

Report on Alcester SCAN Thursday 4th November 2010

There was good news on the start of two long awaited projects. Councillor Eric Payne from Alcester Town Council explained that following planning approval for the NHS project on the old hospital site, reclamation and demolishing work had started which should enable the new state-of-the-art centre to be open late next year.

In his 'Town' role County Councillor Mike Gittus, also from Alcester Town Council spoke about progress of flood prevention projects and new pump installations. As County Councillor Mike outlined, the challenges to be faced are resulting from the Government Spending Review but assured us that front line services and the needs of vulnerable groups would be protected. Mike will return giving more details in March.

Our visiting speaker was Leanne Town, External Liaison Officer for Severn Trent Water. She explained that if someone came to your door saying that they were from the 'Water Board' they would not be genuine as this company no longer exists. Leanne said that we should close the door and ring 999 immediately.

She outlined the various pricing, service schemes and metering. Leanne invited us to sign up for the Password Scheme. A pre-arranged word is logged and is used to identify the caller as coming from Severn Trent Water. There is a Hotline Number for queries.

Leanne also encouraged us to register if we had medical needs including sight or hearing impairment. If a breakdown occurs and vans go up and down the street stating that the water is being turned off, they can identify who they need to let know by other means. If water is needed for medical equipment etc they can make alternative arrangements.

There is also a Nominee Service which allows a registered carer to be sent the bill to be paid if paying causes a customer a problem because of a medical condition. She also answered a range of questions and provided a variety of leaflets and resources.

Following mince pies provided by Sue Adams, Jan Roberts the Policy Officer from Stratford District Council distributed information including 'Affordable Warmth' leaflets and updated members on topics they had previously raised.

<http://2011mc.census.gov.uk/index.php?module=documents&action=view&id=570>

Weather permitting ... our first meeting of SCAN in 2011 is Thursday 13th January