport

949 We need people to speak to the council about concerns and the council needs to follow up - always

950 We need to get back to the community spirit that has so sadly deteriorated. We need neighbours to look out for others, and councils should listen to what people say.

951 We need to move away from the old culture of working in public sector. The Council does need to be run more like a private company regarding its employees. That doesn't mean it needs to be ruthless but it does need to weed out non-performers.

952 We should give greater publicity (where the individuals & so willing) to those who star in their public support. We should strive to create well-reorganized role models in our local communities.

953 We should use CCTV more. For watching people who practice anti-social behaviour.

954 We should use the experience and skills of our older people. Rather than being seen as a burden, they should be seen as a resource. The number of retired teachers, lawyers, doctors, engineers, academics, businessmen etc should be estimated, the individuals identified, and their skills tapped. Naturally, some will be too old or sick to contribute. However, large numbers are ready, willing, and even enthusiastic to make their contribution to the community. We should welcome and encourage that. Not only would they contribute, they could also help to train and develop the next generation. The pace of knowledge has increased so fast that the schools are not able to keep up with it. The elderly skilled could fill that gap. "Ask not what you can do for your granny; ask instead what your granny can do for the community". You might even encourage such contributions by a creative approach to rateable values!

955 Well organised volunteer schemes can work well, as already happens in libraries

956 What about the council providing a day year for our staff to do some voluntary work in the local community, allowing more flexible working

957 When communities try & help farmers cleared roads in winter and were told off by council. More support to find jobs

958 When people try to benefit the communities the council often interferes to go against community wishes. Common purpose should not be used. Spending £4000 on a weeks course for one person is ridiculous. It is a form of corruption to work beyond authority. It is just another way for the few to control the majority. This survey is a sop to the majority to con them into thinking they have some influence.

959 When the Council has to save a large amount of money, and you have gone to consultation on how to do it, the situation comes across as very serious. So for the Council to continue to support minority events like gay pride, and to continue giving taxpayers money to Stonewall in this context is indefensible. Don't ask the public about how to limit adult care when you are still funding single issue lobbying groups from the public purse. Get real.

960 While getting the community more involved in helping themselves and others there still has to be a strong management backup for those charities and communityâ€™s to get help and support to make sure they are meeting the needs of the people who are vulnerable.

961 Whilst family is important and is an important resource, we now live in a society where mobility has been the norm for some time. As a result, families are not always local. Additionally, as people are able to continue to work for longer, and in keeping with the drive to have more people in work, family support is not always available, even where it is local. Therefore, the idea of networks is as important in considering how communities can support themselves as the idea of family.

962 Whilst we have community leaders and active engagement in parishes and the more challenging urban areas. I see little engagement with the middle class "white" areas we need to work harder to engage.

963 With an ageing population there must be many retired people who are happy to offer themselves for voluntary work. The council should seek to identify these individuals and groups and work with them to maximise use of their funds and also provide individuals with services they need or 'job' satisfaction and motivation for the volunteer. Examples might be classroom support in primary schools, day care centres which provide secure care for both the elderly and the young where the elderly can read stories to the young, talk about history, play games. I think a similar system exists in Holland or Scandinavia

964 With support and training GP patient participation groups could signpost individuals to services and community support

965 Work hard to eliminate the need for food banks, an absolute disgrace on our local & national governments. Work hard to vote in a government that will work hard for the people and the few elite fat cats.

966 Work out for elderly and vulnerable people more

967 Work towards a much closer link between health and social services, not only avoiding duplication but of more importance, making sure that those in need are not overlooked. Encourage people who need help to come forward by re-enforcing their entitlement to help. More support for Social Workers and those working in care homes, hospices etc., to both avoid absence through stress and a more positive environment for care givers and receivers-leading to greater job satisfaction and thus reward. Don't pose this question to the 'community' the responsibility sits squarely with the County Council, once that is seen to work in the 'community's' favour support from the 'community' will follow.

- 968 Work with the district councils to create neighbourhoods - people live near each other but they're not really neighbourhoods anymore. In the Forest everyone knows everyone, help that to happen everywhere and you'll see people doing more for each other.
- 969 Work within communities sounds like a good idea - David Camerons Big Society. However, this will lead to provision by geography, what happens in those communities who are motivated or cannot get involved? If this is about voluntary work the idea is dead in the water - many people require specialist provision and every charity, community group is struggling and competing to get volunteers already. Playing a positive role in the community assumes sufficient people have the capacity to undertake this work when it is needed, where is the proof of this assumption?
- 970 Working in on your neighbours
- 971 Working together, helping families more, voluntary work
- 972 Would like to see more council workers out in the community. The council has a face then.
- 973 Yes, of course local people know what services work for them - so ASK them! And, even more important, LISTEN to what they say. Too often people are not asked what they want and, if they do speak up, their viewpoints are ignored.
- 974 You are correct its often local people who are aware of neighbours who may be in need of help,,sometimes it may only be minor but to them it can be a major worry, so we must not always be concentrating on the most vulnerable to the neglect of others. As you mentioned the change in times from the 40's and 50's one important thing we have lost is the visits a local clergyman would make to parishoners who may be elderly or had concerns over, how can we replicate that today. I don't think its a case of making information available at schools or GPs it needs to be widely avaiable.
- 975 You are fighting a losing battle in today's society- which is all about greed and I'm alright Jack - plus if someone is receiving a benefit, most people selfishly think they are scroungers.
- 976 You are so disconnected from the public (Except when you want our vite) You know damn all. I am bone tired of your contempt of the public. You as a council destroyed communities with your closure of all local clubs. You left us drowning in a sea of mud. You did not and do not give a damn. You have a People's Panel - since when? You listen to nobody - ever.
- 977 You can do what you want with STATS!
- 978 You could do more to encourage charities by providing free insurance.
- 979 You could do more to support communities, for example by helping groups lie Yorkley court community farm. This would be really cost efficient - they are a group of young entrepreneurs who can set a positive example to others in the community.
- 980 You need to get more volunteers involved in the communities
- 981 You say you wish to create community interaction but my comment above points to a break up of part of existing community help to save the council money, little thought went into this sort of action so I would hope that in future the council will take more notice of what the community and more importantly the carers and health workers at the sharp end (not managers who rarely get out of their office) have to say. The people on the council who make these decisions also need to get out there and see for themselves where help is really needed, not rely on someone filling in a tick box form which is usually very restrictive.

982 You should encourage community groups and churches, and stop your witch hunting people who are trying to do good around disadvantaged children and youths. she goes to far and you're putting good people off stepping forward to help get

983 You should have more people to volunteer in people's care homes and schools

984 you will only enjoy the co-operation of the man in the street by reacting swiftly and positively to the serious concerns. the delays and procrastination prevalent with local government require a culture change from the "ivory tower syndrome.

985 Your assumptions may not be correct. People look for help only when the need arises - as such need to maintain help/advice contacts to guide people when the need arises. Also a fast and flexible approach in emergencies.

986 Youth engagement - young people need activities that engage youth. They need to understand governance + be aware. They should be expected to volunteer. This will help their C.V.

987 You've talked about devolving certain services to the local community. I think this is a god thing as long as it is able to work effectively at that level. I would like to comment by way of example on the physiotherapy service now being offered locally in the Fairford hospital. On the face of it this offers a locally convenient service, however my experience of using it are the complete opposite. This service only stretches the existing resource between Cirencester and Fairford, or even reduces it because the therapists have to take time out to travel which reduces there availability for patients. The appointment booking service is still run out of Cirencester. It's more trouble than its worth. On a constructive note I would urge you to pay very close attention to the overall "big picture". In this example I would question whether stretching (actually reducing) the available resource in order to offer a local facility is actually an overall benefit. In financial terms I would have to say no; and I'm assuming that it's the financial situation that is the overall driver.