



## CATS in the district

Residents in the District are now able to contact Stratford-on-Avon District Council using a Customer Access Terminal (CAT).

Originally customers needed to travel to the main Council offices, or to one of the three area offices to speak to a customer services advisor. However, with the recent economic difficulties, the area offices were closed but there was a desire for the Council to provide a different access channel and to try and expand its presence further and ensure that face to face was still an option for those in the remotest part of the district. It was felt that technology should be used to achieve this without the need to travel. The challenge had been to deliver an easy-to-use system for communicating in a face-to-face manner with one of the customer services advisors from a remote site. The system needed to be accessible to you the user whilst allowing you to transmit documentation securely to the advisor- maintaining confidentiality and security at all times.

The CAT allows you to talk, one to one with a customer service advisor at SDCs headquarters in Stratford-upon-Avon. Each terminal is equipped with scanners and webcams. The scanner allows you to easily show documents to the advisor and the webcams allow you to interact face to face for a more personal service.

SDC currently have a CAT at Alcester Library, Bidford-on-Avon and Henley-in-Arden. For more information please contact Serena James at the SDC on 01789260910.

## Carers Wellbeing Service

Warwickshire have launched a Joint Adult Carers Strategy and Carer Wellbeing Service. The service will be delivered by the Carers Trust Heart of England, and tailored to suit the needs of the carer eg by telephone, Skype or at GP surgeries. A wellbeing check will be offered to carers to include a discussion of the carer's situation, provision of advice and support- including emotional support, emergency planning and signposting to other services where required. A carer can be referred or may contact the service themselves directly on 02476 101040 (Option 4) or by email at carerssupport@carerstrusthofe.org.uk

### Great Alne Parish Councillors:

**Lynn Bowring (Chair) – The Old Cottage, Henley Road, Great Alne, B49 6HR**  
**Paul Clark – 66 School Road, Great Alne, B49 6HQ**  
**Ian Millard – West Meadow Barn, Manor Court, Henley Road, Great Alne, B49 6HR**  
**Louise Bennett: 6 Nightingale Close, Great Alne, B49 6PE**  
**Marie Holding: 10 Nightingale Close, Great Alne, B49 6PE**

**Sarah Duran (Clerk) – 2 Flax Close, Alcester, B49 5DQ Tel no: 07833 790375**

**Any thoughts on the newsletter? Please let us know!**

## BITS & BOBS

Here are a few snippets that may be of interest to you!

### ➤ Planning Alerts

Choose parishes from within the Stratford district and receive email alerts when new planning applications become available. To subscribe, please visit [www.stratford.gov.uk/planaalert](http://www.stratford.gov.uk/planaalert)

### ➤ Flood Reporting Tool

Warwickshire County Council now has an online reporting form for flooding that does not relate to highways. On the same page you can also sign up for flood warnings. For further information, please visit [www.warwickshire.gov.uk/flooding](http://www.warwickshire.gov.uk/flooding)

### ➤ Support for people with hearing loss

Warwickshire County Council Sensory service can provide various bits of equipment on loan to support people with hearing loss. Examples of equipment include a hearing loop which links to your television and a flashing portable doorbell. There is a referral system and conditions apply. For more information ring **01926 410410** or email [pdssreferrals@warwickshire.gov.uk](mailto:pdssreferrals@warwickshire.gov.uk)

### ➤ Keeping warm and reducing costs

Act on Energy is a charity which provides free impartial advice to householders and small businesses. For more information telephone **01789 472691** or email [advice@actonenergy.org.uk](mailto:advice@actonenergy.org.uk) or visit [www.actonenergy.org.uk](http://www.actonenergy.org.uk)

### ➤ Get Online week

2-8 October 2017. National campaign to help people use or get the best from the internet

## Parish Council Meetings 2017

**Great Alne Primary School on Mondays**

➤ **11 September**

➤ **13 November**

**All meetings have a 7pm start**

**Everyone is welcome!**

**Seco Alcester 10km Running Race Sunday 9 October 2017**

**This will involve rolling road closures. Same route as 2016**

## Correction

**BUSES**

**Apologies- The X19 service does not operate on Sundays**

## Parish Update

- Defibrillator- The Parish Council now owns the telephone kiosk on School Road. The telephony has been removed and a defibrillator (grant from the Big Lottery Fund) will be installed once the kiosk door has been repaired and the box redecorated
- The Toddler area redesign project is back on track having been delayed due to the Sernal Lane planning application being approved later than anticipated. Monies have been allocated within the amended Section 106 Agreement associated with this new development, some of which will be spent on improving the drainage at the play area ahead of the equipment installation. A tender process for the play equipment will be underway shortly
- Parish Assembly- Feedback has been generally positive and another will be held in the same format next year. The Chair gave his Annual Report and a summary of the Accounts. The role of the Parish Council was outlined and The Chair consulted with respect to the leaflet that has been drafted for emergency planning
- Green lane E5998 between Sernal Lane and Coughton Fields Lane- The Parish Council, the Police and Rural Crime Co-Ordinator remain in discussions with Warwickshire County Council (WCC) and Stratford on Avon District Councils (SDC) to achieve a sustainable remedy

## Which local authority do you need?

Council	Responsible for	Example
Warwickshire County 01926 410410	Highways Libraries & leisure Safety & crime Care, support & health Environment Health Education Registrations	Gritting main routes, buses Museums Fire & Rescue Adult support, fostering Flooding, recycling centres Mental & Public health Schools, Children's centres Births & marriages (but can also be done locally)
Stratford District 01789 267575	Payments Planning and building Parking, roads & transport Waste & recycling Sport, leisure & the arts Homes & properties	Council Tax Planning decisions Car parks, potholes Refuse collection, fly tipping Leisure Centres Home Choice Plus
Great Alne Parish 07833 790375	Street lighting Grass cutting Recreation ground Planning consultee Community projects	24 Footway lights in village Rec, grass verges in village Play equipment, trees Comment on applications Defibrillator, new play area

## Can we help?

Please complete and return this form to Sarah Duran, Clerk to Great Alne Parish Council, 2 Flax Close, Alcester, B49 5DQ

Do you have any comments or suggestions about the state of the footpaths, overhanging trees or pavements for example?

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Thank you.

