

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

Well we have had Brexit, rain, storms, flooding and now this pandemic virus. I think we are all still trying to get our heads around it all but it is important to listen and act upon official advice given to us for our own and other people's safety and welfare.

I believe that we should be proactive in ensuring the safety and wellbeing of our parishioners; and by us all becoming NICE NOSEY NEIGHBOURS. I am well aware that there is already a great developing support network of friends and neighbours looking after their immediate community, informally within streets, hamlets and pockets of houses including Whatsapp and telephone contacts.

This is valuable and the council has a covid-19 talk community (see details below) but it would be helpful to feed these activities to our parish/community contacts so we can identify anyone or anywhere which may be falling through the net, and for people to know where to go if there are specific problems

With this ongoing pandemic I have included in this ward report a lot of information from different areas which might be of assistance to the parish councils and residents of parishes in Old Gore and I am sorry that this month the report is extended. I appreciate that this ward report is considerably longer than previous but the information you are seeking may be included in this document.

I shall continue to keep you updated in monthly report and also as and when information is available. As usual I remain available by email and telephone to assist you further when required.

My thanks to the large number of you who have signed up either locally or with Herefordshire Council to offer help and support to your fellow residents. Given the large rural area we have, the more we can find to cover all our patch the better. If you want to volunteer or identify as a vulnerable resident please see contacts below and via the local leads so we can build up a solid network of support.

Parish Councils holding public meetings

With regard to County Council, under current legislation ([Local Government Act 1972 \(paragraphs 6 and 39 of Schedule 12\)](#)), it is not possible to hold any public meetings without committee members being physically present to debate and conduct their committee business in public. This applies to parish councils too.

However, the Coronavirus Act 2020 (<http://www.legislation.gov.uk/ukxi/2020/129/made>) gained royal assent on 25 March after being fast-tracked through both the House of Commons and the House of Lords to receive approval from the Queen. This new Act makes provisions for the Secretary of State (SoS) to make regulations to change the way local authority meetings are held, which should open the way for councils to postpone meetings and undertake decision-making meetings remotely, i.e. without anyone needing to be together in the same place.

This applies to **all tiers of local government** and associated committees. Meetings will still have their reports published for five clear working days ahead of committee, minutes will be taken in the usual practice and published.

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

The monitoring officer will be issuing further advice on this matter very shortly.

As it is considered that the current situation relating to Coronavirus restrictions will still be with us for some further six months decisions relating to how the council and parish councils will operate require to be considered. The Coronavirus Bill allows the SoS to make regulations to change the way local authority meetings are held, which should open the way for councils to postpone meetings and undertake decision-making meetings remotely, i.e. without anyone needing to be together in the same place. This applies to all tiers of local government and associated committees and includes fire and rescue authorities. This may include permitting public meeting to be carried out remotely using Webex, Facebook etc., however, this does not fully address the participation of the relevant public. However, more of this when there is a decision.

The Council will continue to liaise closely with MHCLG regarding these regulations. Once approved by SoS other methods relating to how public representation will be carried out will be made. In the meantime the local Government Association has published a document relating to guidance for councillors which provides some basic information

https://www.local.gov.uk/sites/default/files/documents/50.1%20COVID19%20guidance%20for%20councillors_03_1.pdf

Local Elections

As you will know, the local elections, mayoral elections and police and crime commissioner elections have been postponed until 2021. No other elections, by-elections or referenda should be held. This includes all by-elections, including for town and parish councils, where notice of election has been posted, polls, referenda, etc. The Coronavirus Bill that allows for this postponement also makes provision to provide compensation for local authorities or candidates incurring additional expenditure as a result of the postponement of local elections, including retrospective provision. The Government has made a statement to the effect that it will support decisions where by-elections and other referenda are postponed immediately, in advance of Royal Assent of the legislation. The URL link above provides overall guidance.

Frequently Asked Questions in response to COVID-19: PLANNING SERVICES

Development Management

Q - How can we submit application(s) to Herefordshire Council?

All Planning Services staff are currently working from home and as such are only able to process or manage documents that are submitted electronically.

We are not able to process any applications submitted in a paper form and this has been the case since the 23rd March 2020. Any applications that are received in this way will be processed once it has been agreed that we can return to work safely from Plough Lane.

Advice on how to make submissions can be found at:

https://www.herefordshire.gov.uk/info/200142/planning_services/62/apply_for_planning_permission

Ward Report – for March 2020
From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

Q – Are you continuing to process applications that are being received?

Business support staff will receive, validate and process all applications received electronically. All support staff have been working from home for over a week and this is working successfully.

Consultations to Statutory Consultees (such as Highways England or Welsh Water) and internal consultees (such as Building Conservation or Highways) will continue to be sent. Any consultations that are received will be published to the website in the normal manner.

The application will be displayed as valid and able to receive online comments in the normal way.

Q – How are we responding to the requirements of the Development Management Procedure Order in respect of consultation with the public (Site notices / Neighbour Letters / Press Notices)

Site notices

Officers will not be posting site notices. It is considered that the trips involved (to visit office to print / laminate) and to display notices at sites around the county are not essential travel. This movement puts officers and members of the public at further risk and does not comply with the objectives of the government at this time.

In addition, there is also concern that, with people in isolation, they will not see or be aware of the site notices that are being displayed to inform them of the development.

For the reasons above, we would also not consider it appropriate for applicants or their agents to undertake this task on our behalf.

Neighbour Letters

We have reviewed the possibility of sending neighbour letters. However, this does require our staff to visit the office (against government advice) to handle and print letters. We would also need to deliver these to a post office. Again, this is considered to be an unnecessary risk to staff at this time.

It should also be noted that due to the nature of the county, a significant proportion of our applications requires site notices as well in any case (Conservation Areas, Listed Buildings and PROW).

Press Notices

As above, whilst necessary to undertake adverts in the press for some applications, these are not online and would involve residents having access to the newspaper. Again, given the current restrictions we do not think that this is a satisfactory or suitable way to inform interested parties of an application.

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

Parish Councils

Parish Councils will also be reviewing their processes and procedures and we suspect that there will be some variation in how they approach their meetings but we are aware that some have already suspended meetings for the time being.

Q – Will you be able to process the applications to determination?

You will receive your validation letter, confirming the case officer and the timescales for determination. However, we would advise that we can foresee difficulties in being able to determine applications within this timescale at present. It may be that the Government makes changes to legislation to assist, but this has not happened to date.

Site Inspections and Visits

It is usual for officers to undertake site visits or inspections before determination of the applications. With current restrictions and risks we will not be undertaking any more than a desk based assessment of the proposal. This will be the same for consultees who may need to visit a site before providing a detailed comment on an application.

Extension of Time

Officers will endeavour to contact you and advise of any initial concerns or queries on applications from desk based assessments. We will be constantly reviewing practice and it is currently envisaged that once restrictions are lifted we will undertake consultations as necessary and progress to determination. Officers will approach agents (or applicants) to agree extensions of time to determine their applications.

Q - What about prior notifications and deemed consents?

We will, where we have prior knowledge of a site, or the capability to do so seek to determine these applications. However, we may ask you to agree an extension of time to determine these applications to be able to undertake a site visit at a later date.

This will be on a case by case basis and your case officer or relevant Development Manager will contact you if necessary to agree an extension of time.

Q – What about applications that are already registered / Valid

Current applications

Officers are currently prioritising applications that are 'ready' to be issued. This is part of the work that had been programmed for the period between the 23rd March and 4th April. We can confirm that a significant amount of applications have been determined / progressed already and that this work is ongoing. Thank you for your patience.

Recent submissions

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

A very limited number of applications registered since around the 13th March will not have had site notices displayed as officers moved to home working on the 16th and may not have been able to visit sites on the 19th (Thursday) due to some uncertainty. We are currently compiling a list of these and officers will be in touch to give advice and update those affected.

Amended Plans or Additional Information

If officers have sought amended plans or submissions that would require re-consultation with public / neighbours then we will need to consider whether or not we can progress. This will be on a case by case basis and the case officer will be able to advise.

Planning Committee

At present planning committee has been suspended. A review of committees and how these can be held 'virtually' on a digital platform is being undertaken by government and Herefordshire Council.

Q - Are there other applications that we can determine?

Non Material Amendments

It is unusual for officers to need to make a site visit or to need to consult on these applications. As such, we would expect to be able to process these applications.

I would draw your attention to the guidance with the Planning Practice Guidance on Non Materials Amendments (Section 96a) so that you are aware of the procedures and parameters for these decisions: <https://www.gov.uk/guidance/flexible-options-for-planning-permissions>

Applications for the approval of details attached to a planning permission / LBC (Discharge of conditions)

You can continue to submit applications for the discharge of conditions either through the planning portal or via email to: Planning_enquiries@herefordshire.gov.uk

It is unusual for officers to need to make a site visit or to need to consult on these applications. As such, we would expect to be able to process these applications. There may be some circumstance when a site visit or inspection will be needed but we can keep you informed.

Instead of submitting materials to the office we would be happy to received photographs and brochure details in the first instance. However, if this is not sufficient we may have to wait until the office is able to accept deliveries or until officers can make a site visit to inspect sample panels.

Q – Can you continue to process Pre-Planning Applications?

These can be submitted electronically and guidance can be found at:

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

https://www.herefordshire.gov.uk/info/200142/planning_services/66/planning_services/3

A desk based response can be provided in the first instance and any site visits or meetings be undertaken at a later date.

It might be useful if additional site photographs are submitted to assist officers but please do not make new journeys or visits to do this in line with guidance.

Q – Is there any advice on how appeals are being handled?

Advice from PINS is changing frequently but we are aware that they have currently suspended all site visits and hearings and are reviewing processes.

<https://www.gov.uk/guidance/coronavirus-covid-19-planning-inspectorate-guidance>

Q - My Planning Permission is about to expire what can I do?

The local planning authority does not currently have discretion to extend the timescale for implementing your permission. If you have discharged any pre-commencement condition, a limited amount of work may be sufficient to implement the permission. Please refer any concerns, quoting the relevant planning application number, to planning_enquiries@herefordshire.gov.uk and an officer will be able to assist.

Council's Talk Community COVID-19 response team

If you are worried about how you might cope in the coming weeks - help is on hand through Herefordshire Council's 'Talk Community' COVID-19 response team.

Corvid – 19 symptoms and protective measures

https://www.herefordshire.gov.uk/news/article/969/herefordshire_council_%E2%80%93_supporting_the_local_community_throughout_the_coronavirus_outbreak

- If you think you may have any symptoms of Coronavirus use the online NHS 111 service and only ring if you can't get help online
- Take care to wash your hands regularly and thoroughly – for at least 20 seconds with soap and water pressing into the palms and base of the fingers.
- You can keep up to date with all of the latest information and guidance on website: www.Herefordshire.gov.uk/coronavirus
- You do not need to call NHS 111 to go into self-isolation

There is currently consideration being given as to how parish councils may operate digitally, which would be of assistance. However, as all meetings have to be in public, one problem is how to engage with the public digitally from their personal computers, especially with broadband being patchy or non-existent in some of my ward.

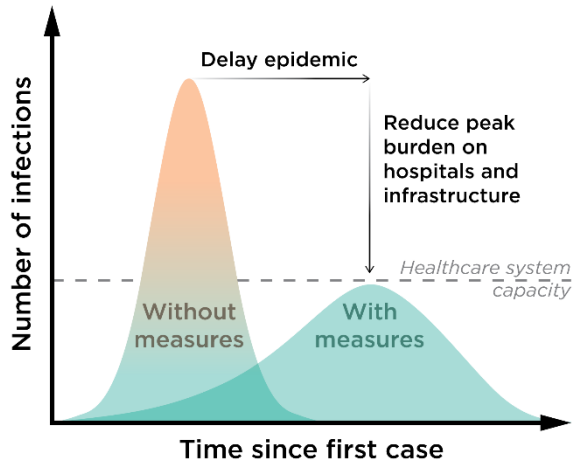
Impact of Corvid – 19 and measure to deal

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

Impact of protective measures



The Government has introduced the current measures with the aim of the delay phase pushing infection into the summer months and spreading them out over a longer period to reduce the pressure on health and social care and wider societal infrastructure.

Following the most recent government announcements regarding School closures, Herefordshire Council have closed museum, library and archive services from the end of business on Friday 20 March until further notice. All sites will be closed to the public and all events and activities due to take place will be postponed.

During the closure, staff will be asked to work from home, work at the closed sites or potentially be redeployed to support the delivery of other essential council services.

We are striving to minimise the impact this may have on the public with the following actions:

- There will be no overdue charges on library items borrowed since 14 March
- Our existing Home Delivery library service to housebound and vulnerable customers will continue with some adaptations
- Our existing online resources will remain available to anyone with a Herefordshire Libraries membership card and PIN. If you experience any issues email libraries@herefordshire.gov.uk

The latest news on how Coronavirus is affecting residents and services across the county

Here is the latest information on coronavirus in Herefordshire. You can sign up to news alerts for a daily update on this blog

<https://public.govdelivery.com/accounts/UKHEREF/subscriber/new>

Highways

B4224 – Fiddlers Green, Fownhope

Structural wall failure and landslip. Full road closure in place until further notice.

Apart from the weather continuing to play an active role in our programme, the pandemic is also having an effect on the workforce and supply chain so the programme can change at any time and sometimes, unfortunately, with little notice.

PROGRAMMED ROADWORKS FOR HEREFORDSHIRE

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

I attach for your general information a list of works requiring Road Closures or Traffic Signals that are ongoing or have been scheduled to commence within Herefordshire during the forthcoming period commencing **30th March, 2020**.



Weekly Works
Template wc2020-03

SUPPORTING YOU AND THE COMMUNITY

You will have received, as a parish council a version of this letter from the cabinet member for Highways and Transportation. I would like to reiterate that you insect your parish's highways and drainage issues and report any found defects to BBLP.

“Councillor John Harrington, Cabinet Member for Infrastructure and Transport is keen that we have as full an understanding of the damage caused to the network by last month's significant flooding. In order to make use of all local knowledge, we would welcome the assistance of Ward Members in obtaining as full a picture as possible of the impact this weather event has had across the county.

Whilst through their regular inspections of roads and road bridges, Balfour Beatty Living Places (BBLP) is able to quickly identify any issues with these assets, we are aware that the flooding has exacerbated drainage issues across Herefordshire. Therefore, where you have not already reported to BBLP, please let us know of any other drainage issues resulting from the significant flooding. This is so that, alongside other additional infrastructure works and services required due to the flooding, it can potentially be included as part of our recovery works.

Please can I encourage you to report this to us at herefordshiremembers@bblivingplaces.com as always please encourage people within your communities to continue to use established reporting methods for any highways defects:

- Online at <https://myaccount.herefordshire.gov.uk/report-a-pothole>; or
- Telephone our customer services on 01432 261800 if an EMERGENCY.”

Ditch and drainage responsibilities

The owner of land or property through which a river, stream or watercourse passes is known as a riparian owner. Furthermore, where a watercourse forms a boundary with the owner's property it is likely that, as the adjacent landowner, they have riparian responsibilities up to the centre line of the watercourse (unless compelling evidence such as property deeds suggests otherwise).

Given that riparian owners have a really important part to play in Herefordshire, we would welcome your assistance in encouraging all residents, businesses and landowners to consider the information leaflet on ditch and drainage responsibilities at <https://www.herefordshire.gov.uk/ditches-and-drainage-guidance> so that they can ensure they are aware of their responsibilities as riparian owners.

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

We want to thank all those people who have stepped in to support each other and help out more vulnerable members of the community. We will continue to add key information to our webpage at www.herefordshire.gov.uk/floods.

Support for businesses

The government announced the financial support package which is being made available for the self-employed. More information can be found here:

<https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

Herefordshire Council have sent this information detailing the support available for businesses:

OFFER TO BUSINESSES IMPACTED BY THE SPREAD OF COVID-19 BUSINESS SUPPORT AND COVID-19 ADVICE:

Offering FREE one to one support services for businesses, in partnership with Herefordshire Council the Marches Growth Hub - Herefordshire is a place where businesses can find out more about funding and finance and wider business support available to local Herefordshire businesses, regardless of size or sector, from pre-start to established businesses.

The Marches Growth Hub would like to share the following information with businesses who are concerned about the impact that COVID-19 will have on our business community.

<https://www.marchesgrowthhub.co.uk/advice-and-support/coronavirus-information-for-businesses/>

GOVERNMENT AND COUNCIL SUPPORT - updated 26th March 2020

A full range of business support measures have been made available to UK businesses, employees and now also to those self-employed.

This page helps businesses find out how to access the support that has been made available, who is eligible, when the schemes open and how to apply.

<https://www.businesssupport.gov.uk/coronavirus-business-support/>

Coronavirus (Covid-19) : UK government response

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Coronavirus business interruption loan scheme - <https://www.british-business-bank.co.uk/ourpartners/supporting-business-loans-enterprise-finance-guarantee/>

Businesses will be able to access government support from today (Monday 23 March) to keep operating in the face of the global economic emergency brought on by coronavirus. <https://www.gov.uk/government/news/coronavirus-business-support->

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

[to-launch-from-today](#)

For individual businesses, the first port of call for advice and support is gov.uk. However, government is also scaling up its Business Support Helpline so businesses in England, of all sizes, can pick up the phone and speak directly to an advisor. The number to call is: **0300 456 3565**

NEW: Cultural Sector Emergency Funding Package announced by the Arts Council – offers individuals and organisation working in the cultural sector new financial support during this crisis- totalling £160m – click link to find out more:<https://www.artscouncil.org.uk/covid19?cldee=anVsaWUubGVhdGhIckBhcnRzY291bmNpbC5vcmcudWs%3d&recipientid=contact-3472d212dd35e511974c005056915655-7dece73f45464c3c8c9593a956a1d9d2&esid=92d617f2-e86d-ea11-bc4a-005056911737>

NEW: Companies House -Filing of accounts businesses will be able to apply for a 3-month extension for filing their accounts. <https://www.gov.uk/guidance/apply-for-more-time-to-file-your-companys-accounts>

NEW: Commercial tenants who cannot pay their rent because of COVID-19 will be protected from eviction.<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#protection-from- eviction-for-commercial-tenants>

NEW: Department for International Trade (DIT) support for UK businesses trading internationally. Advice for UK businesses that export or deliver goods and services abroad and have been impacted by the spread of COVID-19 has been updated: <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-uk-businesses/coronavirus-covid-19-guidance-for-uk-businesses-trading-internationally>

NEW: Employers do not have to report gender pay gaps Enforcement of the gender pay gap reporting deadlines are suspended for this reporting year (2019/20) due to the Coronavirus outbreak. https://www.gov.uk/government/news/employers-do-not-have-to-report-gender-pay-gaps?utm_source=c47d4416-b6ed-44c5-9f99-b1d52d58ae7c&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily

NEW: How to place a Coronavirus (COVID-19) test kit on the market Forms and guidance on what manufacturers need to do to place test kits on the market. https://www.gov.uk/government/publications/regulatory-approval-for-coronavirus-covid-19-test-kits?utm_source=04acd78a-6128-40f3-92d2-76eb408a87b0&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

HMRC have launched a tax helpline to help businesses concerned about paying their tax due to coronavirus (COVID-19). Find all the information

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

here: https://www.gov.uk/government/news/tax-helpline-to-support-businesses-affected-by-coronavirus-covid-19?utm_source=07d379b9-ce92-4992-8703-2f556fa51632&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily The number is **0800 0159 559**.

Companies House has produced guidance if coronavirus (COVID-19) has affected your company and you need more time to file your accounts. Find all the information here: https://www.gov.uk/government/news/coronavirus-if-your-company-cannot-file-accounts-with-companies-house-on-time?utm_source=c2ba96c8-8dc3-4ec4-a459-79a056d29160&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily

Business rate relief - The Government has announced that it is temporarily increasing the business rates relief discount in England to 100% for 2020-2021 for properties below £51,000 rateable value. As soon as the details have been passed through parliament any changes will be applied and you will be notified accordingly. https://www.herefordshire.gov.uk/info/200145/business/358/how_your_business_rates_bill_is_calculated

Business Grants – there are still Business Grants available and we have listed some of those grants below but there are other funded schemes and programmes available – just ask your local Growth Hub.

Business Growth Programme - <https://www.marchesgrowthhub.co.uk/directory/v/-318>

Marches Building Investment Grant -

<https://www.marchesgrowthhub.co.uk/directory/v/-207>

BEEP - <https://www.marchesgrowthhub.co.uk/directory/v/-183>

MENTAL HEALTH AND WELLBEING ADVICE

Every Mind Matters - <https://www.wisherefordshire.org/mentalhealth>

Business resilience

Emergency Planning Team Herefordshire Council (Business Continuity)

https://www.herefordshire.gov.uk/info/200139/community/346/emergency_planning_in_herefordshire/5

Victory in Europe (VE) and Victory over Japan (VJ) – 75th Anniversary - Event dates

Government and medical advice permitting

This year marks the 75th anniversary of Victory in Europe (VE) and Victory over Japan (VJ) which brought the close of World War II.

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

From Herefordshire 1,300 people had lost their lives and to remember their loss and the sacrifice and service of others, a number of local events, reflecting the national programme, are being organised and further information can be found at www.herefordshire.gov.uk/v75

Key County dates to note are below (N.B. formal invitations will not be sent as these are public events but we hope you can attend and support). Please note that unless formally invited by the Chairman of the Council, attendance would not be considered as an approved duty.

Battle O'er Service on Friday 8th May, 3pm at Hereford Cathedral.
VJ Day

On Monday 10th August, 9:30am the names of the 1300 Herefordshire Fallen will be read at Hereford Cathedral followed by the dedication of the Field for Remembrance in the Lady Arbour.

End of World War II

A County Service will be held on Sunday 16th August, 3.30pm at Hereford Cathedral to mark the end of World War II.

Do you know a Veteran?

We would like to formally invite World War II Veterans to the County Events to pay thanks for their selfless acts of courage and bravery. If you know any Veterans in Herefordshire please send their details to the Chairman's Office officechairman@herefordshire.gov.uk or call 01432 260494.

An update from the Chief Executive 27/3/2020

Dear colleague,

It was heartening to see the national support for the NHS last night during the Clap for Carers tribute and to also hear some of the feedback we are receiving for our work to help the most vulnerable and maintain our essential services throughout the coronavirus situation.

As you will know we are working alongside all relevant agencies to ensure we provide support to those people who need it the most and that work continues at pace. We are also working with the police and other partners to make sure the new rules on staying at home to save lives are being observed across the county.

There has been a tremendous response from volunteers across the county, and we think we will need all the support we can pull together, for different roles.

Herefordshire Council's Talk Community team

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

They can be reached on 01432 260027.

They are offering a co-ordinated approach which includes support for those who may have financial worries or concerns, or are feeling anxious or worried about the future and the thought of being isolated for so long. Food packages are already being dispatched to people included in Risk Category A and they are working with food banks locally to make sure no-one goes hungry. If you are struggling financially, please get in touch with the Talk Community team and they will help you.

Thank you again for your continued commitment. Stay safe and well.

Barry

Barry Durkin

Old Gore Ward

Mob. 07792 882054

bdurkin@herefordshire.gov.uk

Parishes Information

Nil

General Information

Defect Reporting

As always please continue to make use and encourage the use of established reporting methods for any highways defect;

- Telephone our customer services on [01432 261 800](tel:01432261800).
- Online using the telephone app – for potholes, dog poo and Public Rights of Way (PROW)

Please note that Herefordshire Council strongly encourages Balfour Beatty to promote all service requests and queries should be logged via the HC website at <https://myaccount.herefordshire.gov.uk/report-a-pothole> or <https://www.herefordshire.gov.uk/transport-and-highways/maintenance/potholes>

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.

Did you know...?

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

For any PROW (Public Rights of Way) maps or problems, you can report these via the following link on the Herefordshire Council's website:

<https://myaccount.herefordshire.gov.uk/report-a-public-right-of-way-problem>

To report defects (potholes, fly tipping, blocked gullies, etc.) online:

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

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 on 01432 261800, 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

Ward Report – for March 2020

From your local County Councillor - Barry Durkin

Old Gore Ward – Herefordshire Council

service requests via email although of course they are happy to provide general guidance and support to you through email.

If you wish to email into the business, the best email address for Parishes have their own inbox herefordshireparishes@bblivingplaces.com and both of these email inboxes 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

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

Toolkits:

Community commissioning
https://www.herefordshire.gov.uk/download/downloads/id/18820/community_commissioning_model_toolkit.pdf

Litter picking https://www.herefordshire.gov.uk/download/downloads/id/14134/community_litter_pick_toolkit.pdf

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

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

Another useful site:

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., [@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 as a result of damage to your vehicle
https://www.herefordshire.gov.uk/info/200196/roads/206/highway_claimsplease_use

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

General Data Protection Regulations Statement

The General Data Protection Act places obligations and responsibilities on any company, organisation and individual who hold and process personnel information, and it comes into force on the 25th May 2018; superseding the Data Protection Act 1998. As a County Councillor I hold a list of emails of local people that I have built up over the years which I retain and use on my council computer and email. I can give you all the reassurance that I do not and will not share those email addresses with any third party.

In seeking legal compliance as a data controller I am requesting that if anyone is unhappy with my holding their email contact that you please advise me so that I am able to remove you from the list.

Otherwise I will retain your email contact and continue to send you monthly updates, emails as required and occasional key information.