

**Ward Report – October 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 would like to take this opportunity to pay my deepest respects and admiration for Her Majesty Queen Elizabeth II. For her steadfast leadership and sovereignty for over seventy years. She was an important part of the bedrock on which the United Kingdom was found. Her strong faith and core values earned her the respect and affection of millions of people in this country and across the world. God bless her, may she rest in peace.*

Here we are coming deeper into the autumn, and the nights are getting longer and colder still we may be assured that Spring is on its way on 20<sup>th</sup> March 2023 – not too far away. Hopefully, the messages provided with this ward report will still provide you with information and details on where to report issues. To enable this report I consult with many sources including information provided by other councillors.

This month I have been having planned meetings with the Police and Crime Commissioner in my role as vice chairman of the West Mercia Police and Crime Commissioner's Panel. In addition to briefing the High Sheriff on the Herefordshire Armed Forces Covenant Partnership. It was an enjoyable meeting and Sarah de Rohan stayed longer than she planned – this was positive. Finally last Friday we had an Extraordinary Full Council meeting where we examined the report from OFSTED. More of this later. I had a holiday in Venice returning to my duties on 19<sup>th</sup> October and catching up with my emails and resultant messages.

Sunday 11 September the Lord Lieutenant and Chairman met to ensure that the required protocols have been observed, so that Herefordshire has the opportunity to pay tribute to Queen Elizabeth II, and that the proclamation of the new King was organised and hosted in a way that makes our county proud.



Please forward this update to any residents in the ward who you think may be interested and copy me in. As ever if you think I can be of help please do not hesitate to contact me. Stay safe and keep well everybody.

*Barry*

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### **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 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](#)

### **Ukrainian guests**

Herefordshire Council has developed a community integration grant scheme to support new and existing projects and activities that help Ukrainian guests settle into the county.

Voluntary and community organisations, constituted clubs and registered charities are among the groups that can apply for grants of up to £100,000. The scheme, which is suitable for projects of all sizes, covering a single area or the whole county, is open for applications until July 2023.

[Ukraine grant launch – Herefordshire Council](#)

### **Talk Community – local news and solutions**

Enjoy the peaceful grounds along the River Wye with a cup of tea, and a warm friendly chat with the staff at the Hereford Rugby Football Club, our latest Talk Community hub.

The hub is open every Sunday from 10am to 12pm, with a relaxed atmosphere, and a team with fantastic community experience, who are keen to support wellbeing and independence for all ages.

There's free computer access in the beautiful setting to find out your local news, places to visit and any information to support your wellbeing. A warm welcome for new and old faces.

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**Stoptober – quit smoking, start saving (let’s do this)**



Did you know that if you can quit smoking for 28 days you are five times more likely to quit for good?

Stoptober is an annual campaign encouraging smokers to quit for 28 days from 1 October. By joining thousands of others this Stoptober, you could improve your health as well as your finances. There’s a free app too, to track how much money you could save by quitting smoking.

The good news is you don't have to do it alone - there is plenty of support available.

For information about our local stop smoking service, visit our **Quit smoking, start saving article** and the **Talk Community’s stop smoking webpages**

Our fantastic Healthy Lifestyle team are also running a stop smoking support group in Hereford on Thursdays.

To find out more, visit the [Talk Community Directory website](#)

**Warm spaces in Herefordshire (get nice and toasty)**

As we move towards winter, many people across the UK are under immense pressure as the cost of living crisis grows. Talk Community want to do more to help. Working with our libraries, local partners and communities we want to create a network of warm spaces across Herefordshire. These will be safe spaces available to anyone, where they can go to warm up and see a friendly face.

If you’ve got a warm space already or are planning to offer one, we’d love to hear from you, please contact us via email [TalkCommunityEnquiries@herefordshire.gov.uk](mailto:TalkCommunityEnquiries@herefordshire.gov.uk)

**More energy efficient homes (take a peek behind Herefordshire Green Doors)**



If you’re thinking of making your home more energy efficient, and would like to see what your neighbours are doing, now’s your chance.

Herefordshire Green Homes event throughout October is showcasing real life homes that owners have altered, amended or added to in order to make them more energy efficient, cheaper to run and nicer to live in! There are a number of homes across the county that are opening their doors, so you can see the “green” technologies for yourself. From a Passivhaus new build in Hereford, to a 1960’s bungalow in Ledbury and a former stone agricultural building in Peterchurch retrofitted with sustainable materials.

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To find out more, and how to visit the homes, go to the [Herefordshire Green Homes website](#).

To find out more about all of our Talk Community hubs, visit [www.talkcommunitydirectory.org/hubs](http://www.talkcommunitydirectory.org/hubs).

### 2022 Poppy Appeal



Towards the end of the month we will see the launch of the 2022 Poppy Appeal and our local Royal British Legion branches will be active in the community.

This year marked the 40<sup>th</sup> anniversary of the Falklands campaign and back in June this was marked by the Chairman of the Council at a full council meeting

### Highways safety PROW and Fly Tipping

Please don't wait for winter if you can see poor highway surfacing and potholes now is the time to get them dealt with.

Please report potholes on Herefordshire Council website and download the pothole App to help report potholes.

If you're using a mobile phone or a tablet, you may like to try our new [reporting app](#). The app will make it easier and faster to report potholes on mobiles and tablets.

<https://www.herefordshire.gov.uk/transport-and-highways/maintenance/potholes>  
<https://link.edgепilot.com/s/e3b2b34e/ttjzBlvIfEewR-39NN73dA?u=https://myaccount.herefordshire.gov.uk/report-a-pothole>

Footpaths issues: –

- PROW - [PROW@herefordshire.gov.uk](mailto:PROW@herefordshire.gov.uk)
- PROW No – [01432 383 550](tel:01432383550)

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:

[https://link.edgепilot.com/s/f452e836/Hy5YWk\\_SgEGkleekL2ROFO?u=https://www.herefordshire.gov.uk/info/200226/report-a-problem/98/fly-tipping](https://link.edgепilot.com/s/f452e836/Hy5YWk_SgEGkleekL2ROFO?u=https://www.herefordshire.gov.uk/info/200226/report-a-problem/98/fly-tipping)

### Herefordshire Council

**Restoring the River Wye – new commission to address water quality**

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A new Commission is being established by Herefordshire Council's Cabinet to consider how it can use all of its powers and influence to address and restore water quality in the Wye and Lugg rivers.

Both the River Wye and River Lugg are designated as Sites of Special Scientific Interest (SSSI) and are also Special Areas of Conservation (SAC). Both rivers are currently struggling with high levels of nutrients, mainly phosphates, which affect water quality and alter the delicate eco-balance. Natural England ensures the ecology of watercourses remains in good health and sets limits for the level of nutrients. The River Lugg is currently exceeding these limits which has impacted on development in the area, and the River Wye is now also close to unfavourable status.

[Restoring the River Wye – new Commission to address water quality – Herefordshire Council](#)

**Council funding and projects**

There is a report in the Hereford Times that Herefordshire Council is heading for an overspend of more than £9million this financial year. A report prepared for a cabinet meeting next Thursday (September 29) says the council's forecast £9.4 million overspend amounts to over 5 per cent of its total 2022/23 revenue budget.

Of this, £6.3 million, or two-thirds, is due to increased spending on children's services – the department rated "inadequate" by Ofsted this week.

This includes a £4.5 million rise in costs and number of child placements, a £519,000 increase in the cost of short breaks for looked-after children, and an increase in staffing costs of £296,000 on agency staff covering vacant positions.

The article may be seen at:

<https://www.herefordtimes.com/news/22564000.herefordshire-to-overshoot-budget-9-million/>

In addition it was subsequently reported that several flagship Herefordshire projects could be in trouble, according to an internal council report.

Among those given a red (missed target by more than 10 per cent /significant decline) rating in the report for next week's cabinet meeting are the preparation of detailed proposals for the £18 million transformation of **Hereford Museum** and **Art Gallery**, and the £3.5 million new library and the learning resource centre at Maylord Orchard.

The £21 million market town investment plans to bring forward employment land and to create business incubation space is also flagged up as red – due, it says, to being dependent on the outcome, still to be announced, of the county's "levelling-up" funding bid to the Government, and also "lack of eligible site proposals" for business incubation.

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Read more at: <https://www.herefordtimes.com/news/22575595.red-alert-flagship-herefordshire-schemes-trouble/>

Again it was subsequently revealed that Hereford's £22 million bid for 15 public projects in the city has been accepted, meaning work on them can now start. A total contradiction to the previous report of a leaked internal document.

The Stronger Hereford board, which has overseen the process, confirmed this morning that the Department of Levelling Up, Housing and Communities had approved the bid.

This means the green light for the two most high-profile projects, the major overhaul of Hereford Museum with a new rooftop terrace, and new city library in the Maylord Orchards centre - despite progress on the two having been flagged up as being of concern in an internal council report this week. """"""

[https://www.herefordtimes.com/news/22852139.22-million-secured-hereford-improvement-projects/?fbclid=IwAR1ZW\\_kmrITaWfHXlfj47C2hEZugi4Rs\\_VKfUhWBhEACjVrMOD240FDc\\_fwg](https://www.herefordtimes.com/news/22852139.22-million-secured-hereford-improvement-projects/?fbclid=IwAR1ZW_kmrITaWfHXlfj47C2hEZugi4Rs_VKfUhWBhEACjVrMOD240FDc_fwg)

### **Childrens services – Herefordshire council**

The latest OFSTED report on Herefordshire's Childrens' Services has been published. The service is currently graded by OFSTED, following a further recent rigorous inspection, down from "requires improvement" to "inadequate".

OFSTED's published grading hierarchy is Grade 1: Outstanding; Grade 2: Good; Grade 3: Requires Improvement; Grade 4: Inadequate. FYI the OFSTED grading's are explained in greater detail here: [Ofsted ratings explained | CASCAID](#)

The change in OFSTED grading from 'Requires Improvement' to 'Inadequate', is of course upsetting and disappointing as the welfare and looking after of children must be paramount.

Herefordshire Council has today confirmed the publication of this latest Ofsted Inspection of the Local Authority Children's Services (09/2022). The Council executive and senior managers say that they fully accept the findings of the report and would like to thank Ofsted for their support, consideration and professionalism throughout the inspection". A copy of the actual Ofsted report can be viewed [here](#).

Further information may be found on the Council's news website: [Herefordshire Council responds to outcome of Ofsted inspection – Herefordshire Council](#)

There is to be an Extraordinary Council meeting at Plough Lane on Friday 30<sup>th</sup> September at 3 pm purpose is to present and discuss this issue.



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### **Extraordinary Council Meeting**

Last Friday we had a full extraordinary council meeting over the Childrens Services department dire circumstances following their over the board “Inadequate” findings by OFSTD. Since 2019 there have been two cabinet members in post and the latest OFSTED report is damning with the Council being rated from Requiring Improvement to overall “Inadequate”. The latest £6M being provided to Childrens Services to help to overcome the failures in the department, this was reported. Yet with an overspend of £9.4M for the council and failures to Children and Young Persons in Herefordshire these projects (above) are going ahead; the reason being that the funding is targeted for the particular schemes!! The report below gives a report on the meeting last Friday.

The report says that there will be “no quick fixes” to Herefordshire’s children’s services problems, the new commissioner appointed by the Government to sort out the troubled department has said.

“This is not a matter of a quick fix, it won’t happen over a period of a few months,” Eleanor Brazil told a meeting of senior councillors yesterday (September 29), following publication last week of a damning Ofsted report rating the department as “inadequate”.

“People talk about a period of 18 months to three years depending on the circumstances,” she said. “There is no one thing that will make a difference here – though there are things that we know do make a difference.”

[‘No quick fixes’ for Herefordshire children’s services | Hereford Times](#)

### **New measures will enhance safety for pedestrians and cyclists in historic street**

Work is underway on measures to improve safety for pedestrians and cyclists in St Owen Street, Hereford. As such, the council said cyclists will soon find it much easier to reach the centre of Hereford from east of the city thanks to the new segregated cycleway - with the project expected to cost £700,000

### **Keep calm and respond to this year’s Annual Canvass**

The Council are halfway through our Annual Canvass and we have a response from an impressive 93% of households in Herefordshire - we have seen a higher digital response compared to last year which is encouraging. The Council are now preparing to send communication to the remaining 5000 properties who we have not been able to contact, and with the help of our Engagement Officers who are currently out on foot, we will hopefully see our daily response rates continue to rise.

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When you receive your communication please read it carefully to see if a response is required and follow the instructions.

You can view the [annual canvass FAQs here](#) and please help anyone you may come across anyone in the course of your work who might need assistance completing their response.

Electoral Services can be contacted on 01432 260107 or [canvass@herefordshire.gov.uk](mailto:canvass@herefordshire.gov.uk) with any issues.

### **Local policing - ALERT: Energy Bill Scam texts**

Action Fraud has received 139 crime reports relating to fake text messages purporting to be from the UK government. The texts state that the recipient is “owed” or “eligible” for an energy bill discount as part of the Energy Bill Support Scheme. The links in the emails lead to genuine-looking websites that are designed to steal your personal and financial information.

You can see screenshots of the text messages on our Twitter post [here](#).

### **How to protect yourself**

- Energy Bill Discount: £400 off energy bills for households in Great Britain from October 2022. You **do not need to apply for the scheme** and you will not be asked for your bank details.
- Spotted a suspicious text message? Forward it to 7726 (it’s free of charge). If you forward a text to **7726**, your provider can investigate the origin of the text and arrange to block or ban the sender, if it’s found to be malicious.

For more information on how to stay secure online, please visit [www.cyberaware.gov.uk](http://www.cyberaware.gov.uk)

### **Criminals are looking to target people like you**

With cost of living on the rise, criminals are out to trick people with too-good-to-be-true energy deals or advertising easy side jobs for quick cash. They might even rush you to click on links, give away personal information, or move your money to a different bank account. It's a scam. No trusted organisation will ask you to do anything like that or put you under pressure.

Some ways to stay safe.

- It's okay to say no. Only criminals will panic you. Take a moment, get in touch with someone you trust for advice, and check that details are genuine.
- Don't approve payments in our app that you haven't made, or approve any refunds you're unsure about.
- Never read out text codes over the phone.



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- Never read out card reader codes over the phone.
- Watch out for investment opportunities that promise big returns for little work – they could be a scam.
- Want to make sure you're really speaking to your bank on the phone? Just hang up and call 159 to be securely connected to us.

*If you found this information useful, please share it with friends, family and colleagues*

### Neighbourhood Watch 2022 Crime and Community Survey Launched

We are delighted to invite you to take part in our annual [Crime and Community survey](#). The survey is in its third year running, and we want to hear your views on crime, community, and your experience of Neighbourhood Watch. The survey is open to everyone across England and Wales, **regardless of whether you are a Neighbourhood Watch member or not.**

<https://www.surveymonkey.co.uk/r/NWCCS2022>

All responses will be anonymised and aggregated and everyone who completes the 5–10 minute survey can choose to opt-in to the prize draw to win one of four £25 Amazon vouchers.



The results will enable us as a charity to better understand crime and fear of crime, benchmark whether membership in a Neighbourhood Watch scheme or living in a Neighbourhood Watch area impacts crime levels, neighbourliness, and the willingness of communities to work together. This information is vitally important to ensure we can better target our work to meet your crime and community needs and concerns.

Last year our survey received 16,000 responses from across England and Wales, providing us with rich and useful data. This year we will be able to compare our data to the last two year's results and share our findings with you.

Please complete our survey and share it via email and social with all the various communities you belong to, whether they be a Neighbourhood Watch community or other such as sport, religious or work community. This will help us receive a good balance of responses from members and non-members, enabling us to compare experiences between these two groups. To help you reach others, we have attached a poster which you can print and display locally or share digitally. Alternatively, reshare our social posts ([Facebook](#) / [Twitter](#) / [Instagram](#) / [LinkedIn](#)) to your channels.

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<https://www.surveymonkey.co.uk/r/NWCCS2022>

The survey closes on 26th October 2022.

Our COMMUNITY SUPPORT 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.

Rosson-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

Report a crime to Police 101



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. Sign up below:

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

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*As ever if you think I can be of help please do not hesitate to contact me.*

*Barry*

Barry Durkin

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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

**Ward Report – October 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.](#)

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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**

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



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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)