

## Who We Are

### About Us

The Councillor Portal was developed by Hartlepool Borough Council's Digital Services team, in partnership with Granicus.

### Contact Us

01429 523339

[digitalservices@hartlepool.gov.uk](mailto:digitalservices@hartlepool.gov.uk)

Digital & Customer Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY



# Councillor Portal

*Viewing open cases*

# Viewing Open Cases

With the **Councillor Portal**, it is easy to view open cases.

Cases you can view are ones that have been logged by:

- customers themselves by using the online self-service platform
- the Contact Centre, based on customers phoning up
- councillors who have access to the Councillor Portal

**Please note:** personal identifiable details will not show on this map!

**1** After logging into the portal, select **My Ward** from the navigation bar

**2** Select the **ward** you want to view

Which ward do you want to view? \*

All Burn Valley De Bruce Fens & Rossmere Foggy Furze **Hart** Headland & Harbour Jesmond Manor House

Not Known Rural West Seaton Victoria

Please select the process you want to view data for \*

Grit Bin Highways Litter Bin Parks **Street Cleaning**

Please select the sub-category you want to display \*

Abandoned Bins Dead Animal Fly-tipping **Street Cleaning**

Update Map

**3** Select the **sub-categories** of the jobs that have been logged for the ward you have chosen

**4** Click **Update Map**. You must click this button every time you change the search options in steps 1 – 3.

**5** Click the **Pin** on the map to view details of the jobs that have been logged.

**Logged issues**

Street Cleaning: Street Cleaning

Case ref: HBC-179508198  
Logged: 02-03-2020  
Category: Request street cleaning  
Sub-category: Spilt oil / substance  
Street: Brough Court  
Ward: Hart