



November 2025 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

Dear Residents

I continue to provide regular updates to ensure residents are informed of key developments and information across the ward and the wider county, involving the council. As I have said before I reach out across the council for information to provide my ward report for you to receive what I consider to be interesting information.

I would like to say thanks again for your cooperation and understanding with the various highway closures we have had while some of our roads have been resurfacing. This has been the largest investment in the highways for many years, and we await to see the governments funding proposals to see if we can allow ourselves more capital investment. The resurfacing funding is a council decision to borrow money using our capital fund and replay over 20-30 years which puts a cost on the revenue account. Sadly, we are getting limited highways funding from central government.

Herefordshire Council members had the opportunity to meet the recently appointed Chief Constable for West Mercia Richard Cooper and the Police and Crime Commissioner John Campion. Councillors discussed a wide range of issues including Children safeguarding, drug issues, modern slavery, traffic matters including speeding. West Mercia Police like other parts of the public sector are having to make significant savings and one of these is to reduce the working hours of our Community Support officers in the evenings. This means we are unlikely to have our PCSOs attend Parish Councils meetings and many of us voiced our concerns about the matter.

The chairperson of the council is working on a scrutiny review of Broadband and network coverage in the county by the council's connected community committee. Access to quality broadband and network mobile signal is vital to our communities and I want to better understand the existing barriers and future developments, so we are not disadvantaged in our rural areas.

I am sorry that this is another long report but there has been a lot going on at the council. Notwithstanding, as ever if I can be of any help, please don't hesitate to contact.

Warm Regards

Your Local Councillor – Old Gore

Mobile – [07792 882054](tel:07792882054)

Email – barry.durkin@herefordshire.gov.uk

Council Information



As I informed last month of the retiring of the chief Executive next Marc. This month I inform of the appointment of our new Director of Economy and Environment. Following the departure of our previous director Ross Cook, the Council has appointed John Hobbs from 2006 the Director of Economy and Infrastructure at Worcestershire County Council as our Director for Economy and Environment from the end of October. John is a qualified quantity surveyor and solicitor, he has held senior roles in the private sector with organisations including Tarmac, Bombardier, and Alstom Transport, and has led major infrastructure and regeneration programmes and brings a strong track record of delivery and partnership working. He arrives in Herefordshire to lead on the first phase of the Hereford Bypass, completing the development of Ross Enterprise Park, overseeing our public realm contracts to keep the county running smoothly. In addition, he will oversee the development and implementation of the new Local Plan, Champion environmental sustainability and the council's response to improving the health of the county's rivers, everyday operations of the council, such as waste, parking, planning and enforcement.

Picture above: Herefordshire C. EX on left with new Director John Hobbs)

Finance and budget.

As you know from information shared, next year is going to be difficult and challenging financially with the Government's fairer funding scheme for councils. At this stage, our estimate is a budget gap of £27m, which is subject to confirmation through the settlement figure from the Government in late December.

We'll be lobbying the government directly, including writing to the Chancellor, Rachel Reeves. Both our MPs will raise the issue in Parliament and with ministers directly highlighting the financial challenges we now face because of a major real-terms reduction in government funding. Directors are working closely with their teams to develop proposals to deliver further efficiency savings through our continued transformation, options for reductions in services and the impact these cuts will have, and how we can earn new and additional income. This work will go on into November and December as we finalise the proposals.

Last week saw the start of a series of briefings about The Fair Funding Review. The Chief Executive will meet with all the political groups to answer their questions and concerns and raise awareness and understanding about our financial challenges. If you want to know more about the fair funding review you can read about it here [[The Fair Funding Review 2.0 - GOV.UK](https://www.gov.uk/government/consultations/the-fair-funding-review-2-0)]. We will continue to brief both staff and members on the review as our position becomes clearer.

Adoption of New Parish Charter

A renewed commitment to collaboration has been presented to councils across the county, with parishes invited to adopt the newly published Charter for Herefordshire's Councils 2025. This

new agreement, which has already been adopted by Herefordshire Council and other parish councils, is designed to enhance partnership working, improve service delivery and empower communities across the county.

[Councils across Herefordshire invited to adopt new charter marking a renewed commitment to collaboration](#)

Child Friendly Herefordshire

Herefordshire Council has formally adopted a new Child Friendly Herefordshire policy, marking a significant step in its commitment to placing children and young people at the heart of local decision-making.

[Council Unanimously Adopts 'Child Friendly Herefordshire' Policy](#)

Public Rights – October 2025

New PROW Maintenance Delivery Plan

We are pleased to announce a new Maintenance Delivery Plan to support all the brilliant work being done by PFOs and City, Town and Parish Councils through the PROW Grant scheme and volunteering time. Officers will now be able to call on the services of local, Herefordshire Contractors to assist us in delivering across the network from a maintenance perspective – from installation of fingerposts to largescale vegetation cutbacks requiring machinery. The very first batch of works have been bundled up into a package and requests for quotes will be sent out over the coming days.

Previously, Herefordshire's Public Rights of Way team were able to use an arrangement with Hoople to get works done by operatives across the network however since this service level agreement was cancelled in around August 2024, officers have struggled to react to all service requests in a timely fashion. This new Delivery Plan will help to speed up our responsiveness on the ground and therefore is very much welcomed by the team.

Other Team News

As set out in our September report, Callum Bush left Herefordshire Council a couple of months ago and we advised that we were in the process of recruiting into a new Principal Public Rights of Way Officer position. We are pleased to announce that from Monday 3rd November 2025, Shona Butter will join as the new Principal Public Rights of Way Officer. Please give her a little time to settle in! She will attend future LAF meetings and present our report. Shona joins us following a long and successful career in Public Rights of Way with Shropshire Council and will therefore bring much needed knowledge and experience to assist us on our improvement journey.

In the previous report it was mentioned that we did not have an Enforcement Officer in the team at that time. The Enforcement Officer has now returned to work, and we are finalising how our Enforcement team will be provided with increased capacity in the future. More details will be shared regarding this as soon as we are able to.

We are pleased to say the team continues to receive a record number of compliments from users, volunteers, internal colleagues and elected members. If you wish to compliment the work being doing in the PROW team, please email them to Leigh Whitehouse leigh.whitehouse@herefordshire.gov.uk. Service areas will typically receive several complaints during each month however the team is keen to hear when we are getting things right too.

Public rights of way - Herefordshire Council

Highways Investment

We know that the condition of our 2,000-mile highway network is important for our residents and businesses in Herefordshire. Over the course of 2024/25 and 2025/26 the Council has almost matched pound for pound the capital maintenance funding that it receives from central government to maintain our carriageways, footways, bridges, street lighting and drainage systems.

Total expenditure on our highway network through our partner contractors and local suppliers has risen from £26.760 million pounds in 2023/24 to £50.870 million pounds for 2025/26. Of this total, £25.2 million pounds will be invested in the resurfacing of those parts of our network that require the greatest attention and undertaking preventative treatments such as surface dressing to help keep other roads across the county in a condition fit for use over the years to come.

As of today, our investment is well underway with 30 miles of resurfacing, 58 miles of surface dressing works, and associated drainage improvement works already providing smoother journeys for our road users. Just under £20 million pounds has now been spent or is in the process of being delivered on the ground, all of which can be seen at <https://www.herefordshire.gov.uk/roads-1/herefordshire-road-investment#map>, which provides a transparent map of our investment over the past 18 months.

We will not stop in our efforts to maintain Herefordshire's roads, and our team of dedicated highway engineers are currently working with our partner contractors to deliver the rest of our investment by the end of March 2026, as well as looking ahead to finalising our plans for April 2026 onwards, once we know our funding allocation from central government.

Pride in Place Strategy

The phrase "pride in place" likely refers to the UK's new £5 billion [Pride in Place Programme](#), which will fund 339 deprived communities across the UK over 10 years to drive local change and tackle regional inequality. The specific locations receiving funding are being announced, with some neighbourhoods in Birmingham and other areas identified for the initial phase of the program.

The government gave a briefing last week on their Pride in Place Strategy – Southwest Hereford has been chosen as one of the 250 most deprived wards in the county as an area to benefit from Pride in Place funding of £2m per year for 10 years. With a strong focus on community engagement to develop a shared vision, intervention projects and plans to help build stronger communities, create thriving places and empower local people.

"Pride in place" in Herefordshire refers to projects and initiatives aimed at boosting community pride, belonging, and well-being through various means, including a focus on social history and cultural programming. These efforts are supported by government grants like the UK Shared Prosperity Fund (UKSPF) and are intended to create thriving neighbourhoods, support local arts and culture, and improve facilities.

We expect further information about the programme and timescales over the next few weeks and will be working with local members, communities and Jesse Norman MP South Herefordshire.

Our Schools

Construction begins – Peterchurch Primary School

A major milestone has been reached in the transformation of education in Herefordshire's Golden Valley, as construction begins on a brand-new building for Peterchurch Primary School.

[Construction begins on new Peterchurch Primary School](#)

Work Begins at Hampton Dene Primary School

Representatives from Herefordshire Council, Hampton Dene Primary School, Eign Hill Parish Council and construction firm Speller Metcalfe gathered on Thursday 2 October to mark the start of a major redevelopment project at Hampton Dene Primary School in Tupsley, Hereford.

[Work Begins on £2.4m Redevelopment of Hampton Dene Primary School](#)

Safer School Streets

Starting Monday, November 3, Herefordshire Council will launch its Safer School Streets initiative at five local schools, creating safer and healthier environments for children and families.

[Safer School Streets Initiative set to launch at five Herefordshire schools](#)

Flooding Investment

We are investing £55,000 to design a flood management scheme for Holmer Church of England Academy and Hereford Leisure Centre which were seriously affected by flooding last autumn.

[Flood scheme Investment for Holmer CofE Academy and Leisure Centre](#)

SEMH Assistance – Trinty School, Hereford

SEMH needs stand for **Social, Emotional, and Mental Health** needs, which are a type of special educational need for children and young people who struggle to manage their emotions,

behaviour, and social interactions. These difficulties can lead to challenges like anxiety, low self-esteem, and behavioural issues, impacting their ability to engage with education and peers. Supporting SEMH needs involves providing additional strategies and interventions to help individuals regulate their feelings and succeed in their learning environment.

Trinity Primary School, Hereford, proudly unveiled a new specialist support service 'The NEST' at a ribbon-cutting ceremony held on Tuesday 21 October to celebrate a major milestone for inclusive education in Herefordshire.

[Trinity Primary School Opens Groundbreaking Support Service for Pupils with SEMH Needs](#)

Community Volunteering

Herefordshire Council (through its Talk Community programme) has announced the launch of a new online volunteering platform for Herefordshire, delivered in partnership with Goal 17.

[New online volunteering platform is launched](#)

Baton of Hope – A Look Back in Photos



Herefordshire's Baton of Hope event, the UK's largest suicide prevention initiative, which visited Hereford on October 2, 2025. The event, which coincided with the launch of the council's new Suicide Prevention Strategy, aimed to raise awareness, reduce stigma, and promote community action against suicide. It was a truly unforgettable day, and now you can relive some of the highlights through our online photo gallery! From the inspiring Baton Bearers who carried the message of hope through the city, to the wonderful Animals of Hope

crafted by local volunteers, and the touching messages written by school children across the county, the day was filled with connection, creativity and compassion.

To continue the baton's legacy, we're keeping the webpage open to showcase photos from the day, highlight important information, and give thanks to the baton bearers, local organisations, community groups, schools, volunteers, and members of the public who made it so special. You can also sign the Workplace Pledge and access information and resources to promote suicide awareness and prevention.

[Baton of Hope 2025 - Talk Community Directory](#)

Warm Homes Local Grant funding for Herefordshire residents



Residents can now apply for the Warm Homes Local Grant scheme.

The aim of the scheme is to improve as many fuels' poor homes as possible, helping to reduce energy bills for the occupants, and cut carbon emissions. The scheme aims to support low-income Herefordshire households living in the least energy efficient homes. The Warm Homes Local Grant will follow a whole house

approach. This means ensuring that the building has appropriate windows, doors and insulation before looking at heating systems.

For full details of the scheme and to apply visit the [Herefordshire Council website](#).

Shared Lives



Have you heard of Shared Lives? - Our Lives get better when they're shared

Herefordshire Shared Lives is a Care Quality Commission (CQC) registered service provided by Herefordshire Council. Shared Lives is a highly personalised form of care that supports people.

[Shared Lives Herefordshire - Herefordshire Council](#)

Cut it Out - FREE Domestic Abuse Awareness Training



Free Domestic Abuse Awareness and signposting sessions are available in Hereford, Ledbury and Leominster.

The 'Cut it Out' initiative aims to help professionals recognise the signs of domestic abuse, whilst raising awareness of where they can signpost clients to get help and importantly give professionals the confidence to start that difficult conversation. The training can be received by any professional who encounters the public within their role.

To find out more, or to book your fully funded training please visit the [Eventbrite page](#) to find your local training session. The training is run by the Community Safety Team in conjunction with Martin Lakeman consultancy and is funded by the Herefordshire Community Safety Partnership.

Talk Community - Explore the gallery and resources on the [Talk Community Directory](#).

What's new on the Talk Community directory?

Autumn's settling in and it's the perfect time to get creative, connect with others, and plan something to look forward to! This week's new additions to the Talk Community Directory include a mix of social groups, creative clubs, and inspiring events across Herefordshire.

[Sunday Lunch Club](#)

[RHS Malvern Spring Festival](#)

[Sketch and a stroll](#)

[Herefordshire Green Open Homes](#)

[Creative writing club](#)

[Green Open Homes online](#)

[Craft Group](#)

[Herefordshire Expedition Group](#)

Energy Review - Businesses

Businesses can get practical advice on how to save energy, cut costs and access opportunities for grant funding – but remaining opportunities are limited.

[There's still time to get a free energy review for your business](#)

Herefordshire Council is proud to announce the launch of the first-ever Apprenticeship Awards, a new initiative designed to celebrate the achievements of apprentices, employers and training providers across the county.

[Apprenticeship Awards to Celebrate Local Excellence](#)

Upgrade to Great Western Way

Herefordshire Council has awarded a contract to Octavius Infrastructure Ltd to begin improvement works on the Great Western Way, a key pedestrian and cycle route in Hereford.

[Herefordshire Council moves forward with upgrade to Great Western Way](#)

Investment in Play Areas

We're making a major investment of £1 million to improve play areas across the county, aiming to enhance community wellbeing and provide inclusive, safe spaces for children of all abilities.

[£1 Million to Revitalise Play Areas Across the County](#)

Regulatory Convictions

Herefordshire Council has secured convictions and Criminal Behaviour Orders (CBOs) against seven individuals following an investigation into illegal scrap-metal activity linked to Romany Close, Hereford

[Hereford "scrap-metal" gang fined over £43k for illegal waste activity](#)

Bus Passes

in Herefordshire who hold a concession or disabled bus pass will soon be able to travel for free before 9.30am on weekdays

Concession and disabled bus pass holders' free travel times to be extended

In advance of the BT switchover

BT have contacted the Rural Services Network to ask that we share the following resources and training opportunities with you to ensure that communities in rural areas are not overlooked and have a clear understanding of the what the switchover will mean for them.

Connected Campaign and Resources

You can access helpful resources by copying and paste this link: [Connected Together - All-IP - About BT | BT Plc](#)

Additional resources and Online Training

The BT Digital Voice team will be hosting 1-hour webinars to equip community leaders with the knowledge of what the switchover means in practice and the support available for those with additional needs. The webinar will also cover support for those without broadband and information on how to access backup solutions to protect connections during power cuts. Attendees will also be introduced to the Connected Together Conversation Starter Pack - a new resource designed to give you the key information you need. It will not only help you explain the switch to your communities but also prepare you to answer any questions.

If you or anyone in your community or council would like to join a training event- Joining instructions below.

Digital Voice Training 1-2pm Thursday 6 November

[Join the meeting now](#)

Meeting ID: 374 016 098 012

Passcode: yRq5QN

Unable to join the above training events but still keen to have a training session?

If you can't make either of the dates above, please complete the following poll and the BT team will try and schedule a training session to best suit your needs.

<https://www.surveymonkey.com/r/5GP77J7>

New garden waste service



Residents can now sign-up to a greener, cleaner, more convenient way to manage garden waste.

We're launching a new, subscription based, garden waste collection service in March next year (2026), and residents can sign up now to make sure they're ready.

This new service will replace the current garden waste collection, which uses single-use plastic sacks. Instead, residents will receive either a wheelie bin or reusable

garden sacks, depending on available space at the property. The waste will be collected every two weeks, excluding two weeks at Christmas, and then turned into soil improver which will be available to buy at local recycling centres. The service is flexible, and residents can share bins with neighbours, add extra bins for larger gardens, or use reusable sacks if space is limited. The new service costs £60 per year, which equates to £2.40 per collection, plus a one-off delivery fee of £10 per bin.

Residents who sign-up before 9am on December 1, will automatically be entered into a prize draw to win one of ten free garden waste service annual subscriptions.

Our Local Community Police Support Officers

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.edgepilot.com/s/bb21d405/UARq0VNajkqv1vLf0zKSJQ?u=http://www.neighbourhoodmatters.co.uk/>

PCSO Kirsten Kysow 07773 034152

Operation Spotlight - continues



Everyone knows the rules around seatbelts, drink/drug driving, mobile phones and speeding so why are these issues still the most common reasons for collisions to occur? Enforcing the law on these is 24/7 for our officers, however over the next couple of weeks we are supporting 'Operation Spotlight' to help highlight the issues around the 'Fatal 4'.

Operation Spotlight highlights the 'Fatal Four' | West Mercia Police

ONS figures show 4% drop in total crime in West Mercia

Crime continues to fall in West Mercia according to the latest figures from the Office for National Statistics. Delivering on PCC John Campion's commitment to 'Cutting crime', as set out in his Safer Communities Plan, total recorded crime fell by 4% between July 2024 and June 2025. This follows a 6% drop recorded earlier in the year.

Some of the biggest fallers include burglary at 19%, incidents of serious violence at 9%, overall theft at 8%, and shoplifting at 5%.

In contrast, sexual offences have increased by 9%, in line with the national average, and theft from a person has risen by 69 to 382 (22%).

Commenting on the figures, the PCC said: "A reduction in crime is always welcome, with this long-term trend a testament to the dedication of the hardworking men and women who make up West Mercia's thin blue line.

“In my role, I regularly engage with the public to understand their lived experiences as it cannot only be about the data, but also how safe they feel. “Those conversations make it clear that there’s still more to do to ensure they feel the benefits of less crime, and at the same time, ensuring the resources are available to address some concerning upward trends.

“That’s why I will continue to use my voice to support and challenge the Chief Constable to ensure crime rates are not just statistics, but a reflection of safer, more confident communities.”

Autumn Road Safety Reminder



With the recent rain and the arrival of autumn, more mud and debris may be being brought onto rural roads by tractors and other farm or contractors’ vehicles.

Under the Highways Act (1980), farmers and contractors must ensure their vehicles are cleared of mud and debris before entering the public highway. Excess mud can be extremely dangerous—it affects how vehicles handle, increases the risk of skidding, and poses particular hazards for motorcyclists and cyclists.

Any incidents of mud on the road causing an issue can to be reported to the relevant local highways authority or if this poses an immediate danger call 101.

If you suddenly find there is mud on the road that you are on reduce your speed and keep a larger distance between you and the vehicle in front in case, you need to react.

Let’s all do our part to keep safe on the roads this season.

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](tel:01432261800).

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

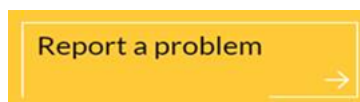
https://www.herefordshire.gov.uk/info/200196/roads/190/report_problems_on_the_road

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



Dedicated Inboxes

Response within 10 working days

Members and Parish Inboxes:

for additional service information

Communities Inbox:

Social Value Support

Gullies

A basic map of known gullies for which Herefordshire Council at:

<https://www.herefordshire.gov.uk/flooding-2/flood-management/3#gulliesmap>.

Gullies are individually marked on the map with latitudes and longitudes being displayed along with a site code, which is used to identify the length of road where the asset is located.

Reporting gullies that need attention:

Report issues with the highway drainage network through the Council's online reporting system at <https://www.herefordshire.gov.uk/roads-1/report-problems-road>.

Issues reported are investigated by the relevant Locality Steward, who assesses the report against the Highway Maintenance Plan in order to determine the level of intervention required. Where necessary a job for a reactive cleanse is then raised and passed to a crew to attend.

Planned Roadworks

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](https://twitter.com/HfdsStreets) and if you need help to set that up, please let me know.

If you wish to make a claim because of damage to your vehicle.

https://www.herefordshire.gov.uk/info/200196/roads/206/highway_claimsplease use.

Report fly's 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](tel: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_SgEGkleekL2ROFQ?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 www.gov.uk/report-an-environmental-incident

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 www.powercut105.com

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

The Citizens Advice Bureau Online at 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

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

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

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

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