

**Belmont PACT meeting  
2 February 2010**



**Chair: Wendy Coombey** - Diocese of Hereford

Cllr Phil Edwards  
Cllr Glenda Powell  
Cllr Heather Davies  
C I Bob Barnett, WMP  
Sgt Chris Payne, WMP  
Sue Doheny Hfds. Primary Care Trust  
Julie Gethin, Herefordshire Partnership

Beth Holland-Jones, Community Protection Team  
Joanna Lindsay Jones, Community Protection Team  
Cathy Stokes, Principal Accountant Herefordshire Council  
Michelle Morgan, Customer Services Manager, AMEY  
Graham Hornsby, Traffic Engineer, AMEY  
Chris Roden, Highways Supervisor, AMEY  
Ellen Pawley Web Services Hfds. Council  
Laurette Ratcliffe, Hfds. Housing  
Hazel Lavelle, Hfds. Council

11 members of the public

Issue	Response
<p><b>Item 1 (Item 3 on previous sheet):</b> Cllr Davies extended thanks for the response to the report of anti-social behaviour; residents were very happy with the outcome. Cllr Edwards endorsed this, and said that there was a great improvement in the area.</p>	<p><b>Response at the PACT:</b> Acknowledged</p>
<p><b>Item 2 (Item 7 on the previous sheet):</b> Herefordshire Housing was dealing successfully with the problem of rubbish being dumped in communal gardens, but there was a corresponding increase in rubbish, especially old white goods, being dumped inside buildings.</p>	<p><b>Response at the PACT:</b> This had been reported to Herefordshire Housing, who were addressing the problem.</p>
<p><b>Item 3:</b> A resident had seen young people flashing laser lights at passing cars, and had experienced lights being flashed in his eyes. He had reported this to the police but not received a response so far.</p>	<p><b>Response at the PACT:</b> Sgt Chris Payne explained that there had been no other reports about this and, although it would be looked at, it would not be treated as a priority. He emphasised that the 999 system was for genuine emergencies and that the local policing telephone number should be used for most incidents.</p>

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<p><b>Item 4:</b> There was a report that rubbish had been placed for collection after the collection had been made, and had remained outside for a week until the next collection.</p>	<p><b>Response at the PACT:</b> The Community Protection Team explained that, where this happened regularly, they could do a letter-drop in a particular area advising residents that penalties could be imposed for putting rubbish out too early. Cllr Edwards noted that, during the bad weather, collections could not be made on the scheduled day and that some residents had been advised to leave rubbish out for collection as soon as the lorry could get there.</p>
<p><b>Item 5:</b> The village warden for the Red Cross was concerned that some elderly and disabled people who had registered for the assisted collection scheme for their wheelie bins, had their bins left where they could not get them. Cllr Powell had also received complaints about this and had contacted the waste collection team.</p>	<p><b>Response at the PACT:</b> The team responsible for the assisted collection register had been asked to review their register to ensure all those registered received assistance.</p>
<p><b>Item 6:</b> In Belmont Road, the brick wall in front of the row of shops had collapsed causing a nuisance.</p>	<p><b>Response at the PACT:</b> AMEY officers had cleared the worst of the bricks and were making efforts to trace the owner of the property, who was responsible for the wall.</p>
<p><b>Item 7:</b> Rubbish was accumulating in the fenced-off area opposite the Frier Tuck Fish &amp; Chip shop and on the bend. This had been reported to Streetscene, but resident wished to reinforce the need to address this.</p>	<p><b>Response at the PACT:</b> The Streetscene Team would deal with this.</p>
<p><b>Item 8:</b> Residents were destroying the grass verges in the area by parking their cars on them. Cllr Edwards had raised this issue some time ago, but the problem continued.</p>	<p><b>Response at the PACT:</b> The Community Protection Team could address this by doing a general letter-drop in the area warning residents that the damage done to the verges was considered to be criminal damage.</p>
<p><b>Item 9:</b> Following waste collections there was often rubbish left behind, and cans and bottles in the hedges.</p>	<p><b>Response at the PACT:</b> This was noted and would be addressed.</p>
<p><b>Item 11:</b> Cllr Powell raised the issue of the broken fence behind McDonald's at Glastonbury Close. The trees had been cut back and the brook cleared, but the fence was still a problem.</p>	<p><b>Response at the PACT:</b> The community Protection Team were liaising with the manager of McDonald's about this. The manager was very keen to co-operate and was taking steps to have it repaired. He would consider tack-welding the fence to prevent vandalism.</p>

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<b>Issue</b>	<b>Response</b>
<p><b>Item 13:</b> Following the announcement that the front counter service at South Wye Police Station was to be withdrawn, there were rumours that the police station would close down altogether. Residents, particularly elderly and other vulnerable groups, were very concerned about this.</p>	<p><b>Response at the PACT:</b> Chief Inspector Bob Barnett stated that a recent review had shown that the front counter service was insufficiently used and that the resources could be better used. However, the local policing team would remain as it was and the police station would not close. The only difference for residents would be that they would need to use the button at the door to contact officers, instead of having the counter.</p>
<p><b>Item 14:</b> There were concerns that the button was placed awkwardly for some people to reach, and that visually impaired people would be unable to read the instructions.</p>	<p><b>Response at the PACT:</b> Chief Inspector Bob Barnett would look at how these problems could be addressed to ensure that the system was accessible to everyone.</p>
<p><b>Item 15:</b> Cllr Edwards suggested that the PACT chair might write to the Chief Constable stating the view of the meeting that the police station should remain open.</p>	<p><b>Response at the PACT:</b> This was endorsed by those present, and the Chair, Wendy Coombey, agreed to write.</p>
<p><b>Cathy Stokes, Principal Accountant (Environment &amp; Regeneration), Herefordshire Council, gave a presentation about the Council's budget for 2010/11 and beyond. The following questions related to the presentation:</b></p>	
<p><b>Item 16:</b> The grant received by Herefordshire Council from central government was 17% less than other comparable authorities. How was the figure calculated?</p>	<p><b>Response at the PACT:</b> Central government funding was based on population and a number of other factors.</p>
<p><b>Item 17:</b> Does the central government grant take account of the fact that there are areas of deprivation in the county comparable with some of the worst areas in the country?</p>	<p><b>Response at the PACT:</b> It was thought that they did, but Cathy Stokes would check this and report back.</p>
<p><b>Michelle Morgan, Customer Services Manager for AMEY, gave a presentation about the work of AMEY and the new contract. The following questions related to the presentation</b></p>	
<p><b>Item 18:</b> Cllr Heath Davies was concerned that it had taken 12 months for a grit bin to be refilled from the time of ordering. She said that, had the bin been filled earlier, it would have avoided problems in the recent bad weather. There was also a problem with kids putting rubbish in the bins.</p>	<p><b>Response at the PACT:</b> The bins were inspected in the autumn each year and were normally filled then. Any problems should be reported to the AMEY Watchman Team'</p>

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<b>Issue</b>	<b>Response</b>
<p><b>Item 19:</b> Cllr Edwards said that there would be a review of how the council coped during the severe weather. He thanked AMEY for getting the bus route around Newton Farm cleared quickly, but said that the failure to grit the roads around the estates had left many elderly people unable to leave their homes and, sometimes, without essential medication.</p>	<p><b>Response at the PACT:</b> The recent weather conditions had been exceptional. With limited resources and stocks of salt, it had been necessary to prioritise the gritting and the main roads were the top priority. This was the case throughout the county. Many people had received help from more able bodied members of their community. Chief Inspector Bob Barnett reminded people that there was an information line for people to contact someone who would ensure they received essential supplies, such as medication.</p>
<p><b>Item 20:</b> Was there a rolling programme of repairing potholes caused by the ice and snow?</p>	<p><b>Response at the PACT:</b> There was a programme of inspection of all the roads.</p>