

Ross-on-Wye PACT Meeting – 11th May 2010
Action Sheet
Version 1



Chair: Will Lindesay (Hereford Voluntary Action)
Note-taker: Chris Gooding (Herefordshire Partnership)
Present:

Cllr Bartrum
Cllr Lucas
Cllr Ravenscroft
Cllr Ann Gray
Dean Taylor (Deputy Chief Exec. Herefordshire Council/Herefordshire NHS)

PC Mark Murphy (West Mercia Police)
LPO Wendy Powell (West Mercia Police)
PS Robin Davies (West Mercia Police)
CSO Kate Middleton (West Mercia Police)
Donna Watkins (Community Protection)
Andrew Middlecote (Amey)

12 members of the public

Previous Issues	Response
<p>Item 1. (Previous sheet Item 14) More public seating has disappeared at the Maltings.</p> <p>Cllr Ravenscroft:- The problem is not confined to the Maltings and we need to have a clearer policy from HC on the maintenance and replacement of public seating.</p>	<p>Response at meeting from Cllr Lucas: Since talking to the Maltings a decision has been taken not to replace the seating. The provision and maintenance of the seating is tied in with shop rental agreements and the shops are currently empty.</p> <p>Response at meeting from Cllr Lucas: 15 seats have been repaired but some are beyond repair and there does not seem to be any policy on end-of-life replacement. For example the seating at Crossfields has disintegrated and am investigating possibility of sourcing new concrete supporting ends. The Town Council is applying for grants.</p> <p>Response at meeting from Dean Taylor: Will investigate HC policy especially on replacement.</p> <p>Response at meeting from Andrew Middlecote: There is a memorial benches scheme but we have not had many</p>

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New Issue	Response
<p>Item 2. The parking problems along Alton Road continue, with cars parked all day long from the junction with Alton Street down as far as Bradford Kemps – this is a particular problem for cars emerging from Waterside. Cars parked on Alton Road right next to the Alton Street junction are causing a problem for cars emerging from Alton Street as they are restricting their view.</p>	<p>Response at meeting from Police: We have undertaken a full traffic survey and found that the problem is mainly confined to visibility at the junctions with Alton Road. Double yellow lines along the road would not be well received by residents who currently park their cars there. The suggested use of cones was also not pursued as it was considered to be unenforceable. We think most of the safety issues would be addressed if double yellow lines were painted at the junctions.</p> <p>Response at meeting from Andrew Middlecote: We will check the number of job orders and will give a ranking to the provision of double yellow lines especially at the Waterside junction, but it is likely to be 12 to 18 months.</p>
<p>Item 3. Cars are being parked on the pavement in Rowan Close causing an obstruction and creating a safety hazard.</p>	<p>Response at meeting from Police: We will investigate and get owners to move them.</p>
<p>Item 4. Can we have an update on potholes</p> <p>Does the public need to report potholes?</p>	<p>Response at meeting from Andrew Middlecote: By this time last year 3000 potholes had been filled, compared with 17,000 for the same period this year. We prioritise starting with A roads , then moving onto B, C and finally unclassified.</p> <p>Response at meeting from Andrew Middlecote: We inspect A and B roads on a monthly basis, C roads on a quarterly basis and Unclassified roads on a yearly basis. If however you see a pothole which you consider to be dangerous or serious you can report it on the Pothole hotline at 01432 261800, on email at streets@herefordshire.gov.uk or via Info by Phone on 01432 260500.</p> <p>We will give an update in the next edition of Herefordshire Matters.</p>
<p>Item 5.</p>	<p>Response at meeting from Andrew Middlecote:</p>

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<p>Traffic flow in Archenfield Road is still a problem with left-side parking by the Prince of Wales pub, and the ongoing problem of the collapsed wall outside the brewery which is still cordoned off.</p>	<p>Will investigate further and press for the wall to be repaired – The brewery have carried out the necessary survey work and have committed to the repairs. Response given after meeting:- The brewery will be carrying out trial holes to ascertain the extent of the repairs required.</p>
<p>Item 6. Litter along the Ross to Monmouth Road is very bad in spite of a 6 monthly litter pick. It needs more and a purge on offenders.</p>	<p>Response at meeting from Donna Watkins: The last litter pick took a week and cost £18,000. 450 black bags were filled, 120 car parts, 120 car tyres, 6 dead animals and over 100 bottles of human waste were collected. Response at meeting from Police: Some cameras have been installed but offenders are difficult to catch.</p>
<p>Item 9. There is a major litter problem caused by late night takeaways in the town. It is not confined to the immediate area around an outlet but further afield as customers complete their meal some way from the premises and then discard the wrappings. Is there a policy on the number of takeaways that are acceptable in an area.</p>	<p>Response at meeting from Cllr Ravenscroft: We can look at more restricted opening hours when licenses are being renewed, and if we received a proposition from the public we could consider passing a by-law. Response at meeting from Police: We did have an understanding with Pan Pizza to close early to avoid poor late night customer behaviour but the outlet has now withdrawn from that understanding. It is very costly to monitor such behaviour. There are significant legal obstacles even if we can establish which premises are the source of the problem, and it could be argued that the problem lies with the customer rather than the proprietor. Response at meeting from Donna Watkins: If we receive a complaint about a particular outlet we will investigate and can issue litter orders. We will look into the issue at Pan Pizza. Response given after meeting: I am contacting the takeaway establishments in Ross and talking to them about 'litter problems in Ross'. I have some posters from the Keep Britain Tidy group about putting your litter in the bin etc, and see if they will voluntarily put them up in their shops. I will also talk</p>

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	<p>to them about litter clearing notices that could be served on them if the problem is deemed to get out of control.</p> <p>I have also spoken to the Amey team who work early hours Saturday and Sunday mornings. They say that the majority of the litter is dropped and then collected before the main bulk of the public see it. They do a great job in the early hours of the morning at clearing the waste and think the situation in Ross compares well with other areas of the county. (Donna Watkins)</p>
<p>Item 10. Cars are coming the wrong way out of the Maltings, on the upper level.</p>	<p>Response at meeting from Police: We will investigate and talk to Sainsburys.</p>
<p>Item 11. Footpath issues. Compliments to Tim Thompson on his great assistance in getting stiles changed to gates.</p> <p>We are experiencing a lot of problems with footpaths being obstructed (locked gates, felled trees, etc.). This is a council responsibility and we would appreciate more support as sometimes the perpetrators can be uncooperative or even aggressive.</p> <p>Signage for the John Kyrle footpath is inadequate and there is also a litter problem.</p> <p>Is there a deadline for the re-instatement a footpath that has been missed off the definitive map. We have been trying to get one re-instated for the past 12 years. Is there a wider case for the establishment of a forum where we can provide evidence and discuss these kinds of issue across the county?</p>	<p>Response given at meeting: We will pass this on.</p> <p>A new Enforcement Officer will be joining the team shortly.</p> <p>Response at meeting from Andrew Middlecote: We will investigate.</p> <p>Response at meeting from Andrew Middlecote: We will investigate and give the questioner a call.</p>
<p>Item 12. Given the population of Ross, isn't an out-of-hours doctor warranted at the Community hospital?</p>	<p>Response at meeting from Dean Taylor: In general terms we are trying to move resources to local areas, and we will investigate whether that is appropriate and practicable for Ross.</p>

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	<p>Response given after meeting:-</p> <p>As a PCT Commissioner we recognise the importance of providing out of hours emergency care and the PCT has commissioned Primecare, an out of hours provider for medical services who can visit following triage, patients at their own home and of course provide medical support for all the minor injuries units, including a central location alongside the A&E department at Hereford County Hospital. As part of this arrangement there is Primecare Centre provision in Ross, on Saturday and Sunday from 9.00am to 12.30pm and on Bank Holidays from 9.00am to 12.30pm. I recognise that as a Ross resident you would like to actually have a full service provided locally, but given the small numbers of patients that do require such NHS provision across the whole of the County, I could not justify NHS expense in staffing and developing a new unit at the Ross site. In order for appropriate treatment to be afforded to residents, we do require staff to undertake appropriate training and to regularly maintain the skill they have acquired in emergency treatment. It is, therefore, not only about ensuring staff have the appropriate training/skill set but being able to exercise that skill on a regular basis with a significant number of patients.</p> <p>I think you will also be aware that within the NHS, as a public funded body, we will be facing severe financial constraint over the next few years with no additional funding. We are, therefore, having to critically review all existing services and to decide upon the most appropriate affordable services when considering the health needs of the population and unfortunately, a minor injuries unit facility would not be a priority. We are, however, exploring a number of other options to further improve our emergency out of hours services and have invested within the West Midlands Ambulance Service, to train more emergency care practitioners who, with formal training, are able to treat patients rather than transporting to a hospital to receive care. We have also established an NHS Walk in</p>
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	<p>Centre at the Hereford Asda site, which is now treating over 480 patients per week. As a Commissioner it is always difficult to balance the need expressed by residents within limited resources of a public funded service but I hope I have provided you with sufficient information to respond to your concerns.</p>
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