

Scrutiny Sub-Committee to Promote Strong, Healthy and Safe Communities

28 November 2005

Aids and Adaptations Service



Report of Head of Overview and Scrutiny

Purpose of Report

1. To explain that a further review meeting with Service Users and Carers has taken place to consider progress in relation to the Aids and Adaptations Service.

Background

2. The Scrutiny members identified the Aids and Adaptations Service as a key element of improving independence for County Durham residents. When this Service was investigated about three years ago, there was a recognised need to improve the Service in a number of areas to make it more responsive to Service User and Carer needs.
3. On a regular basis, Scrutiny members have met with Service Users and Carers to review progress. The latest meeting took place on the 7th October at Newton Aycliffe. This time, the meeting was held jointly with Darlington Borough Council. This was an opportunity to compare Durham's service.
4. A copy of the notes of the meeting held on the 7th October is attached. A summary of the main issues raised appears at the end of the report in paragraph 4.
5. Following a number of comments made about the 'One Stop Shop' telephone service – 0845 8505010 – County Council members have been asked whether they have any experience of this service which they would like to pass on to the Sub-Committee.
6. A number of County Council members will also be attending the Service Users and Carers Forum on the 22nd November at the Chester-le-Street Riverside. It may be that some of the issues raised at the Newton Aycliffe meeting will also be raised at this meeting.

Recommendation

7. You are asked to note this report.

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