

Wendy Coombey – Chair

Sue Doheny, Joint Management Team Representative
 Bethan Fortey, Community Protection Team
 Sgt Chris Payne, WMP

Cllr Heather Davies
 Cllr Phil Edwards
 Cllr Glenda Powell

Mark Schoffer – Parish Cllr
 Ron Loft – Parish Cllr
 Dawn Kileen – Parish Cllr

Chris Bucknell – Herefordshire Partnership
 Liliane Dean – Herefordshire Partnership
 Alan Dawson – Hereford Hospital NHS Trust

7 members of the public

Issues from June Meeting	Response
<p>Item 1 (Item 2 on the previous sheet): People are still parking on the verges, particularly in Shellingham Way.</p>	<p>Response at the PACT: This has been an ongoing issue and Cllr Edwards has continually asked people not to park inconsiderately. The Community Protection Team has undertaken regular patrols at Shellingham Way but has been unable to catch people. This needs to be addressed.</p>
<p>Item 2 (Item 7 on previous sheet): Many of the issues regarding bushes, trees and grass cutting in the Westholme Road area have been addressed; however, there are still some areas which need attention.</p> <p>The blackberries in Westholme Road (from the planter to opposite Silver Fir Close) have not been cut back and are now spreading across the footpath.</p> <p>Trees are still growing into back gardens in Westholme Road. One area not been maintained is directly below the main pool, accessed by tarmac footway to rear of Westholme Road houses.</p> <p>Other areas: Belmont football ground needs attention. Trees are growing over the gateway by the changing room entrance.</p>	<p>Response at the PACT: To be referred to Amey.</p> <p>Additional Information: These have been logged under defect numbers 105799, 105800 and 105801. Works will be considered in 2011. Updates on defect progress can be requested through Streets on 01432 261800 or streets@herefordshire.gov.uk, please ensure that defect numbers are quoted as a reference when requesting updates.</p>

<p>There are a lot of trees overhanging the road along Waterfield Road (near the turn into Southolme Road) making makes visibility difficult.</p> <p>Cllr Powell reported there were four trees in Muir Close which need the lower branches taken away. She also reported trees need cutting back and leaves clearing in Carwardeen Green, Newton Farm. The wet leaves were very dangerous.</p> <p>While other areas which Amey cover are working well tree maintenance seems to be a challenge and needs to be improved</p>	
<p>Item 3 (Item 9 on previous sheet) There needs to be dog fouling notices south of Silver Fir Close on the footpath. Belmont Rural Parish clerk has written on several times asking for guidance on the supply of these notices but has not yet received a response.</p>	<p>Response at the PACT Notices are approx £10 each and can be obtained through the dog wardens. The Parish Clerk needs to speak to Shane Hancock (CPT). There was concern raised about requests such as this not receiving a response and this needs to be addressed.</p> <p>Additional Information The dog control orders came in on Monday 1st November. This requires all persons in control of a dog to remove the faeces. The orders apply to land open to the air where public have access (this does no apply to blind people with guide dogs and disabled people using trained assistance dogs). There are only 2 dog wardens so enforcing these orders will be a challenge and local communities need to provide the Community Protection Team with details of locations and times when fouling happens. The Community Protection Team can be contacted through Info in Herefordshire on 01432 261761.</p> <p>Shane Hancock has contacted the Belmont Parish Clerk and signs have now been organized.</p>
<p>Item 4 (Item 10 on previous sheet): Cllr Powell thanked WMP for their swift response to the issues in Ludlow Place. WMP and local members are now liaising with the housing association and things seem to have improved.</p>	<p>Response at the PACT: Noted</p>

<p>Item 5 (Item 11 on previous sheet): Local members have written to Amey on a number of occasions asking for the Playbuilder site to be completed. A considerable amount of work was done in the winter under very difficult conditions but nothing has been done over the summer months.</p>	<p>Response at the PACT: To be referred to Amey.</p> <p>Additional information: The budget for this lies with Herefordshire Council; we are awaiting approval from Fran White that funds are available for us to continue work.</p>
<p>Item 6 (Item 12 on previous sheet) The new Widemarsh Street paving is still causing problems, particularly to disabled people.</p>	<p>Response at the PACT: The area had been looked at as part of a comprehensive survey and things are much improved. Cllr Powell reported that the edge of the paving had now been defined by a darker line.</p>
<p>Item 7 (Item 13 on previous sheet) HHL and their representatives all recognise the complexity of who owns what. Cllr Edwards asked agencies to work together to simplify things for members of the public and elected member in terms of making it clear who owned what property in the area.</p> <p>He asked that the Community Protection Team be complimented for clearing up the area, even when the boundaries were not clear. Particular thanks to Bethon for addressing the area around 14-20 Abbotsmede Road.</p>	<p>Response at the PACT: This would be passed on.</p>
<p>Item 8 (Item 14 on previous sheet) The traffic priority on the A465 continued to be a concern and this had been highlighted at a recent Here for the City meeting. It affects the speed of the traffic and people's ability to get into the city. It is felt that too much of a priority is given to the A49.</p>	<p>Response at the PACT: Following the last PACT meeting it had been reported that things had improved. Local councillors felt this improvement was only temporary and that the scheduling of the lights changed from time to time, often disadvantaging those travelling on the A465.</p>

New Issues from June Meeting	Response
<p>Item 9: Cllr Edwards reported that the Parish Council will be writing to Herefordshire Council asking them to consider fencing off the turning head at the end of Abbotsmead Road. He thanked Joyce Claire for raising the issue.</p>	<p>Response at the PACT: WMP have carried out breathalyser tests and the drivers of the cars are not drinking. Signs regarding alcohol in that area is not clear and could do with improvement.</p>

New Issues from June Meeting	Response
<p>Young people use it as a ramp for their bikes and vehicles are being driven up there in order to use their headlights to light the area. There is drinking taking place in the cars and there is smashed glass on the ground which could cause a hazard.</p>	
<p>Item 10: There is a lot of rubbish on both banks under the bridge in Belmont Road. Also one of the fences has fallen down (on the left bank as you go into Hereford). It was felt the fence and rubbish may have come from one of Herefordshire Housing properties.</p>	<p>Response at the PACT: Both Herefordshire Housing and the CPT would look into it as it was unclear where the jurisdiction lay.</p>
<p>Item 11: There is ASB on the Playbuilder area on Abbotsmede Road. There are gangs of youths drinking, playing loud music, urinating in the street and dropping rubbish. This is causing problems for local residents and has been reported to the Council.</p> <p>Young children cannot use the area for fear of intimidation. The area is used for dog walking; people let their dogs off the lead and this is frightening for young children. The chippings are unhygienic for children to play on.</p> <p>The area has worsened since it changed to open plan and needs to be fenced off and gated again. This will not stop it altogether but will discourage bikes and vehicles.</p> <p>Can we have more police presence?</p> <p>Is it worth putting a light in so that the faces of those who are committing the offences can be seen and identified?</p>	<p>Response at the PACT: The CPT have been working on this and made a note of all issues in the area. The fence is one of them and this is being addressed by Fran White in Parks and Countryside. Some fencing has been found but there is currently not enough to fence off the whole area. Jason Warman [Amey] awaiting funds and instructions from Fran to take work forward.</p> <p>WMP were not consulted when this area was built and this is one of the issues as the overall design is wrong. Currently WMP do not have a second police officer in this area. Roger Bradley has been appointed and is coming into post soon. The CSOs can only work till 10.00. pm and young people know this.</p> <p>The Playbuilder area will become a PACT priority and when not patrolling elsewhere will be priority for the CSOs until 10.00 pm. After this time it will be the responsibility of the city response team and Sgt Payne wants to know if they do not come out when called.</p> <p>WMP did not feel it was advisable to install a light at this stage as it often encouraged young people to congregate in the area.</p> <p>It was stressed that the community must report issues that are of concern by ringing 0300 333 3000 and asking for an incident number.</p>

New Issues from June Meeting	Response
	Cllr Edwards reported that there was £40k available to create an area for younger children. The Council needs to move this forward by getting a competitive tender in for the money available.
<p>Issue 12: Could Tesco be contacted to collect their trolleys from around the area? These are used to transport alcohol and then abandoned.</p>	<p>Response at the PACT: The Community Protection Team will address this issue.</p>
<p>Issue 13: Would it help the ASB issue if there was more for the young people to do? There is nothing going on at Northholme Community Centre and young people congregate around there in the evening.</p>	<p>Response at the PACT: Cllr Powell reported that there had been attempts to put on activities for young people at Northholme but very few took up the opportunity.</p> <p>Cllr Edwards agreed and talked about other activities that had been put on for three different age groups. Parish Councils had a duty to ensure value for money and could not continue to fund activities that were not supported by the young people.</p> <p>What young people wanted was a place to go to sit and do what they wanted without being supervised. Maybe we should make a hub where they can sit in the dry with a light and get together and talk. In this way WMP would know where the young people were.</p> <p>WMP stressed that the young people needed to go somewhere and often the local community felt there was a problem where there wasn't one.</p> <p>WMP suggested putting a chain across the car park at Northholme so that cars could not congregate there.</p>
<p>Issue 14: With all the recent publicity surrounding the reduction in public sector funding Cllr Edwards wanted assurances that the Belmont Library would be retained in its entirety as it was a great asset to the local community. Particular praise was given to the librarian who was seen as extremely good.</p>	<p>Response at the PACT: The meeting agreed that this view should be forwarded to the decision makers.</p>

New Issues from June Meeting	Response
<p>Issue 15: There is a lot of graffiti around the football ground changing rooms and on the metal barriers leading to them.</p>	<p>Response at the PACT: The Community Protection Team would pursue this.</p>
<p>Issue 16: Cllr Powell asked if the lighting could be updated in Great Western Way? The lights are in the branches of the trees and people have complained that they feel intimidated when walking there.</p> <p>There are needles dropped along the Great Western Way which are a hazard.</p>	<p>Response at the PACT: Both the CPT and Amey do litter picks in this area and there have been no reports of discarded needles. This would be kept under review. The lighting issue would be referred to Amey.</p> <p>Additional Information: The budget to replace street lighting is not currently available.</p>

Questions on Health and Social Care Presentation	Response
<p>With Hillside going to concentrate mainly on the rehabilitation of stroke patients what are going to do about convalescent care for local people?</p> <p>Cllr Edwards stated that he felt, given the capacity of Hillside, these proposals could work against the localism idea. People are often left vulnerable at home whilst their loved ones are in care, unable to visit because of transport or illness. This could be avoided if the capacity had been retained locally and Cllr Edwards urged that the best beds are kept for those in local area.</p> <p>Cllr Powell pointed out that the current facility allows elderly people to be taken to Hillside for 4-6 weeks while arrangements are being made for them to return home. If this facility isn't available people will remain in the County Hospital which is not good for them – they are blocking valuable beds and become disorientated which hinders their recovery.</p>	<p>Hillside will concentrate mainly on stroke but will still have some beds for convalescence but this facility will be offered mainly in the community hospitals in Bromyard, Leominster, Ledbury and Ross on Wye.</p> <p>This proposal is trying to put in place a model of care which prevents people being admitted to hospital in the first place by offering a higher level of care at home.</p>
<p>How will the Instant Care system work?</p>	<p>If a GP comes across scenario where people have been coping at home but (for example) get an infection which currently would mean they are admitted to hospital the GP can get someone to sit with that</p>

Questions on Health and Social Care Presentation	Response
	<p>person, seeing them through difficult period. The targeted response time for Instant Care is 2 hours and the service could be put in for up to 72 hours.</p>
<p>Cllr Powell pointed out that GPs are very busy, is this not going to put a bigger strain on them?</p>	<p>This should improve things as it is about a different way of working. It shouldn't be more work but a different way of working.</p> <p>What is proposed is a managed up front service with team of people working together within the community. They will identify what kind of people are filling the surgeries now, identifying them and dealing with their issues before they reach crisis point. It is about working smarter.</p>
<p>Cllr Davies asked how are carers that go out into the community vetted as there have been concerns about some of them? How can we be assured that older people are being looked after properly?</p>	<p>At the moment the Instant Care service is provided internally and is not outsourced although this is may happen in the future.</p> <p>All provider organisations have to be registered with CQC. Under that registration they have to have undergone and passed certain checks.</p> <p>Personalisation adds a whole new dimension about how we are going to get that assurance. We need to work together as a community to get high quality carers in Herefordshire and to make sure that those carers get support themselves.</p>
<p>Although a third of the population of Hereford City live south of the river it is our understanding that there will not be a locality team based in South Wye.</p>	<p>Locality teams being set up at the moment and we have not got to point of identifying locations. At the moment Hereford City is being identified as one locality divided into 2 neighborhoods – north and south – this is how the GPs want to organise it.</p>
<p>Who will pay for this? Are you going to move money around to provide the care at home?</p>	<p>This new model of care will enable us to release funds currently tied up with hospital beds. As patients become less reliant on acute beds resources can begin to be moved to care in the community. Additional money is not needed as currently adult social care; community services and the hospital are 3 separate budgets. Bringing these together give more scope to shift budgets to provide</p>

Questions on Health and Social Care Presentation	Response
	care where it is needed. We are providing the wrong type of care for a lot of patients in hospital. Community workers could (for instance) deliver IV antibiotics in patients' own homes.
How do you qualify for instant care service? .	<p>Patients will be assessed by their GP or other health professional. We need to make sure if these changes are going to be introduced that the system does not fall down. All three different organisations do not always work in joined up way and this affects patient care.</p> <p>At the moment health care is free at the point of deliver but social care is not and these issues need to be worked through.</p>
<p>How do you envisage the third sector (voluntary and community sector) will contribute to this, how will we work together effectively?</p> <p>Having the Alliance on the working group is a good thing but it needs to be noted that there are a vast number of voluntary and community groups that are not affiliated to the Alliance and need to be recognised.</p> <p>There are practical implications for third sector – they are very willing to help but need to be resourced properly.</p>	<p>There is a working group looking at this and the Alliance (an infrastructure organisation for health and social care organisations) is on this working group. We have not always been good at working with the VCS and we need to ensure this is more joined up.</p> <p>We need to be able to monitor the huge amount of support networks that exist in this county and to ensure that we all work together for the good of the community. This includes carers who need support in their own right. We are working with Herefordshire Carers Support to address this.</p> <p>It is recognised that the statutory sector needs to start commissioning the VCS to deliver services that fit this pathway.</p>
<p>The planning guidance needs to be freed up so that three generations of family can live closer together and support each other, as was the case in the past. This can only be achieved if we set the scene in policy.</p> <p>People's health is not only about hospital care, but also about employment, housing, etc. How are we going to work to address very wide range of community issues that affect people's health?</p>	<p>We need to consider how these proposals link into wider social issues such as housing.</p> <p>There is also something about personal accountability and ensuring people address the issues that affect their health.</p>