

Chair: Richard Quallington
Dean Taylor - Deputy Chief Executive, Herefordshire
Council/NHS Herefordshire
Cllr John Hope
Cllr Terry James

Town/Parish Councillors
Christine Forrester
Mick Turner
John Parker
Paul Whittle
Gary Morgan

Esther Rolls (Parish Clerk Kington Rural)

Gary House – Lady Hawkins School
Sgt Paul O'Reilly WMP
Ruth Kinsella, Watchman in Chief, AMEY
Jo Lindsay-Jones - Community Protection Team
Patsy Cooper – Red Cross
Rob Cunningham – NHS Herfordshire

Chris Bucknell - Herefordshire Partnership

Apologies: Bob Widdowson (Mayor)
Barbara Trumper (Town Council)

9 members of the public

Issues from previous meeting	Response
<p>Item 1 (Item 4 on previous sheet) There was a problem with dog-fouling in the recreation ground in Kington, and in some of the lanes.</p>	<p>Response at the PACT: It was confirmed that the dog control orders came into force on 25th October. This Order requires all persons in control of a dog to remove the faeces. This applies to land open to the air where public have access (this does not 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 orders can be read in full on Herefordshire Council website. The Community Protection Team can be contacted through Info in Herefordshire on 01432 261761.</p>
<p>Item 2 (Item 6 on previous sheet): What progress has there been on the new medical centre, when</p>	<p>Response at the PACT: Dean Taylor confirmed that the current position was as recorded in the</p>

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will the building start?	notes. A contractor will be appointed in November. Work beginning in 2011 with an anticipated completion date of Autumn 2011.
<p>Item 3 (Item 7 on previous sheet): Will there be an improvement in the health services available locally in surgeries?</p> <p>Will there be more GPs? There are still only 4 to cover the whole of Kington whereas Staunton has twice that number. How are these decisions made?</p> <p>Who is there to represent the community in these matters?</p>	<p>Response at the PACT: All GPs are self employed. There is usually a ratio of 2,000 patients to one GP and an area is funded on the number of patients. If Staunton has one GP for 1,000 patients then they will receive funding on that basis. The formula for how the funding is allocated would be investigated and feedback.</p> <p>An organisation called LINK (Local Involvement Network) can take forward concerns about health care. They can be contacted on 01432 373605. Email: info@carersfederation.co.uk Website: www.herefordshirelink.org</p>

New issues	Response
<p>Item 4 If PACT is not to continue how will the local community get feedback on the issues? Can action sheets be distributed through Town/Parish clerks?</p>	<p>Response at the PACT: Distribution through Town/parish clerks will be arranged. Anyone wanting a personal response should leave their details and they will receive the action sheets either by e-mail or in hard copy, whatever is most convenient.</p> <p>Amey will continue to attend Town and Parish meetings and Parish walks. They are committed to meet with anyone who wishes to discuss an issue of importance to them and their community. It is about making sure that we meet people in a variety of different ways so that all issues are addressed in the best way possible.</p>
<p>Item 5: A large amount of glass is on the by pass, by the footpath sign on Floodgates. This was reported through Streetscene, there was a response from Amey but nothing has been done.</p>	<p>Response at the PACT: The Community Protection Team knows of the issue and was under the impression the glass had been cleared away. If that is not the case it will be followed up.</p>

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New issues	Response
	<p>The CPT and Amey will look at why the system has broken down as all such issues should be reported and dealt with through Streetscene on 01432 261800 e-mail streets@herefordshire.gov.uk.</p>
<p>Item 6: There is a problem with fly tipping in the lay-bys going towards Stanner; in the direction of the Welsh border. Lorry drivers who had previously hauled grain are sweeping it out in preparation for their next pick up at Tarmac. Streetscene has been contacted but there has been no reply. There has also been no reply from Tarmac who contracted the lorries.</p> <p>This is not regular enough to identify a pattern but probably happens around 2/3 times a year.</p>	<p>Response at the PACT: The Community Protection Team have not had had any reports of fly tipping in lay-bys near Kington but will look into it.</p> <p>If these lorries are contracted to Tarmac it is part of their community responsibility to ensure this kind of thing does not happen. Amey will contact Tarmac.</p> <p>Additional Information Amey have contacted Tarmac and they will issue a reminder to all their sub-contractor lorries to ensure that this type of behaviour does not continue. The lay-bys will be checked and cleaned if they are within the boundary of Herefordshire.</p>
<p>Item 7: There is a lot of ASB and noise pollution in Duke Street. Every weekend there is screaming going on, well into the night, mainly young girls. Periodically there are windows broken which cost residents money to replace.</p> <p>This has also occurred in High Street where there is noise and the dropping of beer cans and glasses, mainly between 1 and 2 in the morning. There is frequently vomit on the street which residents have to clear up.</p> <p>This was reported and a CSO came out but they didn't see it happen as it starts usually just before midnight and goes on until 3 or 4 in the morning, mainly on a Friday but also on a Saturday.</p>	<p>Response at the PACT: If windows are being broken that is criminal damage and a response officer should come out and investigate. The longer term issue is that this should be stopped and the local policing team needs to address this.</p> <p>This is obviously a priority and should be targeted by WMP. The local policing team should change their hours to make sure there are officers available.</p> <p>All incidents should be reported through 0300 333 3000</p>

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New issues	Response
CSOs do not work at this time.	
<p>Item 8: There are drug dealers operating in the car park in the town.</p> <p>About 3 weeks ago there were young people smoking pot in the town, the local people do not feel the town is properly policed. Local people know where the main drug houses are but nothing is being done by the police</p>	<p>Response at the PACT: WMP – there are several ways to report drug dealing and using and this can be done anonymously. Local people can phone Crimestoppers anonymously on 0800 555 111 or can fill in an online report on the website http://www.crimestoppers-uk.org.</p> <p>Local people can also give a statement anonymously and once they have done this WMP should go and get a warrant to search that address. Sometimes magistrates will need more information and if so WMP may need to come back to the witness to get more evidence. People who report issues should always get feedback as this shows their issues have been taken seriously.</p>
<p>Item 9: Elected members, Town Councilors and local people want it put on record that there is major concern about the escalation of crime in Kington. There has been a significant increase in the number of ASB incidents in recent months. Local people are concerned and feel that they are not getting sufficient support from the police. Local police with a knowledge of Kington should have attended this PACT meeting, the date has been known since May and not to have any local officers here demonstrates that the community's concerns about the lack of police interest are founded.</p> <p>Cllr James said that the level of concern in the community had never been higher. A recent meeting, not advertised as a public meeting, attracted over 60 people who wanted to voice their concerns. Herefordshire has a high number of police personnel but there is not a sufficient local response to the problems identified. People in Kington are very angry about the current situation.</p>	<p>Response at the PACT: WMP – if the local people can give details of what they feel has not been responded to we can look into it. There should be a response to any incident reported but the community must report incidents as WMP need to know what is going on.</p> <p>Until Feb 2010 WMP had officers based at Kington. They then implemented a shift pattern (Brand H) which pulled all response policing into Leominster, leaving only the local policing team in Kington. Each shift that comes on in Leominster should have an officer allocated to Kington, that officer should respond to incidents that are reported through the 0300 333 3000 number.</p> <p>There have been various problems with the new system and Brand H is being reviewed both at a local level and at force level. When a call comes in it is now the nearest person who will attend that incident. It is not possible to answer questions about future staffing levels as we do not know how the Comprehensive Spending review will affect policing</p>

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New issues	Response
<p>There will be a public meeting to which we will invite the Divisional Commander, Chief Constable, Council Officers etc. We need to get together those who are responsible for the problems – inappropriate planning permission, wrong type of houses etc. The local people feel strongly that people are being moved into the Kington area without appropriate support being put in place. This needs to be addressed.</p> <p>Local people want to see response and action. They want assurance that when letters are written and when people are asked to come to meetings, rapid responses come from whatever statutory organisation is dealing with that issue. The community does not want to have meetings when appropriate officers are not available to attend. There should have been local police officers at this PACT meeting, the date has been known since May.</p> <p>Police officers are spending too much time talking to other public service organisations and not enough time dealing with issues on the street. There are too many meetings between Herefordshire Council, West Mercia Police and NHS Herefordshire. We need to get officers back onto the street. We have created a bureaucracy where most of time people are just talking about what should be done instead of doing it.</p>	<p>levels.</p> <p>Dean Taylor stressed that all public services and the community as a whole needs to work together. He gave reassurance that although this meeting would be the last PACT in its current format there was a lot of work being done to ensure a multi agency approach, suited to each community. Herefordshire Council and its partners were looking at how they consult and talk to local people so that the community can have confidence that their issues will be dealt with in the best way possible.</p> <p>It will not be possible to solve all issues but service organisations needs to have a clear and ongoing dialogue with communities about what matters locally. He stressed there was a need to restore confidence, to be clear of what the issues are and to ensure the right people come together to address those issues.</p> <p>Herefordshire Councils commitment is to focus its services on different communities. It needs to cut through the red tape and ensure people in communities are supported in a way which meets their needs.</p>
<p>Item 10: Does the law about disabled access apply to private land? For instance, what happens if a disabled person comes across a stile they cannot climb over?</p>	<p>Response at the PACT If it is a right of public access then the disability regulations apply but we do need to be realistic about what can be achieved. The regulations will be clarified.</p>

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Questions on the Comprehensive Spending Review	Response
<p>Will the consultation and briefing events be brought out to Town and Parish Council meetings?</p>	<p>There will be general Parish Council events but officers would do their best to accommodate visits to Parish or Town councils if that would be beneficial.</p> <p>Anyone who would like a meeting should request one using the details on the handouts or by contacting Anne Phillips, Head of Financial Services on 01432 383173 or aphillips@herefordshire.gov.uk</p>
Questions on the Health and Social Care Presentation	Response
<p>Is this system really going to work? Attempts have been made in the past to get people back home quicker and they haven't worked.</p> <p>Will it make access to specialist care easier, there are real problem in this area getting an appointment to see a specialist?</p>	<p>This system is trying to address the rural issues rather than deliver centralized services from the County Hospital, moving more delivery into the community. We have listened to local GPs and they say that localities are not local enough and we need to break these down into neighbourhoods.</p> <p>In order to give local people the best level of care these neighbourhood teams need to work within GP surgeries in the heart of the community, building services around the GP, ideally in the same building. Neighbourhood teams will work from 8.00 until 10.00.</p>
<p>There is a new surgery coming to Kington – are we likely to have a neighbourhood team based in that surgery? Has a good relationship developed with GPs there?</p>	<p>Kington Surgery will have a Neighbourhood team, which in time we would like to see co-located. We are working very closely with GPs and this is essential as they are the gatekeepers of health services, working in the heart of the community</p>
<p>When Kington Court was developed local people were assured that outreach surgeries would take place in Kington. That hasn't happened.</p> <p>What will be the relationship between Kington Court and new GP surgery? Some beds in Kington Court are funded through PCT and some through H&SC. How is this going to work?</p>	<p>It is difficult to comment on the past and Kington Court is a very complex package. The merging of organisations will not have any direct impact on Kington Court as there are close working relations with Blanchworth Care (provider).</p> <p>It is an essential component of this model that specialist services are delivered in the community, outside of the hospital.</p>

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Questions on the Health and Social Care Presentation	Response
<p>Post hospital care already exists in Herefordshire. What links exist with the Red Cross and service providers who are not medical?</p>	<p>We are very aware that we cannot deliver this model on our own.</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>Some links are already there and will be built on as we develop this model. We are looking at developing locality boards consisting of representatives from local community professionals, third sector, carers representatives etc.</p>