

Update to Waddesdon Local Area Forum

As previously reported, the County Council is developing opportunities within local communities for residents to find information about our services and how they can be accessed. The aim of this work is to reduce inequalities in the ability of people to access services particularly with regards to those who may be isolated through their geographical location, lack of access to transport, care responsibilities, age, ill health or disability.

One of the ways we hope to achieve this is by providing facilities in each of the Community Areas such as kiosks, leaflet displays, customer telephones that can access our contact centre, specially trained staff and free computer access to public information websites. The locations of such facilities can be described as "Customer Access Points" (CAPs). CAPs already come in different shapes and sizes and may provide any mix of the facilities mentioned above, from small CAPs that may only have a small collection of leaflets, to large 'one stop shop' style CAPs that offer the full range of facilities.

There have been some challenges in the project to introduce new CAPs across the County and there are currently none in the Waddesdon Community area. However, we will soon be in a position to address this. The key to the success of a CAP will be in putting them in a place that people would already be coming to for similar information. This could be a shop, village hall, public house, medical centre, police station, school etc.

I would be interested to hear from anyone in the community who has any opinions with regards to the ideal placing of CAPs in the area. I aim to find three venues which would be geographically spread out but in areas of significant population. I would suggest that we take the opportunity to locate at least one CAP in either Quainton Memorial Hall, Quainton Baptist Church or at Waddesdon Village Hall to take advantage of tying it in with the Youth Cafés and Adult Social Care clinics.

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