

# Herefordshire

Autumn 2011

Your magazine from Herefordshire Council and NHS Herefordshire

ISSUES



Flood defence scheme on target

New livestock market opens

New retail and leisure for the old cattle market site

Widemarsh Street regeneration

Work begins on the old cattle market site

Putting the pieces in place for a prosperous Hereford - see pages 6 and 7



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# Zero tolerance to abuse

Welcome to the autumn edition of Herefordshire Matters.

The council is committed to creating a county which is vibrant and flourishing. For that we need regeneration which supports local businesses, and, vitally, encourages the current generation of young county entrepreneurs who have a key role to play in the future economy of the county.

With this in mind there are a number of exciting projects underway and I will keep you up to date over the next few months on their progress.

On pages three, six and seven you can read about some major developments which mark the next steps in the major regeneration of Hereford city.

Also, a quick glance through this edition reveals what's going on to make the county a safer place.

As the nights draw in and our thoughts turn to the arrival of winter, it's good to know that plans are in place to ensure we can cope, whatever the weather may throw at us – see pages 14 and 15, and also page 20.

We have been working extremely hard to minimise the effect of the £10 million of government cuts. Progress is being made as we seek to become more efficient in the way we deliver services.

**Cllr John Jarvis, Leader,  
Herefordshire Council**

We all have a role to play to ensure we get the best out of the NHS. This includes choosing where we go when we need medical help.

A&E departments are not always the answer – on page five you can read about our campaign to ensure people get the right support.

Often, a call to NHS Direct (0845 4647) can answer questions or direct you to the most appropriate location for treatment and a telephone call to your GP can help avoid a visit to the surgery – the out-of-hours GP service runs from 6pm to 8am, at weekends and public holidays on 0330 123 9309.

Many conditions such as colds and flu can be treated by seeking the advice of your local pharmacy and, for older and vulnerable residents, a timely reminder to make sure you have your flu jab.

On page ten I'm delighted that we can celebrate the opening of the new Macmillan Renton unit at the Hereford County Hospital, providing a much-improved location for the treatment of cancer patients. This has been a huge achievement and will, in two year's time, also incorporate a local centre for radiation treatment for most patients who currently have to travel the "misery miles" to Cheltenham.

**Joanna Newton,  
Chair, NHS Herefordshire**

With the standard of care for older and vulnerable people in the UK under the spotlight in the media, the council and NHS Herefordshire are continuing their zero tolerance approach to abuse and neglect of vulnerable people.

Last year, a campaign was launched urging individuals and communities to be vigilant and speak up if they had concerns around health and care services, suspected abuse or poor treatment.

"Herefordshire Council and NHS Herefordshire work tirelessly to keep users and patients safe in local care homes and hospitals and to make sure that they are treated with dignity and respect," said Cllr Patricia Morgan, cabinet member for health and wellbeing.

"We have an integrated commissioning team which, with the Care Quality Commission (CQC), works closely with providers to ensure a shared understanding about the standards which we expect and which monitors how well these are met in practice, providing information, developmental support and training to maintain and raise standards," added Cllr Morgan.

Stringent guidelines are also in place to set and monitor care to keep standards and quality high. These are set locally and also meet guidelines set out by national care watchdog, the CQC.

With many individuals using services, assessment and reviews are carried out when they first need services and at regular intervals, making sure that services are meeting their needs at all times.

You can find out about our safeguarding adults campaign at [www.herefordshire.gov.uk/health/24516.asp](http://www.herefordshire.gov.uk/health/24516.asp)

If you want to report suspected abuse you can contact us on 01432 260715. All calls will be treated confidentially.

## QR codes

In this edition of Herefordshire Matters you may notice a new quick response code (or QR code). A QR code is a square barcode which, when scanned with reader software installed on your mobile phone, allows you to access a variety of digital resources - a piece of text, a website, send an SMS or email.

Most newer mobile phones with a camera are able to capture QR codes although you will need to install free barcode scanning software on your phone\*.

\*If you are not using a free wireless network or an inclusive data package on your smartphone, please be aware that data charges may apply when downloading or accessing data over the internet.



Scan this code with your smartphone to visit the council website

If you would like this magazine in a different language or format, please contact John Burnett on 01432 260224. **Herefordshire Matters is also available online: [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)**

# £5m to improve city transport in Hereford and support rural access

Herefordshire Council has successfully bid for £5 million to fund transport improvements which include a major upgrade for Hereford's Broad Street. Under the "Destination Hereford" banner, the money will be used to fund transport improvements in Hereford to bring in more visitors and to support rural access improvements through a more responsive community transport service and the new "park and share" project which will help longer distance travellers to car share.

Some of the money will also be used to help tackle obesity and improve health by working in partnership with GPs and the council's health partners to target support for walking and cycling where



there is greater incidence of obesity and other health related issues. Cllr Adrian Blackshaw, cabinet member for highways and transportation, said: "This is thrilling news and demonstrates the

commitment the council has to sustainable transport and regenerating the city." It means funding is now in place to pay for improvements to the environment in Broad Street (pictured above) which will connect the recently

refurbished Widemarsh Street, High Town and Eign Gate with the upgraded Cathedral Close area, supporting the council's programme to regenerate the city and attract more visitors and shoppers.

## Council decisions under the spotlight

Herefordshire Council strives to be open and transparent in the way it makes decisions, which includes allowing councillors to challenge and scrutinise decisions made by the council's cabinet - senior councillors with specific responsibilities.

Following the elections in May, the council adopted a new approach with the appointment of a single "overview and scrutiny" committee - chaired by Cllr Harry Bramer - which will place an emphasis on commissioning small groups of councillors to develop policy on specific issues.

"This is a much stronger, flexible and dynamic way of providing challenge which brings a broader range of views and experiences into the development of future policy at an early stage of development," said Cllr John Jarvis, leader of the council. "I'm determined to ensure this process is as effective as possible and will review it after a year," he added. "Meetings of the overview and scrutiny committee will be held in public and dates of meetings along with agendas and minutes will be listed on the council's website."

Task and finish groups will meet in public where appropriate. When they are to meet in public, notice will be given on the website. Reports of the groups will be published and presented to the overview and scrutiny committee for discussion in public.

Members of the public are encouraged to submit questions to the committee and to suggest topics for scrutiny. If you want to find out more please visit the scrutiny section on the council's website, [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk).

### Who will chair the task and finish groups?

The following councillors have been appointed to chair task and finish groups within the following themed areas:

**Children and education** - Cllr Terry James

**Corporate services** - Cllr Liz Harvey

**Enterprise and culture** - Cllr Alan Seldon

**Environment, housing and planning** - Cllr Peter Watts

**Health and wellbeing** - Cllr Jeremy Millar

**Highways, transportation and waste** - Cllr Bob Preece

# Tough decisions to protect services

Tough decisions to protect services to the county's most vulnerable people are helping to plug a £10 million shortfall in government funding. At the end of last year, government announced the toughest ever round of settlements for local councils which left Herefordshire Council having to find £10 million savings this year and at least a further £6 million next year.

In response, a five-point plan was drawn up which includes reducing management posts, sharing corporate functions with the health services, cutting costs, rationalising premises and slashing red tape.

"There's no doubt we've had to make some tough decisions," said Cllr John Jarvis, leader of the council, "but our priority has been to ensure that, as far as possible, we safeguard services for the most vulnerable members of our communities."

So far the council has reduced the number of senior managers by a third with changes to the number of managers saving in excess of £1 million. By the end of the process the council will have slashed its management costs by a quarter.

The creation of an organisation providing "back office" services which are shared between the council and NHS

Herefordshire is set to save more than £4 million over the next three years - this has saved £1/2 million

already this year - and the sharing of a single chief executive between the council and NHS Herefordshire is saving a further £40,000 a year. The council also plans to raise an extra £700,000 a year through changes to car parking charges - this

includes charging staff for parking at offices and removing parking concessions - changes to charges for school transport, charging for pre-planning advice and introducing a fairer charging scheme for social care.

"This has been the toughest

round of financial settlements councils in England have faced and is a painful time for the council as we prune back management posts, but we're determined not to cut services, but change the way we deliver them where possible," added Cllr Jarvis.

## Parish councillors clock up the years

Parish councillors who have clocked up more than 400 years of service between them have been thanked at a special ceremony.

The Chairman of Herefordshire Council, Cllr Olwyn Barnett, thanked nearly 20 parish councillors for their work representing local people over the years. "Parish councillors do an incredibly important job yet much of the time they are not seen - we owe them a great deal," said Cllr Barnett, who presented certificates to those at the event.

Meanwhile, the Dormington and Mordiford Group Parish Council held their own special event in honour of two retiring parish councillors who have clocked up nearly 100 years between them.

John Harris stepped up as a parish councillor in 1958 and Edgar Moss became a parish councillor in 1972.

They each received a framed parish council long service certificate and an engraved cut glass decanter as a



Top: Chairman of Herefordshire Council Cllr Olwyn Barnett surrounded by long-serving parish councillors  
Below: Retiring parish councillors John Harris and Edgar Moss

tribute for their many years of service for their community.

The outgoing chairman of Dormington and Mordiford Group Parish Council, Barry Durkin, said: "During my

time on the parish council I've been fortunate to have had such dedicated councillors who gave of their vast local knowledge and wisdom. It's been an honour to know them."

# Choosing the right NHS service for you

NHS Herefordshire is urging residents to think twice before they take a trip to their local Accident and Emergency unit.

A&E departments are there to treat the seriously ill and injured, not as a replacement for GP services.

"Last year the county hospital's accident and emergency unit looked after more than 43,000 patients, many of whom could have been treated more appropriately and quickly elsewhere," said Sue Doheny, NHS Herefordshire's director of clinical leadership and quality.

"The NHS offers a variety of treatment and advice options to make sure people get the best advice and health care when they need it most," added Sue.

In Herefordshire, the NHS provides services at Minor Injuries units at Kington, Ledbury, Leominster



and Ross-on-Wye Community Hospitals, walk-in centres as well as at GP practices. Residents are able to access out of hours emergency doctors (0330 123 9309) and dentists and the county has 26 community pharmacies

which are able to provide advice on self treatment of minor ailments. Call NHS Direct on 0845 4647, or visit [www.herefordshire.nhs.uk](http://www.herefordshire.nhs.uk) and look at the options available to you.

Choosing well means you will get the best advice and treatment quickly and allow NHS A&E services to help the seriously ill and injured people to benefit from rapid care when they need it.

## Finding ways of helping people to help others

Local volunteer centres have teamed up with professionals who support people with learning disabilities to help them get the most out of volunteering opportunities. inVOLve, a local project funded by the Learning Disabilities Fund and the Volunteering Development Centre, has seen nine volunteers find placements during the last three months at various local projects, helping them to get out and about in the local community.

Both the centres and the professionals supporting

people with learning disabilities found that working together meant they could tailor volunteering opportunities to individuals in a better way.

Alex Fitzpatrick, chair of the Volunteering Development Group, said: "The hope is that this new way of working can develop further to become a system of closer working between the volunteer centres and professionals working with people with all sorts of support needs such as mental health problems, physical or learning disabilities.



Glyn volunteers at the Barton Hill animal therapy centre

"There are such huge benefits to people from quality volunteering but

some people need more support to give their talents than others," she added.

# Putting the pieces in place prosperous Hereford



## Yazor Brook flood alleviation scheme on target

Huge pipes 2m in diameter and 12m long are now in place and almost ready to divert water from the Yazor brook at Credenhill and into the River Wye a mile away during times of flood. The £4 million flood alleviation scheme, which is funded by Advantage West Midlands, will save damage to property and is essential

to minimise the risk of flooding to homes around Millbrook Street Nolan Road and Edgar Street. Work began laying the pipes in the spring; while the mile long underground culvert, which will come into use when the Yazor Brook floods, is almost complete, work is continuing on creating a weir at Credenhill

and a large chamber south east of Old Weir Farm (pictured below) which will then dissipate the flood water across a field and into the River Wye. "We've seen great progress on this scheme which promises to give peace of mind to homeowners who fear for their property when we have high flood levels in

parts of Hereford," said Jonathan Bretherton, Hereford Futures chief executive. "This is a key element in the matrix of projects which are coming together to bring new jobs, new leisure and retail offerings and affordable homes in the heart of Hereford," he added.



# ce for a



## Work begins on old site

Now that the last sales have been held at the old cattle market, ground works to investigate what lies beneath its surface have taken place. This information will be used to help inform the design of foundations, drainage and landscape development on the site.

Alistair Shaw, of developers Stanhope, said: "The ground investigation is another important milestone in the development process as we work towards starting demolition by the end of the year and then construction in early 2012 – it is an exciting time for Hereford and we look forward to taking this project forward for the city over the coming months." During the summer, Stanhope's appointed engineers, Ramboll, have been coordinating specialist local contractor Geotechnical Engineering Ltd, to dig a number of holes positioned

strategically across the site using specialist equipment. These holes range in size and depth from around a metre deep to six metres deep, to look at relevant ground conditions as well as to take samples of soil and water. Planning permission for development on the site, which was granted in March, will see a multi-screen cinema come to Hereford for the first time, as well as a department store. The entire project will be wholly funded by the private sector, and will bring more than 1,000 new permanent jobs and other significant benefits to the local economy, not only in enabling Hereford to attract new visitors, but also in encouraging local people, who are currently shopping and spending their recreational time elsewhere, to stay within the city and the county.

## New livestock market opens doors for first auction



Councillor Roger Phillips, left, cabinet member for enterprise and culture, declares the new livestock market open with auctioneer Richard Hyde looking on

Hereford's new livestock market on Roman Road has opened for business with a record number of cattle and sheep passing through the new facility.

Workmen have been on site since July last year and the contractor, Willmott Dixon, has managed to divert 95 per cent of the project's waste material away from landfill.

A borehole provides water for washing down the pens, and this water is then recycled through a wetland system installed at the site.

The new market can handle around 8,000 sheep and 500 cattle a day and releases the old cattle market in Hereford city centre for a major regeneration project which will bring new leisure and retail facilities into Hereford.

Jonathan Bretherton, Hereford Futures' chief executive, said: "Now that the old cattle market site is empty, people will start to see things happening at this key location. It's a big piece of the jigsaw to stimulate Hereford's economy and create a vibrant and thriving city centre."

# Fly-tipping round-up

Fly tipping is a growing issue nationally and, in Herefordshire alone, the council received 1,571 reports of fly tipping during the last two years. To combat this growing and unsocial trend, a new campaign to target both fly tippers and unlicensed traders who take it away from homes and dump it illegally, is to be launched in September.

*Herefordshire Matters* took a look behind the headlines to see what this means for county householders and those who take rubbish away from homes.

## What is fly tipping?

Fly tipping is the illegal dumping of waste. The council has powers to prosecute any householder or business that doesn't get rid of their waste by a registered waste carrier and has already carried out 42 successful prosecutions for this in the last two years. Fly tippers can face anything from a formal caution or injunction to prosecution. Any vehicle being used to tip rubbish can be seized.

"The team responsible for this work carries out investigations when fly-tipping occurs and many prosecutions come about following a detailed search of dumped waste which can give clues as to where it originated," said Craig Sandman, the council's community protection team leader.

"Sometimes this leads directly to the guilty party which has dumped the rubbish, other times it can lead to an innocent victim who paid someone they believed to be a reputable operator to take away their rubbish and get rid of it legally," he added.

## What should you do if you see it happen?

The council and its partners are encouraging people to think about the 3Rs...in a slightly different way...

**Refrain** from approaching anyone who is fly tipping. Report them instead.

You should not touch or open bags or containers as they may contain toxic substances or hazardous chemicals and glass. They could also contain possible clues which could help identify perpetrators. The community protection team is trained to deal with such incidents and carries specialist equipment for waste removal.

**Record** as many details as possible.

Date, time and location vehicle details, including make, model, colour and registration number. Distinguishing features or characteristics of the perpetrator, including clothing and any noticeable accents.

What was dumped, the weather conditions and how



far away you were at the time.

**Report** the incident to Herefordshire Council as soon as possible on 01432 261761 or [info@herefordshire.gov.uk](mailto:info@herefordshire.gov.uk).

## What should you do if someone asks to collect waste from your home?

"You need to be particularly careful with 'cold callers,' who offer to remove any waste for cash, because they may not have an official licence," warns Craig.

"Remember, if it sounds too good to be true, that's normally because it is!" People authorised to take

away rubbish will have a waste carrier's registration certificate.

"Ask to see this – and any genuine and respectable waste removal contractor will be more than happy to oblige and provide you with an official receipt too," added Craig.

If anyone wants to confirm that a trader has the necessary credentials, they can request an instant Waste Carrier Validation Check by telephoning the Environment Agency on 0370 850 6506 or [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk).

Don't forget, if you're approached by someone you don't believe has a licence or is behaving in an inappropriate manner, please contact either West Mercia Police on 0300 333 3000 or the Community Protection Team on 01432 261761. For more details on fly tipping and the work of the community protection team, please visit [www.herefordshire.gov.uk/communityprotectionteam](http://www.herefordshire.gov.uk/communityprotectionteam).



# Herefordshire Matters survey

Herefordshire Matters is posted through the letterboxes of 80,000 homes across Herefordshire four times a year. We are keen to make sure the magazine carries the news and information that you find interesting and in a way which makes it easy for you to understand. You can help us achieve these aims by completing the readers' survey on this page.

Results will be published in a future edition of Herefordshire Matters. Please complete it, cut out the page and pop it into an envelope to reach the council by the end of September. **You won't need a stamp, just address it to: John Burnett, Herefordshire Council and NHS Herefordshire, Freepost SWC2276, Hereford, HR1 2ZZ**

## 1 To what extent do you agree or disagree with the following statements about Herefordshire Matters?

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
It's interesting to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It looks good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's well laid out I can find information easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's useful in finding out what Herefordshire Council and NHS Herefordshire is doing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's my preferred source of information about Herefordshire Council and NHS Herefordshire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It covers the issues which are important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust the information I read in it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think Herefordshire Matters is a worthwhile publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Four editions a year is about right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'd prefer to read it on line rather than get a copy through my letterbox	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 2 In general, to what extent do you agree or disagree with the following?

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	don't know
I feel well informed about the services provided by Herefordshire Council and NHS Herefordshire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm satisfied with the communications I receive from Herefordshire Council and NHS Herefordshire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I think Herefordshire Council and NHS Herefordshire has a clear identity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 3 From which of the following sources do you get information about Herefordshire Council and NHS Herefordshire and the services they provide?

	lots	some	a little	none
Our websites (www.herefordshire.gov.uk and www.herefordshire.nhs.uk)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Publicity information in our buildings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your local councillor/their publicity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A parish council or other local newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspapers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local radio stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Herefordshire Matters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you would like this questionnaire in another format or language please contact John Burnett on 01432 260224 or email [jburnett@herefordshire.gov.uk](mailto:jburnett@herefordshire.gov.uk)

# Herefordshire's "wonderful" new cancer unit

For the people of Herefordshire and the surrounding areas, the opening marked the completion of the project to provide a local bespoke cancer facility at Hereford's County Hospital.

Helen Byard, Macmillan Renton Unit Manager, said: "We're very proud of this new cancer facility and extremely grateful to everyone who has contributed towards this project.

"Most importantly, the new unit will provide patients with a modern, comfortable environment with easier access to one-to-one support and health information through the new Macmillan Cancer Information and Support Service".

The completion of the Macmillan Renton Unit is the first stage of providing holistic cancer care in Herefordshire. The second part of this project is to provide a radiotherapy facility, as an extension to the Macmillan Renton Unit, to be provided by Gloucestershire Hospitals NHS Foundation Trust.

Every year around 230,000 people in England will be diagnosed with cancer and around 125,000 will die from



Positive feedback has been flooding in as Herefordshire's new multi-million pound local cancer facility, the Macmillan Renton Unit, is now open thanks to the hard work of the staff, fundraisers and user involvement groups.

the disease, making it the leading cause of mortality in people under the age of 75. Patients and visitors to the new unit will experience first class spacious facilities including, quiet rooms, refreshments area, and a tranquil landscaped garden with seating available to everyone.

The entire project has been developed with the support and involvement of a service user group, which included key staff and a public art working group which has played an integral part in the

building and garden design. Visitors to the building will enter a light and open reception with a waiting lounge which looks on to the landscape garden area. The ground floor waiting area has a cancer support and health information shop and resource facilities including a quiet room. In addition, beverage facilities and toilets are located in the main reception.

The site has good access options by foot or road, including a dedicated drop off area, and good parking

facilities including disabled spaces. The building contract was managed by local construction company Speller Metcalfe.

If you would like to find out more about the creation of the Macmillan Renton Unit please visit [www.wyevalley.nhs.uk](http://www.wyevalley.nhs.uk) The new Macmillan Renton Unit (MRU) is a partnership between Wye Valley NHS Trust and Macmillan Cancer Support (MCS) to provide a new purpose built unit at The County Hospital, Hereford.



# Where there's a will...

An army of volunteers has been helping the council's archive service to improve the storage conditions for one of its most precious collections.

Tens of thousands of wills and other probate records from the diocese of Hereford dating from 1540 to 1858 have been checked, cleaned and repackaged by the volunteers.

Head Archivist, Elizabeth Semper O'Keefe, said: 'Wills are such an important source for family and local history.

"The steps we are taking now will ensure that these amazing archives will be available for future generations to use.

"Without the help of our fantastic volunteers we would never have been able to contemplate this project".

For information about Herefordshire's archives and further opportunities for volunteering, please visit the Archive Service web pages at [www.herefordshire.gov.uk/archives](http://www.herefordshire.gov.uk/archives).



History in her hands - volunteer Elizabeth Russell inspects one of the wills at the record office

## Special deal for carers

County people who care for others can enjoy discount rates on a range of activities thanks to the new Herefordshire Carers Support 'I Count card'.

Hundreds of people in Herefordshire care, without payment, for a partner, child, relative, friend or neighbour who could not manage without their help.

The new card is being issued to all carers registered with Herefordshire Carers Support and offers discounts and concessions at a number of venues including nine Halo facilities across the county:

- Gym and fitness suite
- Group exercise classes
- Swimming pools (family fun sessions, aqua exercise classes, group and one to one swimming lessons for babies, children and adults)
- 9 hole golf course
- Indoor bowling
- Spa and therapies
- Racket sport facilities
- Athletics track
- All weather pitches – football, cricket, netball, rugby
- Quit and Get Fit – stop smoking support

For more details call 01432 356068 or visit [www.herefordshirecarerssupport.org](http://www.herefordshirecarerssupport.org)

## Thumbs up for canvass texting

If you want to vote or you apply for credit, you need to make sure your details are correct on the register of electors which Herefordshire Council holds.

The good news is that this year it is even easier for people in Herefordshire to register by using SMS texting for the first time.

Each year the council sends out 80,000 canvass forms at the beginning of September

to every household to ensure the details on the register are correct and up to date. It is important that everyone who qualifies is on the register as they will not be able to vote or may not be able to get credit as credit companies check the register before approving credit applications.

"If there are no changes to the details then you can use the freephone number, do it

on line or now let us know using SMS texting," said John Jones, the council's electoral services manager.

"It couldn't be easier. We realise that people's lives are getting busier so this is just one way we can improve the service to help people keep on top of this," he added. So, when your canvass form drops through your letterbox, if there are no changes to the details, let us

know using the freephone number 0808 284 1448, or online at [www.elecreg.co.uk/hfds](http://www.elecreg.co.uk/hfds), or text to 07786 209 348.



Scan this code with your smartphone to visit the website

# Memories of Grange Court wanted

Residents are being urged to share any memories they have of Grange Court or the Grange in Leominster as part of preparations for a new heritage exhibition in the historic building.

Herefordshire Council is currently refurbishing the building using £2.8 million of grant funding.

Once complete, the building will be handed over to the Leominster Area Regeneration Company (LARC) Development Trust which will run it as a community hub and heritage centre. The Heritage Lottery Fund (HLF) has recently given a grant of £25,300 to support the development of this scheme.

Dick Ellison, Grange Court Manager, said: "We'd like to find people who have memories of their relatives being involved in Grange Court going back as far as we can and even if there are families who have ancestors that were involved in moving Grange Court from Broad Street to the Grange or worked on rebuilding it."

A series of Bring your Memories events are being planned for September. Contact Dick Ellison on 01568 620169 or email [larcgrangecourt@btinternet.com](mailto:larcgrangecourt@btinternet.com) for more information. Funding for the £2.8 million project has come from the Big Lottery Community Assets Programme, Advantage West Midlands Rural Development Programme for England (RDPE) and Social Investment Business Community Builders Fund, the Marches Town Initiative, Leominster Town Council and Herefordshire Council.



Members of the Friends of Grange Court on a recent visit to see progress on the building including Mayor of Leominster Councillor Eddie Clark. Inset: a copy of a print showing Grange Court when it was in Broad Street, Leominster.

## Superfast broadband update

The Borders Broadband project to improve broadband across Herefordshire and Gloucestershire is now underway and about to start discussions with possible providers. The project will take superfast broadband deep into rural areas and delivery will start in summer 2012.

An important part of the process is to highlight the demand for fast broadband to suppliers and the project is now working with councillors, parishes, business organisations and FastBroadband4Herefordshire to highlight the benefits, identify demand, and track areas with current problems.

Residents and business people in the county are being urged to complete any broadband questionnaires they may receive via this route. If you would like to help with this education and survey work, or for further information, please email [bordersbroadband@herefordshire.gov.uk](mailto:bordersbroadband@herefordshire.gov.uk).

# County's recycling rate on the up

People living in Herefordshire have done a great job in boosting the recycling rate beyond 40 per cent.

Recent monitoring has shown that more than 90 per cent of residents are using the household recycling service provided by the council.

Laura Blackwell, Herefordshire Council's recycling officer said: "Our system is simple as all recycling items can either be put into a wheeled bin or plastic sack, with no need to separate them out.

"Most people are using the service correctly and only put

in items that can be recycled but one problem we do get is people putting in textiles, plastic wrapping and carrier bags. "I would like to urge residents not to put these items into the recycling containers as they can cause problems with the sorting process," she added.

"But overall, people are doing a fantastic job and the council would like to thank them for their continued efforts using this service."

For further advice on recycling and reducing your waste visit [www.lets-wasteless.com](http://www.lets-wasteless.com)



Laura Blackwell (left) and Monica Price promoting the council's Love Food Hate Waste campaign in Hereford's High Town where visitors were shown how to cook up tasty meals from leftovers to save them throwing food away.

## Recycling and refuse sack annual delivery

Herefordshire Council is currently delivering refuse and recycling sacks.

Delivery of 1 roll of 52 black sacks is being made to every household across the county and 2 rolls of recycling sacks for those who receive this service.

Deliveries are complete across most of Hereford city with the other market towns due for completion shortly. All deliveries are planned to be completed by 30 October 2011.

Please use the map as a rough guide to delivery in your area. For more detailed information on delivery schedules or to find out more about your recycling service please visit our website: [www.herefordshire.gov.uk/refusesacks](http://www.herefordshire.gov.uk/refusesacks) or call



# Plans in place to prepare

Herefordshire Council and NHS Herefordshire has a team which works behind the scenes to make sure the county can cope in an emergency.

Formerly called the emergency planning team, the resilience team works closely with the emergency services to make sure plans are in place should the worst happen.



## Exercise to test flooding response

Environment Agency officers putting up the demountable flood barriers in the shadow of Hereford cathedral on the River Wye.

development programme to ensure that multi-agency partners practice their close working relationships in response to major incidents such as flooding.

More recently Herefordshire Council and NHS

Herefordshire took part in a national emergency planning exercise called Watermark which involved scores of councils and police forces to assess how areas would withstand major flooding on the scale of the 2007 floods.

“However, while these exercises are important, it’s crucial that on the ground training takes place to make sure practical issues such as installing the demountable flood barriers in Hereford take place swiftly and effectively,” said Erica.

As part of exercise Watermark officers from the Environment Agency demonstrated how the demountable flood barriers on the River Wye in Hereford would be deployed.

With flooding a regular occurrence, the resilience team has recently been planning and exercising for a major flood in the county. This involved a local exercise called “Unite” which brought together agencies such as the police, the fire and rescue

service, the local ambulance service, Herefordshire Council and NHS Herefordshire. “When the county experiences severe flooding, it’s important that all these agencies know what to do and how they interlink with each other,” said resilience

team manager Erica Hermon. “To make sure the council is prepared for such an event, the exercise tested plans specifically for this eventuality,” she added. These kinds of exercises are crucial as part of the on-going training and

## Good news for community affected by regular flo

A council bid for cash to help homeowners better protect their homes against flooding has been successful with £144,500 allocated to help 34 properties in Bodenham. It means homeowners in the area can look forward to measures such as the raising of floor levels, flood resistant gates, outside wall renders, barriers, door boards, air brick covers and tanking to prevent

their homes from flooding. The money for the work comes from £2.3 million Defra had set aside and which the Environment Agency has ring fenced to be used for flood protection scheme for UK homes. The success in gaining funds from this heavily over-subscribed scheme was largely due to the high levels of community engagement

being undertaken locally by the Bodenham flood protection group. The funding was approved in a bid submitted by the council, supported by the Environment Agency, and homeowners are now being provided with independent surveys which assess the risk of flooding, recommend ways of reducing risk and subsidise appropriate mitigation

measures for these properties. Cllr Brian Wilcox, cabinet member for environment, housing and planning, said: “There’s a great strength of community spirit in Bodenham as householders have been proactive and have formed a flood protection group. Working together, we will ensure the money is spent in the most effective way to minimise the

# the county for flooding

## Cross Keys celebrates four flood-free years

Cross Keys Flood Action Group recently celebrated four years without internal flooding to local properties after Herefordshire Council helped them secure funding for the scheme.

Following the nationwide flooding of 20 July 2007 the group was formed to act on behalf of local people to help them in their fight against local flooding.

The community led plan for Withington, Westhild and Preston Wynne, in which Cross Keys is represented, has listed flood mitigation as one of 19 key strategic initiatives for the parishes over the next five years.

Following Herefordshire Council's success in achieving grant funding from Defra of £148,200 for property level flood protection, a total of 22 properties in the Cross Keys vicinity have had equipment installed to protect them against future flood events.

The various measures to protect individual homes were implemented by Amey on behalf of Herefordshire Council.



Jackie Bremner with one of the flood barriers which will help protect her home from flooding thanks to the grant from Defra.

"The council has done a great job helping us put our bid together and helping us choose which flood defence equipment would suit

individual properties," said Jackie Bremner who heads up the flood action group. "Amey has done a super job with the installation of the

equipment and while we haven't had to try it out for real yet, we all feel reassured now the work has been completed," she added.

## Flooding and rest centres

When flooding affects a home it is devastating. Furniture, equipment and decades of memories can be wiped out in a moment. It's often months before families can move back into their homes after a flood – but what happens to families and individuals immediately when floods strike? Where can displaced families go?

Herefordshire's resilience team has plans which details where, when and how rest centres will be established. These centres will offer safety, warmth, information and security for individuals and families who find themselves victims of flooding.

"These rest centres are a vital part of our response to support our communities and ensure we get back to normal as soon as possible,"

said emergency planning officer Ian Baker. "We have arrangements with leisure centres to provide the space and supermarkets to provide food at short notice – plus we have a host of volunteers on standby round the clock 365 days a year to

ensure we can set up a rest centre when it is needed," added Ian. "Residents can be assured that, should the worst happen, we're ready to respond thanks to the plans and the training we put in throughout the year."

## oding

possibility of flood damage to those properties in the future."

Environment Agency area flood risk manager Anthony Perry said: "We're pleased to have assisted Herefordshire Council in obtaining this money for property level flood protection which is very good news for those affected by frequent flooding in the Bodenham area."



The important role of registering people using a rest centre gets underway during a recent exercise to see how the county would cope with a major flood.

# County youth Get arty

A massive project which could involve thousands of county young people expressing themselves through the arts is currently underway.

"y.Art" is an edgy, contemporary project all about Herefordshire's young people which will turn their creative skills and ideas into reality.

Managed by Herefordshire Council's arts team working with the county's youth services and voluntary youth services, workshops led by professional artists in locations right across the county begin in October

"It doesn't matter what form of art you're into, there's going to be something for you," said the council's principal arts officer Mel Potter.

"Whether you're into dance, drama, film, literature, multi-media, music, photography, poetry, customising costume stage props, big animations and projections and mass scale craft, we want you to get involved," she added.

The workshops will culminate in a large scale event in to be held in Hereford in March next year where young people will have the opportunity to invade a space with their creations and showcase their work to the public.

Anyone wanting to find out more about the project and how to get involved should contact the council on 01432 261818 or e-mail Mel Potter at [mpotter@herefordshire.gov.uk](mailto:mpotter@herefordshire.gov.uk).

# Stay safe at college this autumn!



Herefordshire's students are being urged to take some simple security steps to make sure crime doesn't cramp their style.

Peter Aston, from West Mercia Police, said: "We are encouraging students not to 'show off' valuables such as mobile phones and iPods while they are out to reduce the risk of being targeted by thieves."

He also urges students to make sure that their homes are secure.

"Up to half of all burglaries are committed by thieves who enter properties through an open or unlocked window or door.



Double checking that your doors and windows are secured reduces the risk of becoming a victim of crime."

He also urged students not to drink too much and make sure they know how they are getting home at the end of the night.

You can find more advice at [www.westmercia.police.uk](http://www.westmercia.police.uk)

# Artists open their studios

Painters, potters, photographers and a host of other creative people from Herefordshire will be throwing open the doors to their studios during a week in September.

h.Art 2011 is Herefordshire's open studios tenth event, giving visitors exclusive access to artists' studios, workshops and special exhibitions.

Visitors to the studios and workshops can meet the makers in relaxed surroundings, learn about their techniques and inspiration and even buy an original piece of artwork.

As well as the exhibitions themselves, there is also a fantastic array of special events to choose from during the nine-days of the event, which runs from September



Locally artist Sally Mathews' Zebra which will be on display as part of h.Art 2011

10 to September 18, including demonstrations, talks, workshops for adults and children and a variety of entertainment. For a free h.Art guide visit

[www.h-art.org.uk](http://www.h-art.org.uk) or telephone 01432 261 818 h.Art is managed by Herefordshire Council and is sponsored by Steels Kia, Hereford.

# Noise response team success

Herefordshire residents have responded well to the council's new night-time noise response team which has been operating throughout the summer.

The idea is to ensure residents complaining of unreasonable noisy parties or neighbours have a dedicated number to call and environmental health officers will be able to visit addresses and deal with the problems there and then.

The noise response team has been operating throughout the county this after 9pm over the weekend nights and will continue until the middle of September. After this trial period, the service will be reviewed to see if it can continue next year.

# A voice for the young

Carla and Beth are girls on a mission.

As the county's representatives on the UK Youth Parliament, it's their job to give Herefordshire's youngsters a voice.

Their current task is to get the views of around 7,000 young people regarding public transport and present their findings to local councillors and bus companies.

"We really believe this can make a difference," said A-level student Beth Risedale. "Other places have introduced a concession card for young people – we'll have to see what the response is locally," she added.

Views gathered will also feed into regional and national gatherings of the UK Youth Parliament.

Earlier this year Carla Biddle spent a day in the House of Commons with fellow Youth Parliament colleagues debating issues including university fees, troops in Afghanistan and job opportunities.



"It was an amazing experience and a day I'll never forget. We even get mentioned in Hansard," added Carla.

Closer to home, other hot topics on the county's young people's minds includes the major redevelopment of the old cattle market, including the arrival of a multi-screen cinema.

"At the moment people have to travel to Worcester,

Gloucester and Cheltenham – which costs an extra bus fare on top of the cinema ticket," said Beth.

Carla added: "We're looking forward to Hereford having its own multi-screen cinema. We think this development is really good – it's a chance to bring something great to Hereford city."

Anyone wanting more information or to get

involved in the UK Youth Parliament, which is supported by Herefordshire Council, should visit [www.ukyp.org.uk](http://www.ukyp.org.uk).



Scan this code with your smartphone to visit the website

## Year of the orchard

Herefordshire Year in the Orchard is gearing up to its busiest time of the year as local orchards start to produce their bumper crops of apples.

To celebrate harvest time there are many events being held throughout the county offering residents a chance to see cider and apple juice being made as well other apple-related products such as honey, cake and wood carvings.

This year-long event is being held in honour of the bicentenary of Herefordshire-born horticultural pioneer Thomas Andrew Knight who was one of the most

innovative botanists of his age.

As part of the celebrations and to ensure the year has a lasting legacy, Herefordshire Council's countryside service is offering free fruit trees to increase the number of orchards in the county. Communities are being offered more than 200 varieties of free apple trees. These will be supplied as 70 special three-tree packs. Closing date for applications is September 14 and the trees will be ready for collection in November, the perfect time for planting. Individuals can also order fruit trees to plant in their

own gardens starting at just £10 per tree and including varieties linked to Thomas Andrew Knight. These will again be ready for collection in November but can be reserved now.

For further details on events as part of Year in the Orchard and getting your own fruit trees, log onto [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk) and follow the link in the Spotlights box.



The Big Apple Harvestime on Saturday, October 8 and Sunday, October 9 at Much Marcle offers a chance to see how apples are pressed ready for use in juice or cider.

# Love Food Hate Waste Cooks up a Crowd

This summer, Herefordshire Council's Laura Blackwell and Richard Vaughan were joined by Monica Price from Touchwood Training to provide Love Food Hate Waste cooking demonstrations in the centre of Hereford.

It was a busy market day and many people came to watch the cooking demonstrations, which highlighted just how easy it is to both reduce food waste and save money.

Whilst preparing some delicious meals Monica showed how to measure the perfect portion, gave tips on storing food correctly and described the essential items for your store cupboard.

Most importantly for many, was sampling the delicious food, inspired by Love Food Hate Waste's wide range of recipes for using up leftovers. The menu included a pear compote, a vegetable curry, followed by a banana cooked in a small amount of oil with a generous sprinkling of cinnamon.

If you didn't catch the team in High Town, the recipes and advice can be found at [www.lovefoodhatewaste.com](http://www.lovefoodhatewaste.com)



Compost bins are still available from £13 (including delivery) at [www.letswasteless.com](http://www.letswasteless.com) or 0844 571 4444  
A compost bin will help you make the most of your garden, transforming vegetable peelings and grass cuttings into great compost.

Your **old shirt** can come back as a **dress**, industrial **rags** or even a **new shirt**

**Let's waste less**  
in Herefordshire & Worcestershire

Old clothes that are in good condition can be donated to local charity shops, raising money for a good cause.

A number of charity shops may also accept items that are not in good condition, such as clothes with holes and marks. Damaged textiles are then sold on to textile recyclers; but it's best to check with the charity shop first. Textile recycling banks are another option.

Alternatively have a clothes swap with friends. It's a fun and free way to update your wardrobe.



To find out more  
visit [www.letswasteless.com](http://www.letswasteless.com)  
or call 01905 766883



# Adoption services go from strength to strength

Ofsted has rated Herefordshire Council's adoption service as good in all areas, with some outstanding features. Inspectors visiting the service praised the council for putting the needs of the children and young people at

the centre of the adoption process. "Adoption isn't just about finding homes for young children. All sorts of people are needed to adopt older children, brothers and sisters and children with disabilities or challenging behaviour,

who cannot be brought up by their birth families," said Hilary Hale, adoption team manager. "Nationally there are lots of children waiting to find loving homes. At the same time, there are many people who assume they are unable

to adopt because of their circumstances," she added. But families come in all shapes and sizes and Herefordshire's adoption team is keen to reach out to all, whether single or couples, gay or straight, waged or unwaged, though experience of the reality of children obviously helps. The team welcomes enquiries from anyone who feels they have the emotional and physical energy to make a child who has had a difficult start, part of their family. If you would like more information, please ring 01432 383240 or visit [www.herefordshire.gov.uk/adoption](http://www.herefordshire.gov.uk/adoption).

## Keeping out the cold for free

With everyone's thoughts now turning to winter and hoping it won't be as cold as last year, it is a perfect time to think about insulating your home.

Herefordshire Council is supporting Domestic & General Insulation Ltd in a new scheme where 3,000 county households can gain free home insulation, whether it is cavity wall or loft.

The offer is open to all privately renting tenants or homeowners.

It is proven that properly insulated homes reduce energy bills as they prevent heat from escaping through walls and roofs. At a time when energy bills keep rising, this is the ideal time to take advantage of this offer.

Domestic and General Insulation Ltd has been able to secure funding from energy companies for this scheme.

To see if you are eligible, contact DGI on 01432 377050.

## Primary school children get set for the Olympics



More than 1,300 school children competed in this year's Youth Games hosted by Herefordshire Council at Hereford Leisure Centre. The event was part of Lloyds TSB national school sport week, Britain's biggest celebration of school sport. The exciting initiative uses the power of the London 2012 Olympic and Paralympic

Games to inspire millions of young people to take part in more sport and physical activity.

With help from local radio station, Wyvern FM, as well as competing in sporting activities like cricket, boccia, orienteering and football, the children joined in a nationwide attempt to break a world record for the

greatest number of people taking part in a simultaneous dance.

At the time of going to press, number crunching is still going on, but it is believed they may have danced their way to a new British record.

This is the ninth year the games have been held in Herefordshire.

# Ready for winter

While memories of summer holidays may still be fresh in most of our minds, for those working in the council's roads maintenance team, thoughts about the forthcoming winter are already occupying their time. Much planning goes into ensuring that the salt, gritter lorries and crews are all ready to go when the temperatures drop and the icy winter weather begins. "Last winter, when Herefordshire experienced the coldest December on record, around double the amount of gritting took place compared with the previous year," said Cllr Adrian Blackshaw, cabinet member for highways and transportation.

Gritting teams were on standby round the clock and a total of 44,000 miles of road were treated compared to 23,000 12 months earlier, and 7,000 tonnes of salt were used in the run up to Christmas.

"We're responsible for the maintenance of 2,044 miles of roads in the county, of which nearly 600 miles are designated as first priority routes - where traffic volumes and speed are likely to be higher and as a result, the risk to the safety of road users would be high if they weren't treated.

"We're as prepared as we can be. Our winter service plan is available for all to view on our website and I'd like to draw attention to the

advice provided on self help and personal preparedness, as now is the time to get prepared for a possible repeat of the severe and prolonged winter conditions experienced these last two years," added Cllr Blackshaw.

The winter maintenance season usually starts during the 3rd week of October and lasts until the 3rd week of April, although it can be extended at either end depending on the condition of the weather.



# Leintwardine development

With a severe shortage of affordable homes in Herefordshire, the council is working with a number of housing associations to try and tackle the problem. In Leintwardine, Festival Housing Group is currently building 20 homes which will be solely occupied by people with a local connection. To finance the scheme, the housing association secured private money along with a contribution of £634,000 through the Homes and Communities Agency. At a recent brick laying ceremony, those gathered heard that the first people could be moving into the homes in spring next year. Cllr Olwyn Barnett, chairman of the council, was accompanied by local MP Bill Wiggin and Jonathan Slade, chairman of the housing association, as they laid ceremonial bricks to mark

the project. "I'm so pleased that affordable homes are being built for local people," said Cllr Barnett. "This is so important for our rural communities and I'm delighted to see the project proceeding so well," she added.

The properties will be advertised through Home Point the Choice Based Lettings Agency and will be for people with a local connection to Leintwardine. Anyone interested should ensure they are registered by contacting Home Point on 01432 359 500 or by visiting their website at [www.home-point.info](http://www.home-point.info) The council is committed to meeting the housing needs of families in rural areas of the county. For more information about developing affordable housing in rural areas of the

county contact the housing needs and development team on 01432 260269 or

email [housingdevelopment@herefordshire.gov.uk](mailto:housingdevelopment@herefordshire.gov.uk)



Cllr Olwyn Barnett with MP Bill Wiggin, left, and Festival Housing chairman Jonathan Slade at the new homes in Leintwardine

# Graffiti blitz success

Safer Herefordshire and its partner agencies are working hard to make the county an even safer place to live, work and visit and one of its recent successes was the 2010 Targeted Action Against Graffiti (TAAG) campaign. The initiative was aimed at reducing criminal damage and anti-social behaviour, by removing areas of unsightly graffiti identified by the public - nearly 18 months later the treated areas have remained clean.

Safer Herefordshire has also published its new Community Safety Strategy for 2011 – 2014, incorporating the Strategic Priorities for the coming year, which will focus on four key areas:

- Alcohol and the night time economy
- Empowered localities



- Reducing crime through Integrated Offender Management
  - Road safety
- The encouraging news is that significant reductions have

already been achieved in recorded crime (13 per cent), anti-social behaviour (15 per cent) and criminal damage (31 per cent) over the past three years.

For further information on the diverse work completed by Safer Herefordshire and crime reduction statistics, please visit [www.herefordshire.gov.uk/saferherefordshire](http://www.herefordshire.gov.uk/saferherefordshire).



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## Thought you couldn't afford a home of your own? Think again!

We are the HomeBuy Agent for Herefordshire and Worcestershire, and we help people of all ages in all sorts of circumstances to find their dream home. In this role, we act as the first point of contact for all those seeking a home through one of the range of HomeBuy low-cost home ownership and discounted market rent products.



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Terms and conditions apply – ask for details. Orbit HomeBuy Agents is managed by Orbit Homes (2020) Limited, a member of Orbit Group Limited which is an exempt charity registered under the Industrial and Provident Societies Act 1965.

# Help plan the future of Herefordshire

In the autumn Herefordshire Council is to carry out a consultation on revised proposals for the future development of the county for the next 20 years (the Core Strategy). This consultation will include a community poll on the proposal for a relief road around Hereford.

Over the last year, a lot of things have happened to make us think again about the approach the Core Strategy was taking, including a major consultation with the public last year.

As part of the previous consultations the public expressed concern at the amount of growth for Hereford. As a result the revised plan contains a reduction in the overall total of new homes to be built in the county. The plan period has also been changed so it runs for twenty years from 2011 to 2031.

During this twenty year period it is planned to build an average of 825 new homes per year in the county, this being in line with house building which has taken place over recent years.

The revised plan also needs to be flexible given the changes to the planning system being proposed by central government and the marked slow down in the general economy and, in particular, the construction industry.



Details of the consultation will be available in a leaflet and your comments on the revised proposals will be welcome.

## The revised plan aims:

- To meet the needs of all communities for new homes, jobs, leisure and other facilities
- To provide new and improved infrastructure where needed including transport, water and sewerage, schools, healthcare and open spaces

## But at the same time:

- To protect and enhance our special environment
- To address the impacts of climate change.

## What this means in each area:

### Hereford

Hereford will continue to be the focus for new development including homes, jobs and community facilities to support the regeneration of the city, but with a reduction in the amount of new homes to be built over the 20 years, from 425 each year (as previously proposed) to around 325 each year.

### Market towns

The market towns will continue to be a focus for local homes and jobs that work towards improving these areas as places to live, work and enjoy. Bromyard, Kington and Ledbury remain unchanged from earlier proposals. However, the number of new homes proposed in Leominster and Ross-on-Wye has been reduced slightly. A proposal for new jobs in Leominster is now included, with the addition of a five-hectare employment site.

### Rural areas

In rural areas, more new homes will be provided with an increase from 225 to 265 each year to help tackle high house prices in these areas and keep rural communities viable. More new jobs in rural areas will be created alongside the new homes to help the rural economy and reduce the need to travel.

**The consultation will include a community poll on a relief road for Hereford. Please ensure you have your say and return the voting slip before the deadline.**

# New chapter for libraries

As part of its commitment to keeping the county's permanent libraries open, Herefordshire Council has been bringing services together under a single roof to ensure they remain viable in the long-term.

An example of this is at Ross-on-Wye Library and Customer Service Centre where the two services have been brought together under one roof, offering a one-stop hub for customers to both get their library books and access customer services, as well as saving costs on running two separate buildings.

In September, the new Dennis Potter room will also be completed and this will offer an exhibition space as well as being available for meetings. A similar operating model is planned in Ledbury, based at the Masters House and listed



At the Ross-on-Wye Library and Customer Service Centre are Steve Jones (library supervisor) and Helen Holmes (library assistant) with new library members ten-year-old Jay Marsh and Morgan Ruck, 12.

building consent is being sought to carry out the necessary works on this

historic building.

In September the council's mobile library service is set to

be replaced by an enhanced home delivery service for those people most in need.

## Have your say on housing

Herefordshire Council wants feedback on its joint housing strategy which tackles such problems as affordable housing and making sure there are enough homes for vulnerable people.

The council is seeking the views of local residents and partner organisations on the draft Joint housing Strategy, which covers Herefordshire and Shropshire, before it is finalised.

Cllr Brian Wilcox, cabinet member for environment, housing and planning, said: "We're keen to seek the views of our residents and partner organisations on this important key strategy for the delivery of housing services in Herefordshire." Joint challenges include:

- A lack of affordable housing throughout Herefordshire.
- Suitable housing for vulnerable people to live independently.
- High levels of fuel poverty.
- Improving the condition of homes across Herefordshire.
- Preventing Homelessness in Herefordshire.

Full details of the strategy can be found at <http://consult.herefordshire.gov.uk/consult.ti/HfdsandShropsHousingstrategy/consultationHome> and copies of the strategy are also available at libraries and council main receptions. Copies of the Joint Housing Strategy and response form can be requested from Herefordshire Council by telephoning 01432 383421 or by emailing [cjackson@herefordshire.gov.uk](mailto:cjackson@herefordshire.gov.uk). The Consultation period runs until 30th September 2011 and the strategy will be published by the end of the year.

## Health Visiting - a healthy start for young families

The county's health visitors work with children under five and provide important support and advice to their families to ensure these youngsters remain healthy, safe and reach their full potential.

They are registered nurses or midwives who have undertaken extra training and the Government has recently committed to recruiting and training an additional 4,200 health visitors nationally by 2015.

This is part of a wider national plan to design a new health visiting service that all families can expect to access.

### How do I access my health visitor?

Health visitors work closely with other professionals such as speech therapists, social workers, school nurses. There are also a range of other local services in Herefordshire working with your health visitor such as Sure Start children's centres and other community programmes.

You can access your health visitor through your GP surgery and can even request a home visit.

If you would like further information about the health visiting service in Herefordshire or are interested in a career in health visiting, please contact the Herefordshire health visiting service on 01432 363923.

## Quick contact guide

A wide range of information is available from our customer service centres. The council also has a website -

[www.herefordshire.gov.uk](http://www.herefordshire.gov.uk) - and lots of information about council and health services is available at libraries. If you're not sure who to contact, you can call Info in Herefordshire on 01432 260500. If you want to e-mail the council, we can be contacted at: [info@herefordshire.gov.uk](mailto:info@herefordshire.gov.uk)

### Ross-on-Wye

Ross library and customer services, Cantilupe Road, Ross-on-Wye, HR9 7AN

### Leominster

11 Corn Square, Leominster, Herefordshire, HR6 8YP

### The Bromyard Centre

1 Cruxwell Street, Bromyard, HR7 4EB

### Ledbury

St Katherines, High Street, Ledbury, HR8 1EA

### Franklin House

4 Commercial Road, Hereford, HR1 2BB

### The Kington Centre

64 Bridge Street, Kington, HR5 3DJ

Telephone any of the above centres on **01432 260500**.

### NHS Herefordshire

Vaughan Building, Ruckhall Lane, Belmont, Hereford, HR2 9RP  
Tel: 01432 344344

### Patient Advice and Liaison (PALS) Service

Franklin House, 4 Commercial Road, Hereford, HR1 2BB  
Tel: 01432 260263  
e-mail: [enquiries@herefordpct.nhs.uk](mailto:enquiries@herefordpct.nhs.uk)  
website: [www.herefordshire.nhs.uk](http://www.herefordshire.nhs.uk)

## What's on... What's on...

### Friday, September 2

The Barton Hill Centre, Kentchurch, Hereford HR2 0BZ  
Open day for health and social care sector  
10.30am-3pm  
[www.equine-animal-assisted-therapy.org.uk](http://www.equine-animal-assisted-therapy.org.uk)  
Please phone to confirm attendance - 07971 423817

### Saturday, September 3

Using orchard produce workshop, Dragon Orchard, Putley, near Ledbury.

### Thursday, September 8, 2pm

Walk'n'Talk with James Bisset, Herefordshire Council's countryside officer and orchard enthusiast.  
James will lead a walk through old and new orchards at Bodenham Lake Nature Reserve.

### Friday, September 9, 6.15pm

Walk'n'Talk and Bat Walk with James Bisset, Herefordshire Council's countryside officer, around Bodenham Lake Nature Reserve with an optional bat walk.

### Friday, September 9

Orchard art@ the Cider Museum, until October 31.  
An exhibition of artwork by people with learning disabilities created in an orchard throughout 2011 in the company of local artists and young film makers.  
Normal museum times and admission charges apply.

### Friday, September 16, 7.30pm

Jaipur Kawa Brass Band - Sound the brass & drum!  
Kimbolton Village Hall, Kimbolton, HR6 0EJ  
£10, Child £6.  
[www.artsalive.co.uk](http://www.artsalive.co.uk)  
Arts Alive and Nightjar Music  
01568610772

### Saturday, September 17, 7.30pm

New Rope String Band - In Concert  
Weobley Village Hall, Weobley, HR4 8SN  
£8, Child £5.  
[www.artsalive.co.uk](http://www.artsalive.co.uk)  
Arts Alive 01544 318322

### Saturday, September 24, 8pm

Devils Violin Company - Orpheus  
Garway Village Hall, Garway, HR2 8RQ  
£8. [www.artsalive.co.uk](http://www.artsalive.co.uk)  
Arts Alive 01981 580056

### Tuesday, September 27, 10am

Exhibition on The Orchards of Herefordshire and Monmouthshire by painters Richard Bavin and Richard Corbett at the Apple Store Gallery, Hereford  
Open Tuesdays to Saturdays, 10am to 4pm.

### Friday, September 30, 7.30pm

Siyaya - In Concert  
Steiner Academy, Much Dewchurch, HR2 8DL  
£7, Child £5. Family £25.  
[www.artsalive.co.uk](http://www.artsalive.co.uk)  
Arts Alive 01981 540221

### Saturday, October 1, 10am

Berrington Apple Weekend with an extensive range of apples and fruits on display as well as cider making demonstrations and organised children's activities.  
Berrington Hall, near Leominster.

### Saturday, October 8 and Sunday, October 9

Big Apple Harvestime celebrating the cider heritage of Marcle Ridge.

### Saturday, October 8, 10am

Roads and Fruits, a community activity day on the Kingsland Millennium Green with juicing of ancient varieties of apples, displays, competitions and stalls.  
If you want more information please log onto [www.kingslandlife.com](http://www.kingslandlife.com) for further details.

### Saturday, October 15, 10.30am

The Apple Tree Celebration, Hereford Cathedral, to mark the new Apple Tree pavement mosaic and newly refurbished Cathedral Close.  
Includes a variety of stalls, music, dancing and family activities.

### Saturday, October 15, 10am

Leominster Apple Fair, Priory Church, Leominster.  
Includes a large display of apples, cider, perry, apple juices, stalls, craft displays and demonstrations.

### Saturday, October 15, 10am

Cider making festival, Cider Museum, Hereford, with a selection of activities including demonstrations of cider making, blacksmithing, beekeeping, apples, pears and children's activities.

### Saturday, October 15 and Sunday, October 16

The Banks family host a Celebration of Apples at Hergest Croft Gardens, Kington, from 10.30am to 4.30pm.  
Includes a plant fair, apple displays by RHS Wisley, Frank P. Matthews and Marcher Apple Network.  
There will also be talks on the heritage of apples and a chance to see the autumn colours in the garden.

### Thursday, October 27

A selection of half-term activities for children.  
Dragon Orchard, Putley, near Ledbury.

### Saturday, November 5

Cider-making Day, Dragon Orchard, Putley, near Ledbury.

### Tuesday, November 15, 2pm

A walk through Westons Orchards at harvest time with advice on orchard management from Chris Fairs (Bulmers), Tim Dixon (Colwall Orchard Group), Geoff Newman (Natural England) and Janet Lomas (FWAG).

### Sunday, December 4, 11am

Christmas Fair at the Cider Museum, Hereford, with a chance to buy some imaginative gifts with an orchardy flavour and enjoy festive entertainment.

### Sunday, December 10

Christmas Decorations from the orchard, Dragon Orchard, Putley, near Ledbury.

For a list of festivals and events go to [www.myherefordshire.com](http://www.myherefordshire.com)

## Have your say on Herefordshire Matters

We're keen to know your views on this publication - we want it to be useful and to contain information about issues you're interested in.

You can help us by letting us know what topics you'd like covered in any future edition.

Please fill in these two questions and pop the slip into an envelope. Address it to the council and the primary care trust using the address shown and you won't have to use a stamp.

The article I found most interesting was

In the next edition, I'd like to see an article about

Please cut out this section, put it in an envelope (no stamp needed) and address it to: **JOHN BURNETT, HEREFORDSHIRE COUNCIL AND NHS HEREFORDSHIRE, FREEPOST SWC2276, HEREFORD, HR1 2ZZ**

You can e-mail a suggestion or a contribution for the letters page to: [jburnett@herefordshire.gov.uk](mailto:jburnett@herefordshire.gov.uk)