

**Ward Report – June 2022**  
**From your local County Councillor - Barry Durkin**

Old Gore Ward

Brampton Abbots, Brockhampton with Much Fawley, How Caple, Kings Caple, Much Marcle, Upton Bishop and Woolhope.

Dear Parish Councillors and Residents, welcome to this edition of my ward report I hope you find it interesting and there is a 'useful information' section at the end.



Dear resident,

I hope you had a great Platinum weekend celebrating our Majesty Queen Elizabeth's 70 years on the throne of this great country. Hope you are ready for the very special celebrations of Her Majesty's Platinum Jubilee last week. I visited a number of parishes to share in the local celebrations. Hopefully the message provided with this ward report will provide you with information and details on where to report issues.

**Covid-19 update**

There is still local and national Covid-19 information and support available.

**Local information:** [Herefordshire Council website](#)

**Local vaccinations:** [Herefordshire and Worcestershire Clinical Commissioning Group website](#)

**National guidance:** [Government website](#)

**Urgent medication supplies:** [NHS website](#) / call NHS 111

**Talk Community helpline:** The helpline is still available to help residents, who don't have support from family, friends or their local community, with food supplies, medication

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delivery or befriending (this includes those who are self-isolating).

Call: 01432 260027

E-mail: [talkcommunityhelpline@herefordshire.gov.uk](mailto:talkcommunityhelpline@herefordshire.gov.uk)

Online: [Coronavirus - Talk Community support](#)

### **Nominate someone special who helped others during Covid**

The council are still on the look-out for those special people that helped others during the Covid-19 pandemic.

Do you know someone who did something special? If so, we want to hear about them.

We're not talking about doctors and nurses, whose brilliance has been recognised in other ways. We're talking about so-called ordinary people. People in the community, local businesses, organisations - even friends and family members who went out of their way to help others. People who picked up prescriptions, delivered shopping, worked in food banks, checked in on vulnerable people... whatever they did to help others.

We think it's important to remember and to tell the story of the amazing Herefordshire community spirit that has pulled together throughout Covid, and celebrate all that is good about Herefordshire and its people.

We have a fabulous [archive of photographs from lockdown](#) - so it would be great to have the stories to go along side this to be kept for posterity and to be looked back on to see how our lives changed.

[Please submit your story here](#) and someone will get back to you to discuss more.

### **Supporting Ukraine**

I am pleased to report many Ukraine families are being housed in Herefordshire. Herefordians continue to give their support to the ongoing conflict in Ukraine. In a matter of days, over 1,100 people have expressed an interest in helping people from the war-torn country. This figure includes 94 'sponsors' - residents who have agreed to open their doors to provide a home for Ukrainian guests. So far, 25 guests have arrived in Herefordshire and a further 248 have registered their interest in moving to the county.

[Fantastic response to help Ukrainians – Herefordshire Council](#)

Local details can be found on

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

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

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If anyone is interest in hosting a Ukraine family please contact  
[housingdevelopment@herefordshire.gov.uk](mailto:housingdevelopment@herefordshire.gov.uk)

**Phosphate planning permission freeze bringing to thaw – provided by fellow councillor**



After nearly three years of a moratorium on granting permission for new houses in the Lugg catchment area the council is establishing a process that will start to allow permissions to be given. Currently in the system there are over 2,200 house applications including 500 affordable awaiting determination in the Lugg catchment area and it is estimated the loss to local economy to date is in excess of 400 million, with Herefordshire Council missing out on additional council tax, loss of section 106 developer funding and NewHomes bonus from the Government.

Herefordshire Council is purchasing ground adjoining certain village sewage works in order to build reed beds to filter out the phosphate over 80 years in accordance with a scheme agreed with Natural England. It takes approximately 45 days for the water to flow through the beds and at the end the water is suitable to drink and has had 99% of the phosphate removed. The Council has purchased sites at Luston and Titley and is in the process of purchasing a third. Initial three million pound funding for this is coming from the Government via a grant from the Local Enterprise partnership and diversion of the New Homes Bonus.

Of the phosphate taken out the equivalent of 80% will then be offered to allow applications to be built. From now on any planning application will need to calculate the amount of phosphate it will use via an agreed process with Natural England and purchase a credit from the council. The existing applications in the system will be offered the opportunity on a first come – first served basis.

There will be variations in costs depending where you build. If you are building in Leominster where your property will link up to the existing system which has a phosphate stripping process already has fitted you will pay probably only £3,500. But if you are building in a rural area where there are villages that do not have such phosphate removal processes you will pay £10,400. There is much still to be worked on and potential for other independent schemes to be matured but thankfully there is some light clearly at the end of this tunnel.

As you know from updates phosphates comes from two main sources – Agriculture and sewage outflows. It is important both sectors are active in limiting the levels of phosphate entering our water systems.

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**[Progress on journey to nutrient neutrality – Herefordshire Council](#)**

**Update on Children`s Care services**



Many of you will have been shocked and concerned watching the BBC Panorama programme or listened to Radio 4 about Herefordshire Council`s children care services.

They identified long established poor practices and procedures involving many children and their families. Regrettably repeated lessons were not learned and there continues to be examples of poor practice even in the last 12

months.

Last year 1100 cases were reviewed with varying degrees of concerns identified. Nationally there is a huge problem with Children`s services with a lack of social workers. As a result caseloads per worker increase, difficulties in recruitment mean more agency staff employed and recent high profile national cases such as Baby P in Coventry mean decisions on protection see higher removal of children from family homes.

Last year caseloads per social worker in Herefordshire were running at 40-50, in December were 20-25 with the target being 15. The council has been commented upon regarding poorly prepared case papers and is working with Judge Plunkett and ensuring better prepared court papers go forward.

Challenges remain like changing cultures and finding suitable qualified staff but the council have to get it better. There are many sensitive issues and vulnerable children in our county and we have to ensure that correct decisions are taken regarding their safety and development.

The Government are monitoring the quality and direction of the improvement plan, and the council has identified 11.2million additional funding for 2022/23 for the service.

**[Cabinet approves £11.49m funding for Herefordshire Children`s Social Care Services – Herefordshire Council](#)**

**Response from Council on Panorama programme**

Below is the response statements from the council officers and cabinet member - Paul Walker, Daryl Freeman, Cllr David Hitchiner and Cllr Toynbee

**[Response to Panorama aired on May 16 – Herefordshire Council](#)**

**If you have a concern**

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If you have any concerns about the way you or your family have been treated by Herefordshire Children's Services, you can contact us at on our [careconcerns webpage](#) or email [careconcerns@herefordshire.gov.uk](mailto:careconcerns@herefordshire.gov.uk)

## **TALK COMMUNITY**

### **Can you help us improve the Talk Community website?**

We are looking at how we can improve the [Talk Community website](#) and we would like your help!

We would really appreciate your support and would like to ask that you take a few minutes of your day to fill in our simple survey. This short survey will help us capture information about how you use the website, what you find easy and what other features you would like to see. Please send this on to your colleagues and team members who also use the Talk Community website.

As you will see, the last question in the survey asks if you would be happy to attend a workshop and help us learn even more.

[Click here to complete the survey](#)

### **Integrated Care System - NHS**

What are the key organisations that make up the NHS? How can they collaborate with partners in the health and care system to deliver joined-up care?

The Mental Health Collaborative brings together Herefordshire and Worcestershire Health and Care NHS Trust, partners in Local Government, general practice, the voluntary sector, commissioners, community groups, and crucially, local people with a lived experience – all working together to join up services and improve the mental health support for people who live in Herefordshire and Worcestershire.

The Mental Health Collaborative is part of the new Integrated Care System (ICS) which places the duty of all local health and care organisations to work together in partnership on a more formal footing. For our Mental Health Collaborative the ambition is to work together across organisations, to listen to what our communities need and then respond collectively to change the way we design and deliver our services. This way of working enables us to have a more joined up approach to how we plan, fund, deliver and evaluate the quality of what we do, with a particular focus on addressing the inequalities faced by some communities or groups in accessing mental health care.

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It really does mark a significant step change in how we work with a wider range of partners to develop collective responsibility for population mental health across Herefordshire and Worcestershire, working together to prioritise areas for improvement alongside a longer term approach to building resilience across our communities.

Below is a great little animation that easily explains Integrated Care Systems and changes being made in the NHS

<https://www.kingsfund.org.uk/audio-video/how-does-nhs-in-england-work>

### **WEA courses**

WEA (Workers' Educational Association) is a charity with an ambition and intention to offer a range of courses which increase the possibility of employment, encourage community engagement and improve personal wellbeing.

We will continue to promote courses on [Talk Community](#) and you'll see that we currently have courses that range from cooking with a professional chef, card making and IT skills. At present the forthcoming courses are delivered online and we can offer free enrolment for people receiving means tested-benefits. Plus, we're keen to know what courses would benefit your community.

Have a look at the [WEA website](#) to find out more, but please feel free to contact me on [mmccarthy@wea.org.uk](mailto:mmccarthy@wea.org.uk) if you require assistance or would like to discuss a course that would benefit your community."



### **Highways**

The highways continue to be in a bad way with many potholes being experienced and reported. Balfour Beatty were awarded the contract for providing services includes highways, public rights of way, parks and open spaces, street cleaning and street lighting in 2013 (Highways Plan) and the procurement for the contract set out to achieve the following objectives:

- Ensuring our roads, public open spaces and streets are accessible, safe, clean and well-maintained
- Maintaining the delivery of essential services
- Achieving value for money, facilitated by process improvement and transparency through open book accounting

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- Achieving service delivery which is efficient and responsive to local needs and priorities and
- Contributing to the regeneration of the economy and social capital in Herefordshire

Despite the fact we are now into June the Annual Highway plan for 2022/23 has not yet been signed by HC and Balfour Beatty. Notwithstanding, please continue to report potholes on Herefordshire Council website and download the pothole App to help report potholes. Below is the April report from Balfour Beatty for your information.



Public Realm  
Round-Up - April 202

### **Reminder – PROW and TRO functions returned to council control**

The council know there have been some teething issues, particularly regards communications (finding contact numbers, email addresses).

The preferred way to report PROW issues is through the website, link for PROW page <https://www.herefordshire.gov.uk/public-rights-way>.

The preferred way to request TROs is through ward Cllrs

<https://www.herefordshire.gov.uk/public-rights-way>

### **Hereford City Centre Transport Package special investigation audit report**

Herefordshire Council's Audit and Governance committee will receive an internal audit special investigation report on the Hereford City Centre Transport Package (HCCTP) over management and communication failures throughout this project.

The report, requested by the council's (the then new in-post) chief executive Paul Walker in July 2021, details the outcome of an in-depth review into the project's financial controls and governance processes to understand events that led to an increased spend.

[Hereford City Centre Transport Package special investigation audit report – Herefordshire Council](#)

### **Neighbourhood Matters**



When you sign up to our 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.

[Home Page - Neighbourhood Matters](#)

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### Falklands War Commemoration

Herefordshire remembered the sacrifices made by those who fought and died in the Falklands War, including 28 men from Herefordshire. At a council meeting members and officers stood in one minutes silence for those that fell during the Falklands war.

There will be a dedicated Falklands Service at Hereford Cathedral on Sunday June 19 at 3.30pm for those wishing to pay their respects.

[Council marks 40th anniversary of Falklands War – Herefordshire Council](#)

### Our COMMUNITY SUPORT OFFICERS

#### Meet your safer neighbourhood team

We are a dedicated group of police officers and police community support officers (PCSOs) who work with local communities and partner organisations to keep our residents, businesses and visitors safe and to prevent crime and tackle anti-social behaviour in your locality.

Officers can be contacted on the below numbers concerning community issues. To report a crime in progress call 999 and for non emergencies, report online at [www.westmercia.police.uk/report](http://www.westmercia.police.uk/report). If you are unable to report online, you can contact us via the 101 non-emergency number.

**Ross-on-Wye**  
rossonwye.snt@westmercia.police.uk

 Inspector James Ashton	 Sergeant Julie Watson	 PC Daniel Underwood 07773 049892	
 PCSO David Alexander 07773 049929	 PCSO Simon Hall 07967 302401	 PCSO Claire Kelly 07866 215011	 PCSO Kirsten Kysow 07773 034152

Whilst the information is considered to be true and correct at the date of publication, changes in circumstances after the time of publication may impact on the accuracy of the information (February 2022).



www.westmercia.police.uk  
westmerciapolice @WMerciaPolice @westmerciapolice

**Ward Report – June 2022**  
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*As ever if you think I can be of help please do not hesitate to contact me.*



**Barry Durkin**

**Old Gore Ward**

**Mob. 07792 882054**

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

**General Data Protection Act**

The General Data Protection Act places obligations and responsibilities on any company, organisation and individual who holds and process personnel information. The new General data protection regulations (GDPR) that supersedes the Data Protection act came into force on the 25th May 2018. 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. **In seeking to maintain legal compliance I am requesting that if anyone is unhappy with me holding your email please contact me to advise and I will remove you from the list.** Otherwise I will retain your email contact and continue to send you monthly updates and occasional key information in my capacity as an elected Herefordshire Councillor.

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**Useful Information – Frequently Asked Questions (FAQs)**

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

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

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

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

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

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

Welsh Water: [0800 052 0130](tel:08000520130) (Water emergencies) or [0800 085 3968](tel:08000853968) (Sewer emergencies) or visit [www.contact.dwrcymru.com/](http://www.contact.dwrcymru.com/)

Severn Trent water: [0800 783 4444](tel:08007834444) [www.stwater.co.uk/in-my-area/check-my-area/](http://www.stwater.co.uk/in-my-area/check-my-area/)

Report a flooded road or highway obstruction- Balfour Beatty Living Places: **01432 26180**

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

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. Please [report it here](#) or contact [TalkCommunityEnquiries@herefordshire.gov.uk](mailto:TalkCommunityEnquiries@herefordshire.gov.uk).

**Covid19**

The Latest local Covid data and information [www.herefordshire.gov.uk/coronavirus-3](http://www.herefordshire.gov.uk/coronavirus-3)

National Covid guidance is available on the Government website [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

**Talk Community**

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

**Telephone:** 01432 260027

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

If you have a general service request, i.e. if you want to report a pothole etc., please use the link above, or call us, rather than emailing your steward. Using the link or the phone number ensures that the enquiry is dealt with promptly and efficiently. Locality Stewards do not have the resource to be able to deal with service requests via email although of course they are happy to provide general guidance and support to you through email.

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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](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.

### **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](#)

### **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 flytipping form](#).

### **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

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Parishes Councils have their own inbox 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](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](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](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](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](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](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](http://www.roadworks.org)

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

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

[https://www.herefordshire.gov.uk/info/200196/roads/206/highway\\_claims](https://www.herefordshire.gov.uk/info/200196/roads/206/highway-claims) please use

**Council tax reduction or exemption**

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

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