May 2025 Ward Report - Old Gore Ward



Parishes of: Brampton Abbotts 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

Dear Residents

I was saddened to hear of the death of former councillor Phil Cutter last Monday. He was a colleague as well a friend to me. Many of you will have known Phil from his years representing residents in Ross and his work on a number of council committees and also on Ross Town Council. He was well liked, well-respected and highly regarded by those who knew him and worked with him. Flags at council buildings will be raised to half mast, in remembrance and respect, on the day of his funeral, which is yet to be announced.

This time of year I believe sees our countryside coming into its best after the Spring blooming and with this sunny weather and the driest spring for many years it is certainly true on this May day.

Reflecting on the ongoing bin workers dispute in Birmingham makes me more appreciative of the excellent local service we receive in our County. This regular weekly service has barely caused few complaints to me over the years. Further services have been introduce, which I spoke of last month and will again below, of the collection of batteries and small electrical goods which There are further services also coming for waste collection, next year – but more of that when the government funding is established and garden waste collection.

During last month the construction company McPhillips (Wellington) Ltd was announced as the partner on the council's project for a Transport Hub outside the Hereford Train Station.

This month's marks the 80th anniversary of the ending of the Second World War in Europe. Most of us will not have memories of those times but events over recent years and months I think make us realise we should record our thanks for the ending of that awful conflict and the eighty years of peace and prosperity we have enjoyed. Watching the VE day television programme I thought again just how brave and steadfast were our military and the great leadership – essential in any organisation. Indeed during the conflict just how resilient civilians were with dealing with events that they had to cope with no way of affecting; but just had to cope which they did at great loss. I reflected again on my respect for the military both then and now and indeed the resilience of our communities trying to positively improve their lot.

With a maturing population the need for people to receive support to enable them to stay in and live independently is important, and the council has put a virtual house on its website to explain what is on the market to help you remain safe and confident in your homes - details in the update. Struggling households may also require financial assistance for their day to day living. Details of a DWP scheme is also contained in this report.

On Thursday 1st May local government elections are taking place in our neighbouring English County Councils but Herefordshire's next election for County and parish councils will be May 2027. In this month's update I report the continued bird flu restrictions, plus latest on Highways and usual updates.

Stay safe and well and as ever if I can be of any help please don't hesitate to contact



Parish Council Summit



The Council hosted the quarterly Parish Council Summit, where parish councillors considered the new Herefordshire Councils Charter which sets out how we will work together with local town and parish councils on key areas to benefit residents. It was a well-attended and engaging evening, and there was keen interest from the parish and town council representatives in working together more closely in future. We will now be incorporating feedback so that the charter can be implemented and will start to develop a reference group.

New disposal service on your bins.



From last month's report I reiterate this important service available since 7th April. Batteries and small items of waste electrical and electronic equipment (WEEE) will be collected by bin collection crews as they do their usual rounds. It is easier than ever to safely dispose of batteries and small electrical items such as irons, hairdryers and alarm clocks.

Electrical items and batteries should never be put into household rubbish or recycling bins as they can cause contamination or a fire. According to the National Fire

Chiefs Council, battery fires in bins and at waste sites is at an all-time high and a survey of councils across the UK has found that 94% said that fires caused by batteries in domestic waste were an increasing challenge.

The new service is easy and convenient to use. <u>Simply remove any batteries from your broken small electrical item and place it on top of your bin, and put batteries in a plastic bag also on top of the bin, on either recycling or waste collection day. The bin collection crew will then put them in a separate cage on the collection vehicle and take them for recycling.</u>

One of the problems of our existing service is that it doesn't cover food waste. However pending government funding, a new service to collect weekly food waste should begin next April and also a 50 week county collection of green waste.

<u>Plans approved for new garden and food waste collections to be introduced next year – Herefordshire Council</u>

Government funding backs energy-efficient museum transformation

Herefordshire Council has been successful in its application for funding from the government's Public Sector Decarbonisation Scheme. This is a major step forward in helping Hereford's new museum and art gallery to become one of the most energy-efficient heritage public buildings in the UK. The £1 million award will improve the warmth and efficiency of the redeveloped museum building by providing for a new low carbon heating system, ventilation and insulation.

The cost of fossil fuel heating is often lower than low carbon alternatives. This grant seeks to overcome this challenge by helping to fund low carbon heating systems. It will mean that Hereford Museum and Art Gallery will be the first UK-based museum to be renovated to EnerPHit environmental standards – the top international standard for energy-efficient retrofits – which will lead to potential energy cost savings of 75-90%.

The Little Princess Trust - Hereford



The Little Princess Trust, which has its headquarters in Hereford city centre, helps around 2,000 children and young people in the UK with hair loss, usually due to cancer, every year by providing them with a free, real hair wig. The Little Princess Trust pays for the making, fitting, and styling of every wig so the entire wig service is completely free. The charity also works with wig stylists across the UK and Ireland to ensure that each child or young person does not have to travel far to receive their wig.

Members of the public send their hair cleaned and combed to their offices in Hereford where it is graded on colour and then each hair is individually sewn onto a base cap. The hair will have different patterns to reflect normal hair growth and is of exceptional quality. The longest hair received was over six foot in length and famous donners include the Princess of Wales and Harry Styles.

The trust was funded by Wendy whose own young daughter died of cancer and has grown over the last 20 years employing staff and supported by volunteers. Partnerships have been established in countries such as Portugal, Bulgaria, Sweden, and Slovenia to provide wigs to young people up to the age of 24.

The charity is the second largest funder of childhood cancer research in the UK and has given more than £30 million to scientists, hospital research units in the UK and links to other world centre of excellence, searching for kinder and more effective treatments for all childhood cancers.

The Little Princess Trust can only carry out its work to provide wigs and fund research thanks to the phenomenal support received from the public. I visited them recently and was a very proud Herefordian that such a charity exists in our county, and wanted to ensure we were all aware of their existence and work. More details www.littleprincesses.org.uk

Herefordshire Avian Flu Restrictions



On Sunday 16 February 2025 measures were enhanced in the county when mandatory housing, which was already in place in other parts of the country, was extended to cover Herefordshire.

All bird keepers in Herefordshire must keep their birds housed to protect them from bird flu. This applies to pet birds, commercial flocks and just a few birds in a backyard flock.

Avian influenza circulates naturally in wild birds and when they migrate to the UK from mainland Europe over the winter they can spread the disease to poultry and other captive birds.

The Avian Influenza Prevention Zone (AIPZ) with mandatory biosecurity measures is in force across all of England meaning it is a legal requirement for all bird keepers to follow strict biosecurity measures.

Living aids, technology enabled care and telecare



The council has launched an easy-to-use online service designed to help people live more independently and safely. The 'TEC Virtual House' showcases a wide range of assistive technologies for people who have various health conditions and needs. For example, dementia, frailty and falls, stroke recovery, Parkinson's and autism. We know that there isn't a one-size-fits-all solution, which is why the service provides helpful

information and guidance tailored to individuals' needs. By exploring the virtual house and discovering different Technology Enabled Care Solutions (TECS), users can find tools that can make a real difference to their daily lives. Whether it's for health management, safety or independence, the service aims to help everyone find what works best for them.

The service is user-friendly with voice commands, screen readers and customisable display settings to ensure it's fully accessible. In addition, users can access resources like tutorials, guides and videos to learn more about how TECS can support their unique needs and improve their overall wellbeing. TEC Virtual House was filmed at sustainable homes developer, Freeman Homes' property in Credenhill. You can find out more and explore the Virtual House www.herefordshire.gov.uk/hcvh

Malvern Spring Garden Show



Our Largest Local Regional Flower, Plant and Food Event on 9th 10th and 11th May at Three County Showground Malvern https://rhsmalvern.co.uk/

Highways



Throughout 2024/25, the council is investing £8 million into resurfacing on the county's highway network, with £5 million being committed to A and B roads and a further £3 million for C and unclassified roads. The next phase, taking place throughout November and December, will focus on C and U roads, before shifting back to A and B routes in the New Year.

The council is continuing to invest in its highways as

this financial year where we are continuing to invest. Lengths of road have been identified for resurfacing works following detailed and comprehensive surface and structural condition surveys. These surveys help us to objectively prioritise where we need to invest across our highway network.

How a pothole is formed is well known but I wanted to show what our regular inspections look for and provide reporting. We have <u>Locality Stewards</u> who carry out regular walked or driven inspections of all council-maintained roads across the county. Rural roads are inspected annually, while busier routes are inspected more often. During inspections, they look for any defects such as:

- Potholes
- Cracks in the road surface
- Sunken ironwork
- Blocked drainage
- Flooding
- Other issues

They assess the risk associated with the defect, such as its location, the volume and types of traffic and the visibility at the site. The defect is then recorded and a job raised for a repair. The defect may also be marked with temporary road marking paint to enable the repair team to easily find it.

Defects are allocated one of the two following categories:

- Category 1 These are defects that require prompt attention because they present a significant, immediate or imminent risk to highway users or because there is a risk of structural deterioration
- Category 2 These are defects which, following a risk assessment, are not considered to present an immediate or imminent hazard to road users

All defects are also categorised as either high priority (Priority A), medium priority (Priority B), or low priority (Priority C) with different response times assigned to each. We also receive reports from the public about potholes and other defects on the network. You can <u>report road</u> <u>problems on this website</u> or by calling 01432 261800.

Any reported defects are inspected by the Locality Stewards who can then record and raise a job for a repair if the issue is believed to pose a risk to highway users. You can check to see if a pothole or road defect has been reported, the progress on fixing it and when it was fixed on our pothole and road defect progress map.

Public Rights of Way

The Herefordshire Council PROW team support, advise on responsibilities of maintaining our public rights of way. The council continues to support some funding to this area despite the governments cut of the £7.1m rural grants and working with parish councils and lengthsmen will help improve the routes. Regular walking groups aided with secateurs would be the aim in all the parishes.

Hereford Crematorium continues support for charities

Our Crematorium service takes part in the metals recycling scheme run by the Institute that means valuable metal items, such as artificial joints, can be recovered during the cremation process and melted down for recycling. This enables the Hereford Crematorium to make annual awards to deserving causes. Six charities have recently received support from the Institute of Cemetery and Crematorium Management (ICCM) on behalf of Hereford Crematorium as part of a metals recycling scheme. This last year £24,000 was shared between Teenage Cancer Trust, Child Bereavement UK, Stroke Association, Mentor Link, SUDEP Action and the British Liver Trust. In total since the new crematorium was opened over £180,000 has been contributed to Herefordshire charities. Donations pass £180,000 as Hereford Crematorium continues support for charities

Food Waste and Garden Collection

Following the successful launch of the new recycling and waste collection service in September 2024, and the recent introduction of the collection of small electrical items and batteries for recycling, the service is set to develop further next year with the introduction of new household garden and food waste collections.

<u>Plans approved for new garden and food waste collections to be introduced next year – Herefordshire Council</u>

Exciting new celebration week for SEND families

Families with a SEND child are invited to take part in the first Herefordshire 'Visible and Valued SEND Celebration Week' from Thursday 22 to Wednesday 28 May. The new event is led by Herefordshire Council in partnership with local organisations and aims to ensure that SEND

families feel visible and valued in their local community. Throughout the week a wide range of fun activities will be on offer to children and young people with SEND and their families and carers.

Exciting new celebration week for SEND families – Herefordshire Council

Local voices shaping Herefordshire's new museum

A growing network of local people is helping shape Hereford's new museum and art gallery through an ambitious co-production and consultation programme. Co-production panels have been meeting since early 2025 with over 60 people from across the county already involved. Their discussions are having a tangible impact on the designs for the redeveloped museum and art gallery. Together they are helping ensure the new museum and art gallery reflects the diversity of the county and is rooted in the lives, identities, and creativity of the people it serves.

<u>Local voices shaping Herefordshire's new museum – Herefordshire Council</u>

Stop Loan Sharks training seminars - New sessions available!

Would you be able to spot a loan shark or help someone report one in your community? With the cost of living crisis, it's increasingly concerning that people might turn to illegal lenders to make ends meet.

Due to popular demand, <u>Stop Loan Sharks</u> is running more of their free online training sessions to show what they do and how we can all work together to help victims of illegal money lenders.

The live, trainer-led sessions last for an hour and there are some places still available to book throughout the coming months, but they are getting booked up quickly. For further details, visit the <u>Talk Community Directory website</u>.

Another successful year for the Great Herefordshire Spring Clean

Recent weeks have seen local people join together once again to clean up their communities as part of the Great Herefordshire Spring Clean collecting 140 bags of litter weighing in at well over a tonne. The Spring Clean ran from Friday 21 March – Sunday 6 April 2025, with the aim of focussing local communities on reducing litter, improving public spaces and educating future generations on responsible waste disposal.#

Another successful year for the Great Herefordshire Spring Clean – Herefordshire Council

New Waste Vehicles Named



Herefordshire Council and its waste and recycling partner FCC Environment have announced the winners of a very special competition for primary school pupils to name the new fleet of 28 recycling and waste collections lorries. Some of the winning names include "Binderella", "Eco moo-ver", "The waste wizard", and "Lord of the Bins". The vehicles involved in the

competition were part of a contract awarded to <u>FCC Environment</u>. The fleet includes two brand new, state of the art eCollect all-electric Collection Vehicles that are in action to collect our recyclable material and help us all to be more 'clued up' about what we can recycle from home.

New map provides homeowners with solar panel energy potential

A new map that can help homeowners who are considering installing solar panels is now available to view on the Herefordshire Council website.

New map provides homeowners with solar panel energy potential – Herefordshire Council

Financial help to support struggling households

Herefordshire residents struggling with energy costs and other household essentials are encouraged to check if they are eligible for help through the Household Support Fund This follows confirmation that the Household Support Fund, funded through the Department for Work and Pensions, has been extended for a further year.

The Government has provided Herefordshire Council with £2.3 million, which will be available to help households in need until 31 March 2026. The council will utilise the fund to continue existing programmes that offer immediate financial support to low-income families who are struggling with costs for essentials. Through the fund, residents can get help with energy and water costs as well as other items such as food, clothing and hygiene products.

Further information on eligibility and how to apply is available via the council's webpage.

Council cracking down on illegal tobacco



Herefordshire Council Trading Standards Service are continuing to tackle the sale of illegal tobacco in the county, and have successfully secured a three-month closure order against the Ross Vape Shop in Ross-on-Wye.

This followed a raid on conjunction with the Police, carried out on 8 April 2025. Officers found that every time a customer asked for cheap tobacco the shop used a 'runner' to fetch the illegal tobacco from a vehicle parked in a nearby car park. This system was to ensure that if the shop was searched, then no illegal products would be found.

The car was found to contain 351 packets of illegal non-duty paid cigarettes and 89 pouches of 50g hand rolling tobacco. Much of the seizure was counterfeit, and 91 illegal oversized

vapes were also seized. Officers found evidence to suggest the shop was making over £1000 a day from selling illegal products, and had also been caught selling vapes to children.

The Voice of the River Wye is now represented

Its voice is now represented on the Wye Catchment Nutrient Management Board following a successful recruitment campaign. The Nutrient Management Board brings together local stakeholders to influence, advise and challenge proposals, plans, decisions and actions that have an impact on the River Wye, and those that deliver improvements.

Voice of the River Wye represented on local board – Herefordshire Council

Get ready to walk this May and enjoy the 'Walk this May' Challenge

The challenge invites people to see how many times they can collectively walk 53 miles, the length of the border between the two counties. Whether you're a seasoned walker or new to physical activity, this challenge is designed to bring people together and promote getting active.

The event runs from Monday 12 May to Sunday 25 May, offering an opportunity to meet new people, increase your physical activity, and reap the numerous health benefits of walking.

The free walks across the two counties are over easy ground and taken at a steady pace to suit everyone. Walks range from 10 to 90 minutes and are easily accessible on foot or by public transport.

Get ready to walk this May and enjoy the 'Walk this May' Challenge - Herefordshire Council

Barry

Mobile – <u>07792 882054 (non text delivery)</u>

Email - barry.durkin@herefordshire.gov.uk

Our Local Community Support Officers

Kirsten Kysow 07773 034152 and Simon Hall 0796302401

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.

 $\underline{https://link.edgepilot.com/s/bb21d405/UARq0VNajkqv1vLf0zKSJQ?u=http://www.neighbourhoodmatters.co.uk/}$

Report a crime Police 101 Ext 61216



Local Emergency Numbers

Reporting Highway Issues -

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.

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-39NN73dA?u=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

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.

For all Highway related defects report via:

24hr Phone – 01432 261 800 **Website** - Click Below



<u>Dedicated Inboxes</u> Response within 10 working days

Members and Parish Inboxes: for additional service information Communities Inbox: Social Value Support

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.

Report Footpaths issues -

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

- PROW PROW@herefordshire.gov.uk
- PROW No 01432 383 550

Report fly tipping

It will be dealt with in a much quicker time frame by either calling the Contact Centre on 01432 261800 or by logging the fly tipping via the council website on the links below as your https://link.edgepilot.com/s/f452e836/Hy5YWk SgEGkleekL2ROFO?u=https://www.herefordshire.gov.uk/info/200226/report a problem/98/fly tipping

Flooding: emergency contact details - please share with your networks

Report a flooded road or highway obstruction- Balfour Beatty Living Places: 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 <u>www.gov.uk/report-an-environmental-incident</u>

Flood alerts: Flood line 0345 988 1188. Sign up online at 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 (Water emergencies) or 0800 085 3968 (Sewer emergencies) or visit

www.contact.dwrcymru.com/

Severn Trent water: 0800 783 4444 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 <u>www.powercut105.com</u>

BT phone line issues: www.downdetector.co.uk/status/bt-british-telecom

Gas leak: 0800 111 999 or visit www.wwutilities.co.uk/services/smell-gas

Welsh Water: <u>0800 052 0130</u> (Water emergencies) or <u>0800 085 3968</u> (Sewer emergencies) or visit <u>www.contact.dwrcymru.com/</u>

<u>The Citizens Advice Bureau</u> Online at <u>advice@citizensadviceherefordshire.org.uk</u> 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

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: <u>Talkcommunitycovidresponse@herefordshire.gov.uk</u>

Telephone: <u>01432 260027</u>

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

 $https://www.herefordshire.gov.uk/download/downloads/id/5210/highway_maintenance_plan_october_2016.pdf$

Litter picking

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

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

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

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

Traffic Regulation Orders

https://www.herefordshire.gov.uk/download/downloads/id/2891/application_toolkit_for_traffic_regulation_orders.pdf

Speed Indicator Devices - SIDs

 $https://www.herefordshire.gov.uk/download/downloads/id/1859/speed_indicator_device_toolkit.pdf$