

MEMBERS' FOCUS

SUBJECT: Partnership working	CONTACT OFFICER: Colin Batchelor
TEL/EMAIL :No.Ext 2219	BACKGROUND PAPERS: None
INFORMATION: PARTNERSHIP WORKING REAPS REWARD FOR ELDERLY RESIDENT <p>A complaint of excessive dog faeces in the neighbour's garden has resulted in a vast improvement in the quality of life for an elderly lady, thanks to the lateral thinking of Environmental Health staff and some positive assistance from partners.</p> <p>The original complaint was routine enough for the Dog Warden but upon investigation it transpired there was a little more to it than first appeared. The owner of the bungalow was very disabled and was reliant on her son, who lived with her, but who had learning difficulties. They owned 2 dogs which fouled in the back garden although it took several visits for the Dog Warden to build the trust of the occupiers to get to see the dogs. When he did, one of them was clearly very elderly and in need of further assessment. The RSPCA were called and requested to visit. They concluded it was in the best interest of the dog for it to be put to sleep. They also provided advice and assistance with some other pets at the property.</p> <p>Meanwhile the Dog Warden became aware of a rat problem in the garden and arranged for pest control to visit and treat the problem. He also arranged for a joint visit with an Environmental Protection Officer to assist in the assessment of the property which was dirty, cluttered and in need of repair.</p> <p>The two officers also engaged with the son to help him understand the responsibility of dog ownership, the need to clear up after it, and not to allow it to cause a nuisance from barking or accumulation. It also transpired that some income was missing from her account to the extent that she couldn't pay the fuel bills and was at risk of being cut off.</p> <p>A referral was made to Social Services and a joint visit made. The tenant now receives meals on wheels, has had some fundamental repairs carried out as well as a clean up, she has also had a complete review of her financial situation and is now on a sound monetary footing. Consequently 2 other sons, who previously appeared to have disowned their mother have reappeared, and one particularly has taken a renewed interest in her welfare.</p> <p>Her late husband was an employee of Sainsbury's, who learned of her plight and provided her with a Christmas hamper.</p> <p>The lady is now much more comfortable and able to enjoy a higher quality of life still in her own home.</p> <p>A heart warming account from Environmental Health – at the forefront of peoples lives.</p>	

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