

Ward Transport Budget (WTB) & Community Participation Budget (CPB)

A new, streamlined process for submitting requests

Presented by:

Natalie Sargeant

Customer Development Lead

Digital Services & Systems

WTB & CPB

Online form introduction

Simple to use

A new online form has been designed to provide a consistent way of submitting new ward transport requests



Provides the right information first time

The form gathers the details needed to help assess requests more effectively, reducing the need for follow-up emails and requests for further information



Better visibility and management

Requests are securely recorded and managed by officers through a single end to end process, improving the management and tracking of requests from submission through to outcome



WTB & CPB

Where to access the online form

The form will be easily accessible in the members area of the intranet



Search...

Support, benefits and engagement

Recruitment and induction

Training and development

Working for the Council

Services

Members

Home

Members

Useful documents and links to information which members may require.



Staff directory

Find what each service within our Council covers, a member or officer and contact details for Parish and Town Councils and local Members of Parliament (MPs).



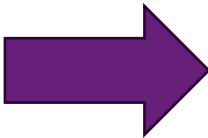
Committee Structure and Membership

The Council's Committee Structure, the details of each of the Committees, and details of the Joint and Outside Bodies Members are appointed to.



Ward information

[Ward Transport Budget >](#)
[Ward Boundary Maps 2023 >](#)





Search...

Support, benefits and engagement

Recruitment and induction

Training and development

Working for the Council

Services

Members

Home / Members / Ward information

Ward Transport Budget

The Ward Transport Budget is a small allocation of the Council's Local Transport Plan budget that is allocated on a ward-by-ward basis to undertake potential projects identified to address transport related issues raised by the local ward councillors.

Further details of this budget can be found in the [guidance document](#).

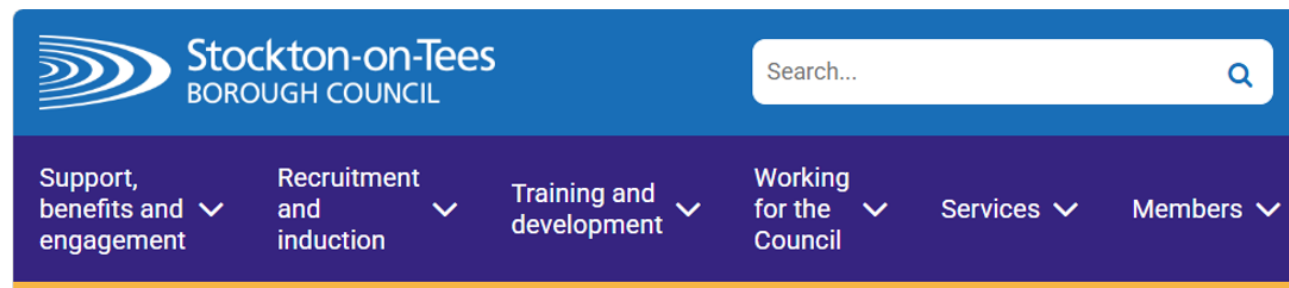
To submit a new issue to be investigated please complete the form.

[Ward Transport Budget Application >](#)

WTB & CPB

Online form – Introduction page

- The Introduction page explains the purpose of the form and what information will be needed before submission
- Uses the same look and feel as other Council online forms, providing a familiar experience



Stockton Intranet

Raise a request through the Ward Transport or Community Participation Budget fund

Use this service to:

- raise a new request for a transport-related issue through the Ward Transport or Community Participation Budget fund

Request takes around 5 minutes.

What you'll need

- a description of the issue, including the location, what is happening and who it involves

If you have any evidence of the issue, you can upload it with this request.

[Start now >](#)

WTB & CPB

Reporting new issues

- Submit new issues for investigation
- You only need to tell us about each issue once to avoid duplication

The screenshot shows the Stockton-on-Tees Borough Council Intranet. At the top is a blue header with the council's logo and name. Below this is a dark blue navigation bar with links to various services. The main content area is white and features a heading for raising a request. Below the heading is a question about whether the issue is new, with radio button options for 'Yes' and 'No'. At the bottom of the form are 'Back' and 'Continue' buttons.

Stockton-on-Tees
BOROUGH COUNCIL

Search...

Support, benefits and engagement ▼ Recruitment and induction ▼ Training and development ▼ Working for the Council ▼ Services ▼ Members ▼

Stockton Intranet

Raise a request through the Ward Transport or Community Participation Budget fund

Is this a new issue?

☐ Yes ☐ No

[< Back](#) [Continue >](#)

WTB & CPB

Issues within your ward

- The online form is intended for reporting issues within your ward boundary
- Issues outside your ward can easily be raised by the relevant ward member

The screenshot shows the Stockton-on-Tees Borough Council Intranet. At the top is a blue header with the council's logo and name. Below this is a dark blue navigation bar with links to various services. The main content area has a light blue background and features a heading for raising a request through the Ward Transport or Community Participation Budget fund. Below the heading is a question about whether the issue is in the user's ward, with radio button options for 'Yes' and 'No'. At the bottom of the form are 'Back' and 'Continue' buttons.

Stockton-on-Tees
BOROUGH COUNCIL

Search...

Support, benefits and engagement ▼ Recruitment and induction ▼ Training and development ▼ Working for the Council ▼ Services ▼ Members ▼

Stockton Intranet

Raise a request through the Ward Transport or Community Participation Budget fund

Is the issue in your ward?

☐ Yes ☐ No

[< Back](#) [Continue >](#)

WTB & CPB

Ward member agreement

- Where a ward has multiple members, requests should be agreed by all ward members before submission to prevent any delays



Stockton-on-Tees
BOROUGH COUNCIL

Search... 

Support,
benefits and
engagement ▼

Recruitment
and
induction ▼

Training and
development ▼

Working
for the
Council ▼

Services ▼

Members ▼

Stockton Intranet

Raise a request through the Ward Transport or Community Participation Budget fund

Do you have approval from other members in your ward to make this request?

☒ Yes

☐ No

☐ I am the only ward member

◀ Back

Continue ▶

WTB & CPB

Providing issue information

- Providing detailed information helps the request to be assessed more efficiently
- You can include things like what is happening, how often, who is affected and where it's located

**Stockton-on-Tees**
BOROUGH COUNCIL

Search...

Support,
benefits and
engagement ▼

Recruitment
and
induction ▼

Training and
development ▼

Working
for the
Council ▼

Services ▼

Members ▼

Stockton Intranet

Raise a request through the Ward Transport or Community Participation Budget fund

Provide details of the issue
Describe the problem and its location. Include as much detail as possible

You can enter up to **1000** characters

< Back

Continue >

WTB & CPB

Resolving the issue

- Share any ideas or suggestions you might have for resolving the issue
- Suggestions are optional and will be considered as part of the assessment process

Stockton-on-Tees
BOROUGH COUNCIL

Search... 

Support, benefits and engagement

Recruitment and induction

Training and development

Working for the Council

Services

Members

Stockton Intranet

Raise a request through the Ward Transport or Community Participation Budget fund

Do you have any suggestions for how this issue could be resolved?

☒ Yes

☐ No

Tell us how you think the issue could be resolved

You can enter up to 1000 characters

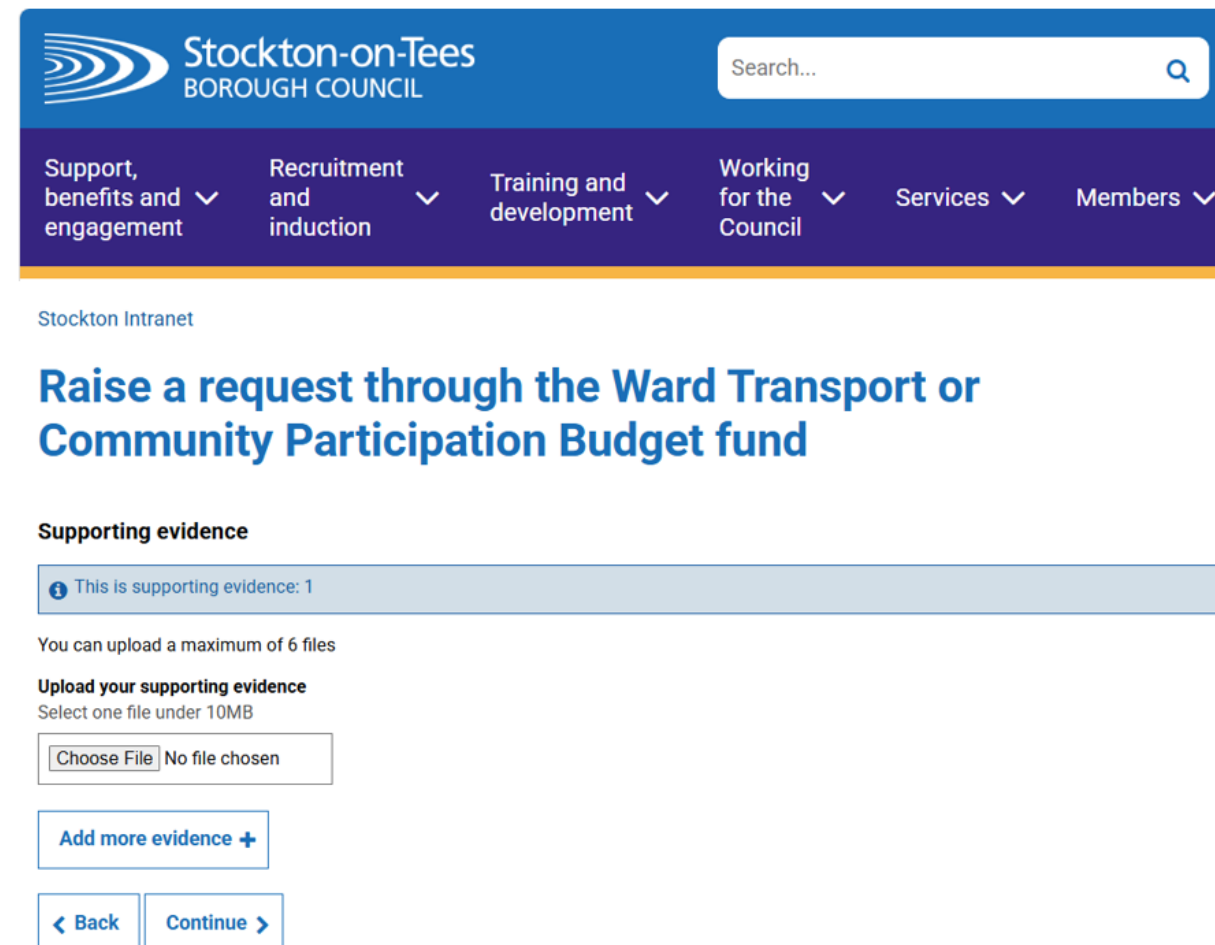
< Back

Continue >

WTB & CPB

Uploading evidence

- Easily upload files you think are relevant, such as photos of the affected site or location
- Photos, documents or correspondence can help provide additional context



The screenshot shows the Stockton-on-Tees Borough Council Intranet. At the top is a blue header with the council's logo and name, a search bar, and a navigation menu with links for Support, benefits and engagement; Recruitment and induction; Training and development; Working for the Council; Services; and Members. Below the header, the page title is 'Stockton Intranet' followed by 'Raise a request through the Ward Transport or Community Participation Budget fund'. The main section is titled 'Supporting evidence' and contains a message: 'This is supporting evidence: 1'. Below this, it states 'You can upload a maximum of 6 files'. The 'Upload your supporting evidence' section prompts the user to 'Select one file under 10MB' and provides a 'Choose File' button. Below the file selection area is an 'Add more evidence +' button. At the bottom of the form are 'Back' and 'Continue' buttons.

Stockton-on-Tees
BOROUGH COUNCIL

Search...

Support, benefits and engagement ▼ Recruitment and induction ▼ Training and development ▼ Working for the Council ▼ Services ▼ Members ▼

Stockton Intranet

Raise a request through the Ward Transport or Community Participation Budget fund

Supporting evidence

This is supporting evidence: 1

You can upload a maximum of 6 files

Upload your supporting evidence
Select one file under 10MB

Choose File No file chosen

Add more evidence +

Back Continue

WTB & CPB

Final check before submitting

- An easy to follow ‘Check your answers’ page allows you to review your answers before submission
- Return to any section to update information if needed

Raise a request through the Ward Transport or Community Participation Budget fund

Check your answers

Your details

First name	Test
Last name	Member
Ward name	Test Ward
Email address	Test.Member@test.gov.uk

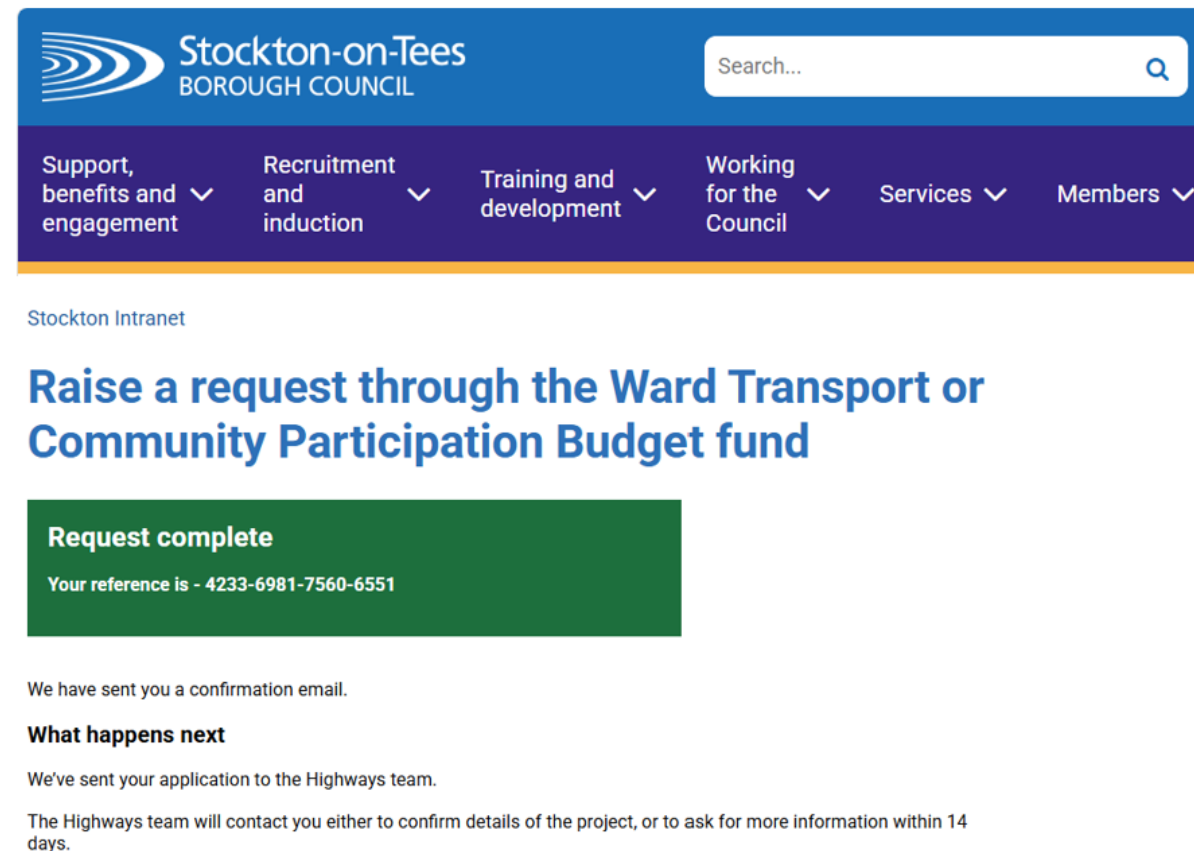
Details of the request

Is this a new issue?	Yes	Change
Is the issue in your ward?	Yes	Change
Do you have approval from other members in your ward to make this request?	Yes	Change

WTB & CPB

Confirmation

- Receive instant confirmation that your request has been successfully submitted
- A unique reference number is provided to help track the request
- A confirmation email is automatically sent for your records



The screenshot shows the Stockton-on-Tees Borough Council Intranet. At the top is the council's logo and name, followed by a search bar. Below this is a navigation menu with links for 'Support, benefits and engagement', 'Recruitment and induction', 'Training and development', 'Working for the Council', 'Services', and 'Members'. The main content area is titled 'Stockton Intranet' and features a large blue heading: 'Raise a request through the Ward Transport or Community Participation Budget fund'. Below this is a green box with the text 'Request complete' and 'Your reference is - 4233-6981-7560-6551'. Further down, it states 'We have sent you a confirmation email.' and 'What happens next', followed by 'We've sent your application to the Highways team.' and 'The Highways team will contact you either to confirm details of the project, or to ask for more information within 14 days.'

WTB & CPB

What happens next?

- Requests are securely transferred into the Council's case management system
- All request details and supporting evidence are stored together in one place
- Having everything in one place helps officers assess, track and manage requests efficiently

