

**PEMBROKESHIRE COUNTY COUNCIL BUDGET 2019-20**

**RESPONSE FORM**

**SECTION 1: CUSTOMER SERVICE CENTRES**

**Overview of current provision**

We currently have five customer service centres. These are located in Fishguard & Goodwick, Haverfordwest, Milford Haven, Neyland and Pembroke Dock.

In Fishguard & Goodwick our customer service centre is currently combined with a tourist information centre.

In Neyland our customer service centre is currently combined with a library.

We currently have a stand-alone tourist information centre in Tenby. Tourist information centre services are also provided from libraries in Haverfordwest, Milford Haven, Pembroke and Saundersfoot.

**Customer Service Centres**

Our Customer Service Centres currently provide a wide range of face-to-face services. These are currently provided on a drop-in basis. The main services provided are as follows:

▪ Blue Badges (disabled parking badge scheme)

▪ Interviews for clients of the Revenues & Benefits service

▪ Statutory Homelessness Assessments (under the Housing Wales Act) *nb: these must be completed on the day on which a person presents themselves as homeless. Assessments are carried out in Haverfordwest. Travel warrants are issued in Centres in Fishguard, Milford Haven, Neyland and Pembroke Dock for customers needing to travel into Haverfordwest for assessment*

▪ Licensing Applications

▪ Passport Application Interviews

▪ Receipt of cash, cheque and card payments from customers for services including

Council Tax, housing rent, business rates, domiciliary care, trade waste, planning and building regulation fees

▪ Receipt of cash from other Council services including car parking, community learning centres, day centres, County Hall canteen, Scolton Manor, youth centre and schools

Because of continuing financial pressures upon the authority and a desire to move towards more cost effective means of collecting and accounting for monies coming into the Council, we have put together a number of options for each Centre as follows.

Should an agreement on changes be reached, these would be implemented during 2019-20.

**HAVERFORDWEST**

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| **Haverfordwest – Option 1**  To cease providing services from the Customer Service Centre in North Wing  To handle all simple, routine customer enquiries, which can be dealt with straight-away, at main reception in County Hall  To provide all other services currently provided in North Wing Customer Service Centre on an appointment only basis *(with the exception of Homelessness Assessments, which will continue to be provided on a drop-in basis)*  To cease accepting cash and face-to-face cheque payments for Council Tax and housing rent  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  To continue to accept cash, cheque and card payments for all other services  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |
| **Haverfordwest – Option 2**  To cease providing services from the Customer Service Centre in North Wing  To handle all simple, routine customer enquiries, which can be dealt with straight-away, at main reception in County Hall  To provide all other services currently provided in North Wing Customer Service Centre on an appointment only basis *(with the exception of Homelessness Assessments, which will continue to be provided on a drop-in basis)*  To cease accepting cash, cheque and card payments for all services  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |

**PEMBROKE DOCK**

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| **Pembroke Dock – Option 1**  To cease providing services from the Customer Service Centre in Argyle Street  To handle all simple, routine customer enquiries, which can be dealt with straight-away, at Pembroke Dock Library (*opening hours would be aligned with those of the library, except on Saturday mornings)*  To identify an alternative point for the issuing of travel warrants for customers needing to get to Haverfordwest for Homelessness Assessments, as library open hours are too restricted  To provide all other services currently provided on an appointment only basis (in Haverfordwest)  To cease accepting cash and face-to-face cheque payments for Council Tax and housing rent  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  To accept cash, cheque and card payments at Pembroke Dock Library for all other services  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |
| **Pembroke Dock – Option 2**  To cease providing services from the Customer Service Centre in Argyle Street  To handle all simple, routine customer enquiries, which can be dealt with straight-away, at Pembroke Dock Library (*opening hours would be aligned with those of the library, except on Saturday mornings)*  To identify an alternative point for the issuing of travel warrants for customers needing to get to Haverfordwest for Homelessness Assessments, as library open hours are too restricted  To provide all other services currently provided on an appointment only basis (in Haverfordwest)  To cease accepting cash, cheque and card payments for all services, with the exception of library services  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |

**MILFORD HAVEN**

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| **Milford Haven – Option 1**  To cease providing services from the Customer Service Centre in Milford Town Hall  To handle all simple, routine customer enquiries, which can be dealt with straight-away, at Milford Haven Library (*opening hours would be aligned with those of the library, except on Saturday mornings and on Tuesdays during school summer holidays)*  To identify an alternative point for the issuing of travel warrants for customers needing to get to Haverfordwest for Homelessness Assessments, as library open hours are too restricted  To provide all other services currently provided on an appointment only basis (in Haverfordwest)  To cease accepting cash and face-to-face cheque payments for Council Tax and housing rent  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  To accept cash, cheque and card payments at Milford Haven Library for all other services  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |
| **Milford Haven – Option 2**  To cease providing services from the Customer Service Centre in Milford Town Hall  To handle all simple, routine customer enquiries, which can be dealt with straight-away, at Milford Haven Library (*opening hours would be aligned with those of the library, except on Saturday mornings and on Tuesdays during school summer holidays)*  To identify an alternative point for the issuing of travel warrants for customers needing to get to Haverfordwest for Homelessness Assessments, as library open hours are too restricted  To provide all other services currently provided on an appointment only basis (in Haverfordwest)  To cease accepting cash, cheque and card payments for all services, with the exception of library and information services  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |

**FISHGUARD & GOODWICK**

Please note that, due to continuing financial pressures, we are presenting a new option for Fishguard & Goodwick Customer Service & Information Centre. If agreed it will supersede the Cabinet decision of 2nd July 2018. Submissions for the previous consultation (27/04/18 – 01/06/18) will not be re-considered.

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| **Fishguard & Goodwick – Option 1**  To cease providing Customer Service Centre services at the Town Hall in Fishguard (with the exception of issuing of travel warrants for customers to travel to Haverfordwest for Homelessness Assessments)  To provide Tourist Information Centre services from Fishguard Library on the first floor (*opening hours would be aligned with those of the library)*  To cease accepting cash, cheque and card payments for all services except Library and Information Centre services  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |

**NEYLAND**

Please note that, due to continuing financial pressures, we are presenting a new option for Neyland Library and Customer Service Centre. If agreed it will supersede the Cabinet decision of 2nd July 2018. Submissions for the previous consultation (27/04/18 – 01/06/18) will not be re-considered.

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| **Neyland – Option 1**  To cease providing Customer Service Centre services from Neyland Library & Customer Service Centre (with the exception of issuing of travel warrants for customers to travel to Haverfordwest for Homelessness Assessments)  To cease accepting cash, cheque and card payments for all services, except library services  Cash payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means *(other means could be by direct debit, online, by card etc)*  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |

**USING CUSTOMER SERVICE CENTRES**

**Do you currently use a Customer Service Centre (Centres)?** (please tick only one)

🞏 Yes 🞏 No

**If yes, which Centre(s) do you use?** (please tick all that apply)

🞏 Haverfordwest 🞏 Milford Haven 🞏 Pembroke Dock

🞏 Neyland 🞏 Fishguard & Goodwick

**If yes, do you currently pay by cash or cheque for services at a Customer Service Centre?** (please tick only one)

🞏 Yes 🞏 No

**If yes, does this include** (please tick all that apply)

🞏 Council Tax 🞏 Housing rent

**If you are currently paying for any services at a Customer Service Centre please tell us if you could pay by another means?** *(other means could be by direct debit, online, by card etc) (please tick only one)*

🞏 Yes 🞏 No 🞏 Don’t know / not sure

**If you currently use a Customer Service Centre (Centres) please tell us what impact ceasing of service could have for you**

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**OTHER COMMENTS**

**Please use this space to make any comments you have about the options proposed for Customer Service Centres or to put forward any alternative suggestions**

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**SECTION 2: TENBY TOURIST INFORMATION CENTRE**

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| Pembrokeshire County Council to cease providing Tenby Tourist Information Centre |
| **Option 1**  To develop a community / town council supported Tourist Information Centre in Tenby  *(nb: this may be in a different location from present)*  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |
| **Option 2**  Discontinue Tenby Tourist Information Centre  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |

**OTHER COMMENTS**

**Please use this space to make any comments you have about the options proposed for Tenby Tourist Information Centre or to put forward any alternative suggestions**

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**SECTION 3: REGISTRARS SERVICES**

At present, Registration Service functions are located at Cherry Grove in Haverfordwest.

Because of continuing pressures on the authority’s budget and a commitment to vacate the offices at Cherry Grove, we are now presenting a number of options for the re-location of Registration Services

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| **Registrars – Statutory Services** |
| Relocate statutory registrars’ service from current location in Cherry Grove. Provide a venue at which statutory registrar functions are undertaken, including the record of births, marriages and deaths and the conduct of civil marriage and partnership ceremonies |
| **Option 1**  County Hall, Haverfordwest  **Please indicate to what extent you find this:**  o Acceptable            o Neither             o Unacceptable             o Not sure / don’t’ know  *Please tick only one option* |
| **Option 2**  Prendergast Archives, Haverfordwest  **Please indicate to what extent you find this:**   Acceptable             Neither              Unacceptable              Not sure / don’t’ know  *Please tick only one option* |

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| **Registrars – Non Statutory Services** |
| Relocate non-statutory services from current location in Cherry Grove. Provide facilities in addition to statutory services at County Hall or Prendergast Archives (see above), at which non-statutory functions can be undertaken (i.e. non-statutory rooms which can be hired out for the conduct of civil marriage and partnership ceremonies) |
| **Option 1**  Scolton Manor, nr Haverfordwest  **Please indicate to what extent you find this:**   Acceptable             Neither              Unacceptable              Not sure / don’t’ know  *Please tick only one option* |

**OTHER COMMENTS**

**Please use this space to make any comments you have about the options proposed for Registrars Services or to put forward any alternative suggestions**

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**SECTION 4: RE-LOCATION OF LICENSING SERVICES TO THORNTON INDUSTRIAL ESTATE**

At present, back-off functions for the Licensing Service are located at Cherry Grove in Haverfordwest. A number of customer-facing services are provided via the Customer Service Centre in North Wing *(i.e. acceptance of application fees and scanning / copy of documents to support applications)*

Because of continuing pressures on the authority’s budget and a commitment to vacate the offices at Cherry Grove, we are now presenting a number of options for the re-location of Licensing Services to Thornton Industrial Estate

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| **Option 1 - Licensing Services**  To re-locate back-office licensing services to Thornton Industrial Estate and to continue to provide customer-facing services from main reception in County Hall  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |
| **Option 2 - Licensing Services**  To re-locate back-office licensing services to Thornton Industrial Estate, with acceptance of application fees and scanning / copying of documents to support applications being undertaken at reception at Thornton Depot  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |
| **Option 3 - Licensing Services**  To re-locate back-office licensing services to Thornton Industrial Estate, with scanning / copying of documents to support applications being undertaken at reception at Thornton Depot. To discontinue accepting cash and face-to-face cheque and card payments for licensing applications  **Please indicate to what extent you find this:**  🞏 Acceptable 🞏 Neither 🞏 Unacceptable 🞏 Not sure / don’t’ know  *Please tick only one option* |

**OTHER COMMENTS**

**Please use this space to make any comments you have about the options proposed for Licensing Services or to put forward any alternative suggestions**

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**SECTION 5: HIGHWAY MAINTENANCE AND STREET CLEANSING**

We are proposing a £432,000 cost reduction / efficiency saving in the Highway maintenance budget and a £60,000 reduction in our street cleansing budget for 2019 – 20. The reduction in the Highway maintenance budget will impact on structural maintenance, maintenance of bridges / highways structures and street lighting

**Please indicate to what extent you find each of these acceptable / unacceptable**

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| --- | --- | --- | --- | --- |
|  | **Acceptable** | **Neither** | **Unacceptable** | **Not sure/don’t know** |
| Reduction in structural maintenance (dressing, surfacing, minor works) |  |  |  |  |
| Reduction in maintenance of bridges / highways structures |  |  |  |  |
| Continue established policy of decommissioning isolated street lights, LED conversion of lamps, dimming where possible |  |  |  |  |
| Reduction in street cleansing |  |  |  |  |

**OTHER COMMENTS**

**Please use this space to make any comments you have about the options proposed for Highway Maintenance and Street Cleansing or to put forward any alternative suggestions**

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**SECTION 6: BUDGET CONTINGENCY 2019-20**

The achievement of £8.7m of the proposed cost reductions/efficiencies for 2019-20 has been rated as medium-high risk. Due to this, the significant risk of unforeseen and unplanned budget pressures happening over the year, together with uncertainty over the impact of Brexit, it was deemed prudent to create a contingency for 2019-20.

**Do you think that we should have a contingency for 2019-20?** (please tick only one)

🞏 Yes 🞏 No 🞏 Not sure / don’t know

**If yes, please indicate at what level you think the contingency for 2019-20 should be**

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| **Level** | Please tick only one |
| £0.4m |  |
| £1.0m |  |
| £1.6m |  |
| £2.2m |  |
| Other (please specify) |  |

*n.b. a contingency for 2019-20 above £1.0m could result in cost reductions and efficiencies in addition to those identified needing to be found and/or a higher increase in Council Tax*

**SECTION 7: COUNCIL TAX**

We are presenting four Council Tax increase options:

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| **Current Council Tax Band D £993.54** | | | | |
| **Option** | **Increase** | **New Band D Total** | **Total Additional Revenue** | **Impact on Funding Gap 2019-20** |
| Option 1 | £1.50 per week, £78 per year\* | £1,071.54 | £4.22m | £0.93m under (i.e. cost reductions and efficiencies in addition to those identified will need to be found) |
| Option 2 | £1.89 per week, £98.28 per week\* | £1,091.82 | £5.31m | £0.17m over (i.e. possible mitigation of small number of cost reductions and efficiencies already identified) |
| Option 3 | £2.00 per week, £104 per year\* | £1,097.54 | £5.62m | £0.48m over (i.e. possible mitigation of small number of cost reductions and efficiencies already identified) |
| Option 4 | £3.00 per week, £156 per year\* | £1,149.54 | £8.43m | £3.29m over (i.e. possible mitigation of significant number of cost reductions and efficiencies already identified) |

*\*Based on 52 weeks*

**Please indicate to what extent you find each of these acceptable / unacceptable**

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|  | **Acceptable** | **Neither** | **Unacceptable** | **Not sure / don’t know** |
| Option 1 £1.50 p/w |  |  |  |  |
| Option 2 £1.89 p/w |  |  |  |  |
| Option 3 £2.00 p/w |  |  |  |  |
| Option 4 £3.00 p/w |  |  |  |  |

**OTHER COMMENTS**

**Please use this space to make any comments you have about the options proposed for Council Tax or to put forward any alternative suggestions**

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**SECTION 7: ABOUT YOU**

**Are you responding as?** (please tick all that apply)

🞏 Pembrokeshire resident

🞏 Owner of a second / empty home in Pembrokeshire

🞏 Pembrokeshire business

🞏 Representative of an organisation (please specify) ………………………………………………

<https://www.pembrokeshire.gov.uk/equalities/why-do-we-ask-equality-questions>

**Are you?** (please tick only one)

🞏 Male 🞏 Female 🞏 Prefer another term 🞏 Prefer not to say

**Are you?** (please tick only one)

🞏 Aged 16 or under 🞏 Aged 25 – 64 🞏 Aged 75 or over

🞏 Aged 17 – 24 🞏 Aged 65 – 74 🞏 Prefer not to say

**Do you have dependent children aged 18 or under?** (please tick only one)

🞏 Yes 🞏 No 🞏 Prefer not to say

**Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?** (please tick only one)

🞏 Yes 🞏 No 🞏 Prefer not to say

**Do you provide regular, unpaid, substantial care for a relative, friend or neighbour who is unable to manage at home without help because of sickness, age or disability?** (please tick only one)

🞏 Yes 🞏 No 🞏 Prefer not to say

**What is your total household income each year?** (please tick only one)

🞏 Under £10,000 🞏 £15,001 - £25,000 🞏 Over £40,000

🞏 £10,001 - £15,000 🞏 £25,001 - £40,000 🞏 Prefer not to say

**If you feel that your response to this survey has been influenced (positively or negatively) because of any of the following: your ethnic origin, gender, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents, please give details below:**

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Thank you for your time

Your responses will be compiled into a report, which will be considered by Cabinet at its meeting on 11th February 2019 and by Council on 21st February 2019. A final decision on the Council Budget for 2019-20 will be made by Council at its meeting on 21st February 2019.

Once complete, please return to: [surveys@pembrokeshire.gov.uk](mailto:surveys@pembrokeshire.gov.uk) or Pembrokeshire County Council, Policy, 2D County Hall, Haverfordwest, SA61 1TP.

Please complete by **Friday 18th January 2019**.