

**Ledbury PACT meeting  
Monday 8<sup>th</sup> November 2010  
The Burgage Hall, Ledbury  
Version 2**



**Chair: Cllr Peter Watts**

Cllr P L Bettington

Sgt Emma Freer (West Mercia Police)  
PC Paul Hunter (West Mercia Police)

Dr Akeem Ali (Director of Public Health and JMT representative)

20 members of the public

Ross Garbutt, AMEY

Julie Gethin (Herefordshire Partnership)  
Jane Jones (Herefordshire Partnership)

Rachel Jones (Herefordshire Council)  
Steve Hodges (Herefordshire Council)  
Natalia Silver (Herefordshire Council)

<p><b>Issue 1:</b> At a previous meeting, the issue of bollards outside the public toilets in Bye Street had been raised as an obstruction for people who may wish to use the facilities.</p>	<p><b>Response at the PACT:</b> This will be pursued.</p> <p><b>Additional information:</b> This has been inspected and found as not defective. The bollards are in place to obstruct vehicles and are working well to do this, they do not appear to be obstructive to pedestrians or wheelchair users.</p>
<p><b>Issue 2:</b> The response time (40 minutes) by West Mercia Police to a recently reported incident of children playing "chicken" in the road was questioned.</p>	<p><b>Response at the PACT:</b> Sgt Freer explained that calls are graded and responded to according to their level of urgency. Available officers respond to calls as quickly as possible, but may be called elsewhere if the need arises. Sgt Freer agreed to look into this specific case after the meeting.</p>
<p><b>Issue 3:</b> There seem to be an increase in reports of untoward / anti social behaviour at night. When two police officers were seen patrolling</p>	<p><b>Response at the PACT:</b> Sgt Freer explained the difficulties of providing police cover at all times. The need for public reporting of incidents continued and members of</p>

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<p>Ledbury streets at night-time there were very few incidents of trouble and the area seemed a lot quieter. Could there be more police cover like this?</p>	<p>the public were urged to contact the police with any concerns.</p>
<p><b>West Mercia Police Update:</b></p> <p>Sgt Freer updated the meeting on recent work to curb under-age drinking and illegal sales of alcohol to young people. Environmental Visual Audits had highlighted community concern over irresponsible alcohol consumption. Alcohol had been confiscated and letter sent to parents regarding their children's behaviour in this respect. A number of warnings had been issued and arrests made. West Mercia Police had worked closely with Trading Standards, monitoring sales at local supermarkets (including evidence of proxy purchasing).</p>	
<p><b>Comprehensive Spend Review:</b></p> <p>Dr Akeem Ali explained the finance information which was circulated at the meeting and the possible implications of the Chancellor's statement on 20<sup>th</sup> October. There are still many questions unanswered, but it is known there will be less resources with which to deliver services in the future.</p> <p><b>If Council Tax is frozen, what services are likely to be cut?</b> Dr Ali said he was not certain that the Council Tax would be frozen, and local authorities would not know their likely allocation of funding from central government until early December, after which time the position would be clearer.</p> <p><b>Are plans being made to anticipate this?</b> Yes, absolutely. But the position is changing daily as more news comes out about the likely impact of resource reductions.</p> <p><b>What is happening about Ledbury library?</b> Natalia Silver explained that options for a library in Ledbury are currently being reviewed. There will be answer to this by mid December.</p> <p><b>Is the money for Ledbury library ring-fenced?</b> The money for Ledbury library is not lost, but a number of options will be examined to see how best a library service can be delivered for Ledbury.</p>	
<p><b>Hearts of Herefordshire: Ledbury</b></p> <p>Rachel Jones presented an illustrated presentation on annual expenditure across all the public services in the Ledbury PACT area.</p>	
<p><b>"Your local health and social care services are changing – tell us what you think"</b></p>	

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Howard Oddy and Mike Hall led a presentation on key changes to the way in which health and social care is changing Herefordshire.

**The presentation can be viewed at [www.herefordshirepartnership.com/pacts](http://www.herefordshirepartnership.com/pacts) (under the heading 2010 PACT Meetings)**

A number of questions and comments were raised:

**Why is the car parking at Hereford Hospital so expensive?**

Howard Oddy reported that a review of parking charges is currently underway. Unfortunately the contract has been sub-contracted twice over and is managed externally as part of the Private Finance Initiative (PFI) arrangements.

**If there is a move to develop more closely managed healthcare on a locality basis, why do I get through to a national centre when I want to change an appointment?**

This is part of the Choose and Book service which is operated nationally. This doesn't in any way affect the new arrangements proposed for the health and social care work.

**It has been hard to get people to remember the number for non-urgent police telephone calls. How do you propose to educate the public with another new number – won't they just phone 999?**

The 999 number will of course continue to be used, but the new number for health and social care will be primarily for GPs (family doctors). It is acknowledged that it may take time to get people used to the change.

**What will happen between Friday tea-time and Monday breakfast? It is notoriously difficult to get help out-of- hours.**

The district teams will be run on a 24/7 basis.

**Where will the extra district staff come from?**

As the emphasis will be on people remaining in their own homes where at all possible, and if hospital admission is necessary, the length of stay will be as short as possible, there will need to be a shift from acute nursing of in-patients, to increased community based staff.

**As there will be social care involved, will there be cost implications to patients?**

The aim of the exercise was twofold – to provide better care for people and encourage their independence, and balance this with affordable costs. The clinicians and accountants involved with the programme agreed that this serves both purposes well, and should be affordable through reducing hospital costs.

**How many neighbourhood teams will there be?**

8.

**Will volunteers be utilised?**

Part of the work has been with the Alliance, who have been advising on this work and in particular how carers might be supported.

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<p><b>Issue 8:</b> Why are PACT meetings not being continued?</p>	<p><b>Response at the PACT:</b> A recent review of PACT meetings confirmed that although they offer an opportunity for some members of the public to raise issues and hear presentations about changes in the public sector, they are not achieving what the partnership hoped they would in relation to working with communities to find solutions to local issues delivered by local groups. In addition, the overall cost to the public sector of the meetings relative to the levels of attendance has proven to be very high and thus not cost effective.</p> <p>In light of this, and the work underway by Herefordshire Partnership over the next couple of months to agree the most appropriate ways to work in partnership to engage communities, the scheduling of any further formal PACT meetings has been put on hold.</p> <p>However, West Mercia Police would still continue to hold PACT surgeries as part of their community engagement work.</p> <p>Cllr Bettington reported that Cllr surgeries would be held at which issues could be raised.</p> <p>Cllr Watts reminded everyone present that the forthcoming Localities Bill would empower local communities and have significant implications for local people.</p>