



Community Meeting, Neyland Cyfarfod Cymunedol, Neyland

7pm, Monday 16th October 2017, Neyland Athletic Club

7pm, Dydd Llun 16 Hydref 2017, Clwb Athletau Neyland

CONTEXT

As with all local authorities in Wales, Pembrokeshire County Council is facing on-going financial challenges as a result of a reduction in government grants, as well as pay and demographic pressures. Approximately £40 million pounds of revenue savings had been made in the last four year. Forecasts suggest that we will need to reduce our revenue budget by a similar amount over the next four years.

ACCESS TO SERVICES

| Questions Raised / Comments Made | Note of Response |
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| The Contact Centre is not one thing or the other – it is neither a switchboard directing people through to the right service or able to deal with all enquiries at first point of call. They know about some-things but not others. Many large companies use a different model where they have smaller teams of more specialist employees to handle phone call, getting more done at first point of contact. | Noted. Access to many services and payment facilities (such as Council Tax) are now available via the Council website. Although not all services are available online at present |
| Concerns about the accessibility of the new website, didn't feel it met requirements | Noted. Concern will be raised with the web team |
| Shifting people onto the website would be challenging | Agreed. |
| Came into the Council re: Council Tax enquiry – were made to fill in lots of forms only to be told afterwards that they did not meet basic eligibility criteria – more helpful if they had been told this up front instead of having to fill in unnecessary forms | Noted. Comment will be passed to Revenues & Benefits Look at the possibility of introducing appointments, to save people having to wait around |

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| <p>Two of the buildings in Neyland had a county-wide remit (i.e. they provided a service for the whole county, not just the residents of Neyland). These were the Family Contact Centre and the Pembrokeshire Learning Centre</p> <p>Felt that the Pembrokeshire Learning Centre was not appropriate for its current use and that the site would be good for housing</p> | <p>Noted. There were a number of possible options for the Pembrokeshire Learning Centre building, which were being considered and which could include re-development to accommodate some community facilities</p> |
| <p>Proposal to demolish old school and youth club – what was happening?</p> | <p>Yes, Pembrokeshire Housing were progressing this</p> |
| <p>Old warden's bungalow – what was happening?</p> | <p>This property could only be used for housing</p> |
| <p>What other efficiencies was the Council looking at?</p> <p>What reserves did the Council have?</p> | <p>Number of examples including agile working, electronic document management system etc. Schemes could be established on an invest to save basis but schemes must deliver savings</p> <p>Council had reserves but these were often ear-marked for specific things and not for general expenditure</p> |
| <p>How was the disposal of empty buildings being managed – no savings realised unless buildings were disposed of</p> | <p>Looking at options including asset transfers (and long lease) options with communities, auctions, and, yes, would consider change of use from business to residential</p> |
| <p>Not having Council services in Neyland would not help regeneration of the town – how about having smaller teams dotted around the county?</p> | <p>Unfortunately don't have the resources to deliver this</p> |
| <p>Neyland Town Council has helped the Council support the cost of building in the current library and customer service centre in 1978. The toilets in this building were now the only public toilets in Neyland.</p> | <p>Welcomed this information, which would be investigated further</p> |
| <p>One option was to have a community library at the Athletic Club (Community Hub). Council would provide professional librarian</p> | <p>Yes, this was one of multiple possible options that could be explored</p> |
| <p>Another option was to have a community library in the existing building – drawing on support from the town council and using community volunteers. Library was</p> | <p>Yes, this was one of multiple possible options that could be explored</p> |

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| <p>refurbished in 2009 at a cost of £120,000</p> <p>Aware that there are already volunteers in libraries in Narberth and St Davids, and that this is the way that things are going. Can't see why this can't be done in existing building</p> | |
| <p>Sustaining the future of the library service in Neyland was more important than a building</p> | <p>It was agreed to hold a follow on meeting at which further information re: town council involvement with current building would be available to help inform further discussions.</p> |

WASTE AND RECYCLING SERVICES

We are using all the questions asked at the community meetings to put together a Frequently Asked Questions document for Waste and Recycling Services.