



## November 2024 Ward Report – Old Gore Ward

Parishes of: Brampton Abbots with Sollers Hope and Yatton, Brockhampton with Much Fawley, Foy (East), Foy (West), How Caple, Kings Caple, Much Marcle, Upton Bishop and Woolhope

From your local County Councillor: Barry Durkin

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Dear Parish Councillors and Residents, welcome to this the latest edition of my ward report I hope you find it interesting and there is a 'useful and emergency information' section at the end. This report is prepared from information from Herefordshire Council and other councillor sources so that I may provide a comprehensive review of the County activities.

You will have noticed some of the many road resurfacing/surface dressing schemes across the county. I continue to be pleased that the additional 8 million the Council has put into the capital roads programme this year could include more work across the wards.

This last month saw even more rain fall with over half a monthly rainfall in one day resulting in flooding issues which I address later in the update. Obviously the rain has occurred as potato, apple and maize harvest is still in full swing which has caused havoc.

In case you are unaware, our black bin collections are taken to an Envi/Recover Energy to Waste facility in Worcestershire. Located on the Hartlebury Trading Estate near Kidderminster in Worcestershire. The facility complements Worcestershire County Council and Herefordshire Council's other waste and recycling facilities, such as EnviroSort at Norton. The Plant enables a massive reduction in the use of landfill for the disposal of household waste in the two counties. It processes 210,000 tonnes of non-recyclable waste each year. The waste is then processed to produce energy that is sold back to the National Grid. Recently the plant hit production of one million megawatts of energy from waste which is enough to power 40,000 homes per year since opening.

Following the building of the wetland at Luston the trading in phosphate credits to allow new homes to be built in the Lugg catchment area has begun. As of the beginning of October £1.88 million has been paid by house developers to release permission for 739 dwellings in the Lugg catchment area. The funding goes to cover the costs of the wetlands and associated clean water projects.

While the budget gave some indication of public spend we will have to wait till December to be given our provisional settlement for 2025/26. In this current year the council needs to make £19.5 million savings on a revenue budget of £212.6 million.

As ever if I can be of any help please don't hesitate to contact

*Barry*



## October Flooding

The high rainfall of recent months continued in October with a huge local deluge of rain on 16th on saturated surfaces. The result was excess run off water on our highways and in our water courses causing flooding of highways and also properties. The council have a scheme to enable local volunteers to be trained to respond to flood emergencies on the highways. They will have authority to close minor roads and to deal with flooding issues.

The work of the local Flood Response group of volunteers helped, formally closing some of the highway and supporting residents coping with the aftermath of the flood in their homes.

I have asked my parishes to collate information relating to their parishes' experiences of flooding and where it continued to flood. Each Parish Council's information is to be submitted to Herefordshire Council and, the Environment Agency.

There was a recent debate, before the flooding, at Full Council about maintenance and prevention of flooding and HC has held two open seminars with councillors about the recent flooding issues. One of the outcomes is that we can identify the hotspots and must ensure the drains are kept clear by our contractor Balfour Beatty and with local landowners, ensure drains, ditches and gulley's are as clear as possible. Recognising that at times of high water levels drains will be overrun but if they are free as the water subsides it will return to its normal channels quicker.

There has been much comment about roads badly flooded not being closed by signage. It is difficult in rainfall events like these to have the manpower capacity to be everywhere at the same time and main roads will usually take priority. However, I have mentioned above about the local initiative for flooding groups to close roads when it is appropriate so to do.



However far too many people drive into flooded water and risk being broken down, in and outside the flood and causing damage to their vehicles – which can be costly to rectify. There are incidents continually where drivers remove the signs and barriers and drive through, even in high vehicles, creating bow waves that can cause excess water to enter into homes.

I shall work with parish councils on establishing a plan of prevention and mitigation of future events.

A reminder that there is lots of information around flooding on our website - [Flooding – Herefordshire Council](#). We've had more than 16,000 visits to our flooding webpage at the end of October.

## **Flooding Summit**

A flooding summit of all county councillors was in place following the council motion. Thank you to all members who attended our flooding summits this week, shared your experiences and highlighted issues in your wards.

The reason was to gather personal information from councillors in their wards. Subsequently, this request for information will form part of the understanding of the issues – countywide. I have asked all my parish council, who are closer to the issues, to provide me with information relating to their parishes and I have asked that this information be received by me by 14<sup>th</sup> November so that I may feed local information back to the team issues that have been encountered by parishioners in Old Gore Ward. The evidence gathered at these events will form the basis of an action plan to help us respond to future flooding in the county.

## **Exciting plans for Hereford's Shirehall**



The two year renovation of one of Hereford's most historic buildings, the Shirehall, is now a step closer as design proposals are submitted that will transform the building into a new library and learning centre, and versatile community space. The exciting plans outline how the building's heritage features will be preserved when the Shirehall becomes a vibrant community hub.

The renovation will breathe new life into the building, offering a variety of spaces and services. In addition to being home to a modern library and learning centre, the Shirehall will feature: Meeting rooms, Community skills development areas, Heritage interpretation and tours, Hireable courtroom spaces and the Offices for the Coroner and Registrars. The target for opening is autumn 2026.

### **Temporary library relocation during Shirehall renovation is in the Town Hall**

#### **[Exciting plans for Hereford's Shirehall](#)**

## **Hereford Museum & Art Gallery – Help needed**

Local residents are invited to have their say in the exciting redevelopment of Hereford Museum & Art Gallery. Please provide your input to this world class project'

## [Help shape the future of Hereford Museum & Art Gallery](#)

### **Hereford Station - Transport Hub**

Progress is being made on Hereford's exciting new Transport Hub, with the project currently out for tender to find a construction partner.

### [Next step for Transport Hub project](#)

### **Representing Hereford shops - Hereford BID District**

Herefordshire Council has welcomed the news that city businesses have voted for Hereford Business Improvement District (Hereford BID) to run for a third term, securing investment in the city centre over the next five years.

### [Council welcomes news on future of Hereford BID](#)

### **Electric vehicles for the Council**

Our two new eRCVs (electric recycling collection vehicles) are due to be delivered next week. Their use in Hereford supports council efforts to reduce emissions. If you're in the City, keep an eye out for them.

### **Environmental shortlist – another award**

The Luston Wetland - Phosphate Credit Trading Scheme has been shortlisted for another award, this time by The Royal Town Planning Institute. The scheme is a national finalist in the Excellence in Planning for the Natural Environment category. The awards ceremony is being held on 26 November.

### **Second Parish Council Summit**



Nearly a hundred Parish Councillors and Clerks attended the second Parish Summit at the Plough Lane Headquarters of Herefordshire Council.

Topics included an update on Children's services, and the 382 children in the care of the authority.

The director of Adult Health care talked about a more preventative approach to supporting vulnerable older people to ensure they live well. The County has 54 businesses providing care support in the home and 86 care residential homes.

A presentation regarding Public Rights of Way which covers over 2,000 miles, with 1,873 footpaths, 257 bridleways and 20 Byways open to Traffic. This year the council placed more



funding in both the revenue and capital budgets and allocated 250K for grants to Parish Councils.

Prior to the meeting various council services put on small displays, with the relevant officers there, to help with any assistance or help parish councillors required. A worthwhile introduction to some of the many services provided by the council to keep the residents and visitors to Herefordshire healthy, safe and secure.

### HomePoint – council letting



We're making important changes to our choice-based lettings service HomePoint, to improve the service for users. We've partnered with Home Connections to provide a better, more efficient service, which includes an easier-to-use website. As we move across to the new system we have suspended new applications. All current applicants have been contacted to inform them of this change and the implementation of the new system by 19 November 2024. More information is available on [the Herefordshire HomePoint website](#)

[Herefordshire Council launches upgrade to HomePoint](#)

### Fostering



Thursday saw the launch of this year's collaborative fostering film, 'Everything'. The film is produced with over 100 other councils to promote fostering and is a fantastic example of what partnership working can achieve. The fostering team held a film premiere at The Courtyard to promote it locally, which was a great way to celebrate our foster carers and the

incredible work they do. You can watch the video here

[Everything Fostering Film | Herefordshire Fostering - YouTube.](#)

### Warmth on Prescription: Help for Those with Respiratory Conditions



If you have a long-term respiratory condition and are struggling to keep your home warm, the Warmth on Prescription scheme can help. Funded by the UK Government through the Household Support Fund, this initiative offers financial support and energy-saving tools to households facing high energy bills, helping to reduce the health risks associated with cold homes.

You may be eligible for assistance with energy bills, a customised energy support pack, and expert advice on reducing energy costs. To apply, contact a health professional for a referral,

or self-refer directly through YES Energy Solutions by [completing their online form](#), or by calling 0800 677 1432 and quoting "Warmth on Prescription."

For more information on this scheme and other Household Support Fund grants, please visit the [Herefordshire Council website](#).

### **Parent Carer Voice Survey now live!**



## **SEND Newsletter**



Are you a parent or carer of a child / young person with Special Educational Needs / Disabilities (aged 0-25) in Herefordshire? Then Parent Carer Voice Herefordshire (PCVH) want to hear from you!

PCV Herefordshire have co-produced their 2024 annual survey with Herefordshire Council and the Integrated Care System (ICS) to gain an overview of the experiences of SEND for families in Herefordshire. The survey includes questions regarding your experiences with health, social care and education to find out what is going well and areas for improvement. The survey should take around 10 minutes to complete [online using this link](#).

PCV Herefordshire's top priority is getting your voice heard and your feedback will help give a parent carer's perspective, and help them understand what is important to you and your family. Please take the time to share your experiences - what you tell us really can and does make a difference. You can find out more about what has changed as a result of last year's survey in [the You Said, We Did report on the PCV website](#).

### **Explore the new look SEND newsletter online!**

The SEND (Special educational needs and disabilities) newsletter is co-produced by Herefordshire Council, Parent Carer Voice Herefordshire and Herefordshire Clinical Commissioning Group. The newsletter aims to provide easy access to key information and updates for families of children and young people with SEND.

In the latest issue, you will find features on upcoming events, expert advice, signposts to helpful information, and practical resources that can make everyday life a bit easier. [Read the new look newsletter online here](#).

### **Highways**

On 4 October 2023, the government announced a further £8.3 billion of additional highways maintenance funding over the period 2023 to 2024 and the next 10 years for local road resurfacing and wider maintenance activity on the local highway network, made possible by the Network North plan.

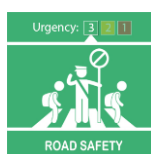
Patching repair work was undertaken between November 2023 and March 2024, with over 140,000 m<sup>2</sup> of surface repaired. This work is now being followed by a programme of [surface dressing](#) over the summer months, which will see approximately 473,000 m<sup>2</sup> of highway receive surface dressing treatment.



The Council's approach to repairing and maintaining Herefordshire's highway network is to carry out the right treatment at the right time in the right location. An asset management approach is used to decide which roads require maintenance. We collect and analyse data about the condition of the roads and prioritise maintenance based on the severity of the issues. It's about using robust and objective data to make good, informed decisions about how we manage and maintain our highway network as effectively as possible – value for money.

Moving into the autumn/winter the budget for continuing to improve our highways is being considered – so more improvement to come. And into next year

### Winter cometh! – get ready



#### Daily vehicle checks

This morning, I have completed the daily vehicle checks. Some standard checks include:

- Checking all lighting is working headlights, indicators, reversing lights
- Oil levels
- Fuel levels
- Coolant levels
- Windscreen fluid
- Brakes
- Standard equipment.

Police also need to make sure other checks are completed:

- Emergency lights
- Sirens
- Police equipment cones, signs, first aid kit, fire extinguisher, etc.
- External cleanliness so we can be seen during 999 responses

**Have you completed your vehicle/safety checks?**

**Are you prepared for the winter?**

**Blanket, shovel in your boot.**

**Don't get caught out #Fatalfour**

## Highway reporting concerns

As the temperatures start to drop it would be good get our highway up to date with defects so



### PLEASE report potholes and concerns

Report problems on the road –

[www.herefordshire.gov.uk/roads-1/report-problems-road](http://www.herefordshire.gov.uk/roads-1/report-problems-road)

Check on progress of a defect

[www.herefordshire.gov.uk/roads-1/pothole-road-defect-progress-map](http://www.herefordshire.gov.uk/roads-1/pothole-road-defect-progress-map)

Report a serious pothole, flooded road or highway obstruction - Balfour Beatty Living Places: [01432 261800](tel:01432261800)

Footpaths issues –

PROW - [PROW@herefordshire.gov.uk](mailto:PROW@herefordshire.gov.uk)

Tel. - [01432 383550](tel:01432383550)

## Police and Community Safety



Sign up to police alerts, you can choose which areas you want to hear about and what activity is taking place in that area. You'll also hear about positive police action, good news stories and be able to play an active part in helping us with our public appeals.

<https://link.edgепilot.com/s/bb21d405/UARq0VNajkqv1vLf0zKSJQ?u=http://www.neighbourhoodmatters.co.uk/>

### Our Local Community Support Officers

Kirsten Kysow [07773 034152](tel:07773034152)

Report a crime Police [101](tel:101) Ext [61216](tel:61216)

*Barry*

Mobile – [07792 882054](tel:07792882054) (not text delivery)

Email – [barry.durkin@herefordshire.gov.uk](mailto:barry.durkin@herefordshire.gov.uk)



## Local Emergency Numbers

### Flooding: emergency contact details – please share with your networks

Report a flooded road or highway obstruction- Balfour Beatty Living Places: [01432 2618000](tel:01432 2618000)  
By letting us know where and what happened, especially if it hasn't been reported, we and our partners can use the information which may help reduce the future impacts of flooding.

Environment Agency: 0800 80 70 60 (24-hours) or visit [www.gov.uk/report-an-environmental-incident](http://www.gov.uk/report-an-environmental-incident)

Flood alerts: Floodline 0345 988 1188. Sign up online at [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings) to get Flood Warnings from the Environment Agency by phone, email or text message. If you live by a river or stream, keep a watch on current and expected water levels.

### Has your property been affected by flooding? – Please share with your networks

Welsh Water: [0800 052 0130](tel:0800 052 0130) (Water emergencies) or [0800 085 3968](tel:0800 085 3968) (Sewer emergencies) or visit [www.contact.dwrcymru.com/](http://www.contact.dwrcymru.com/)

Severn Trent water: [0800 783 4444](tel:0800 783 4444) [www.stwater.co.uk/in-my-area/check-my-area/](http://www.stwater.co.uk/in-my-area/check-my-area/)

### Household incidents contact details – please share with your networks

Power cut: Call 105 or visit [www.powercut105.com](http://www.powercut105.com)

BT phone line issues: [www.downdetector.co.uk/status/bt-british-telecom](http://www.downdetector.co.uk/status/bt-british-telecom)

Gas leak: 0800 111 999 or visit [www.wvutilities.co.uk/services/smell-gas](http://www.wvutilities.co.uk/services/smell-gas)

Welsh Water: [0800 052 0130](tel:0800 052 0130) (Water emergencies) or [0800 085 3968](tel:0800 085 3968) (Sewer emergencies) or visit [www.contact.dwrcymru.com/](http://www.contact.dwrcymru.com/)

**The Citizens Advice Bureau** Online at [advice@citizensadviceherefordshire.org.uk](mailto:advice@citizensadviceherefordshire.org.uk) for initial contact by email. Please also give a contact phone number in case we need to contact you for more information.

### Council tax reduction or exemption

You can get money off your Council Tax bill, or even pay nothing, in certain circumstances. A discount or exemption depends on your current situation and circumstances, but does not take account of income or savings. If you are on a low income, you may also be able to get help to pay your bill through Council Tax Reduction. We will need to assess your financial and other circumstances to see what help you qualify for.

[https://www.herefordshire.gov.uk/info/200146/council\\_tax/39/council\\_tax\\_reduction](https://www.herefordshire.gov.uk/info/200146/council_tax/39/council_tax_reduction)

**Ukraine relief - Local teams continues to organise supplies - details can be found on**

<https://www.talkcommunitydirectory.org/ukraine>

<https://www.facebook.com/drivingsuppliestoukraine/>

### Community needs contact details – please share with your networks

## **Talk Community**

**Email:** [Talkcommunitycovidresponse@herefordshire.gov.uk](mailto:Talkcommunitycovidresponse@herefordshire.gov.uk)

**Telephone:** [01432 260027](tel:01432 260027)

## **Potholes, Defects, and dog poo reporting, blocked gullies, etc. online**

If you have a general service request, i.e. if you want to report a pothole etc., please use the link above, or call us, rather than emailing your steward. Using the link or the phone number ensures that the enquiry is dealt with promptly and efficiently. Locality Stewards do not have the resource to be able to deal with service requests via email although of course they are happy to provide general guidance and support to you through email. As always please continue to make use and encourage the use of established reporting methods for any highways defect; online, or using the telephone app – for potholes, dog poo - Telephone customer services on [01432 261 800](tel:01432 261 800).

Please note that Herefordshire Council strongly encourages Balfour Beatty to promote all service requests and queries should be logged via the HC website at Herefordshire Council website - also download the pothole App to help report potholes as you see them.

<https://www.herefordshire.gov.uk/transport-and-highways/maintenance/potholes>

[https://link.edgepilot.com/s/e3b2b34e/ttjzBlvIfEewR-](https://link.edgepilot.com/s/e3b2b34e/ttjzBlvIfEewR-39NN73dA?u=https://myaccount.herefordshire.gov.uk/report-a-pothole)

[39NN73dA?u=https://myaccount.herefordshire.gov.uk/report-a-pothole](https://myaccount.herefordshire.gov.uk/report-a-pothole)

<https://myaccount.herefordshire.gov.uk/report-a-pothole> - or

[https://www.herefordshire.gov.uk/info/200196/roads/190/report\\_problems\\_on\\_the\\_road](https://www.herefordshire.gov.uk/info/200196/roads/190/report_problems_on_the_road)

Please use the website or call the customer services call handling team. This will help ensure that everything is logged in to the operating system known as CONFIRM where it can be responded to in a timely way.

## **Report fly tippers**

If you spot someone fly-tipping

- ☉ Make a note of any vehicle used, including model, colour and registration number. If it is safe to do so without being seen, take a photograph or video of the activity
- ☉ Note the fly tippers' clothes, and distinguishing features. If you can hear the fly tippers, take note of anything which was said along with the speakers' accents
- ☉ Make a note of what they dumped, the location, weather conditions and how far away you were at the time;
- ☉ You may report fly tipping on an app on the website and available for download.

Please send us this information by using the [report fly tipping form](#).

## **Footpaths and Public Rights of Way**

For any PROW (Public Rights of Way) maps or problems, you can report these via the following link on the Herefordshire Council's website: [Report a public right of way problem | Herefordshire](#)

The highways maintenance plan – which sets out the council's system of road inspection, maintenance and repairs, including timescales:

[https://www.herefordshire.gov.uk/download/downloads/id/5210/highway\\_maintenance\\_plan\\_october\\_2016.pdf](https://www.herefordshire.gov.uk/download/downloads/id/5210/highway_maintenance_plan_october_2016.pdf)

Litter picking

[https://www.herefordshire.gov.uk/download/downloads/id/14134/community\\_litter\\_pick\\_toolkit.pdf](https://www.herefordshire.gov.uk/download/downloads/id/14134/community_litter_pick_toolkit.pdf)

For information on current and future planned roadworks by utility companies

[www.roadworks.org](http://www.roadworks.org)

Please do follow BBLP on Twitter for up to date information about road closures, ongoing work etc., and [@HfdsStreets](#) and if you need help to set that up please let me know.

If you wish to make a claim as a result of damage to your vehicle

[https://www.herefordshire.gov.uk/info/200196/roads/206/highway\\_claimsplease use](https://www.herefordshire.gov.uk/info/200196/roads/206/highway_claimsplease_use)

**Did you know...?**

**Parishes Councils** have their own inbox for emails which are monitored by teams in the office to ensure cover at all times. If you have an emergency to report please use [01432 261800](#) as this is answered 24/7.

To identify road numbers, or to see if publicly maintained or to view Public Rights of Way:

[https://www.herefordshire.gov.uk/info/200136/travel\\_and\\_transport/716/highways\\_and\\_public\\_rights\\_of\\_way\\_map](https://www.herefordshire.gov.uk/info/200136/travel_and_transport/716/highways_and_public_rights_of_way_map)

You can follow our Twitter feed [@HfdsStreets](#) for [24/7](#) updates for all things highways; or, log on to <https://roadworks.org> to see any live traffic incidents as well as current and planned road closures, diversions, traffic restrictions and roadworks

Toolkits:

Community commissioning

[https://www.herefordshire.gov.uk/download/downloads/id/18820/community\\_commissioning\\_model\\_toolkit.pdf](https://www.herefordshire.gov.uk/download/downloads/id/18820/community_commissioning_model_toolkit.pdf)

Traffic Regulation Orders

[https://www.herefordshire.gov.uk/download/downloads/id/2891/application\\_toolkit\\_for\\_traffic\\_regulation\\_orders.pdf](https://www.herefordshire.gov.uk/download/downloads/id/2891/application_toolkit_for_traffic_regulation_orders.pdf)

Speed Indicator Devices - SIDs

[https://www.herefordshire.gov.uk/download/downloads/id/1859/speed\\_indicator\\_device\\_toolkit.pdf](https://www.herefordshire.gov.uk/download/downloads/id/1859/speed_indicator_device_toolkit.pdf)