

ACCESS TO SERVICES PHASE ONE CONSULTATION

Proposed Changes to Customer Facilities in Fishguard, Neyland, Milford Haven and Pembroke

BACKGROUND

We know from previous engagement and consultation activities that you think we have too many buildings.

In the summer of 2017, we began a review of buildings housing customer facilities in towns throughout Pembrokeshire.

The aim of the review was to establish whether we could bring customer facilities together in a smaller number of buildings to form 'community hubs' or 'one-stop-shop' services, whilst maintaining an acceptable level of access to services across the county.

As with all local authorities in Wales, Pembrokeshire County Council is facing ongoing financial challenges. This is as a result of reduction in Welsh Government grants, as well as service and demographic pressures.

As well as increasing convenience for customers, bringing facilities together in a smaller number of buildings can help to reduce facility costs. It will also provide opportunity for employees to up-skill to be able to deliver more than one service and to encourage greater community involvement in provision.

ENGAGEMENT PHASE

In October 2017, we invited local residents and community representatives to attend a series of ten 'Your Town, Your Say' meetings to look at the customer facilities we provided in each location. Meetings took place in Crymch, Fishguard and Goodwick, Haverfordwest, Narberth, Neyland, Milford Haven, Pembroke, Pembroke Dock, St Davids and Tenby.

We also published presentations given, and notes taken, at each meeting on our website at: <https://www.pembrokeshire.gov.uk/have-your-say/your-town-your-say>

Numerous engagement phase meetings have also taken place with service providers and Council Members. Additional stakeholder meetings were also held at Milford Haven Leisure Centre and in Neyland.

Since the end of 2017, we have been working to assess the feasibility of the ideas generated and are now in a position to be able consult formally on deliverable options for a number of customer facilities. Other of the ideas generated require further feasibility assessment and are likely to be included in a second phase consultation later this year.

FORMAL CONSULTATION – OPTION SUMMARY

We are now in a position to be able to consult formally on deliverable options for the following customer facilities:

Fishguard and Goodwick – Option 1
To relocate the Customer Service and Information Centre from the ground floor of the Town Hall to the Library on the first floor*, providing space for another facility on the ground floor
AND to stop accepting cash payments at the Customer Service and Information Centre. Payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means

**Opening hours for the Customer Service and Information Centre would be aligned with those of the library, except on Saturday mornings when the information function would be provided by the library.*

Neyland – Option 1	Neyland – Option 2
To provide Customer Service Centre facilities at the Library one day a week	To cease providing a Customer Service Centre facility in Neyland AND payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means

Milford Haven – Option 1
Maintain Library and Information Centre in current location. Relocate the Customer Service Centre and Housing team from Milford Haven Town Hall to the Library and Information Centre*

**Customer Service Centre and housing office hours would be aligned with those of the library, except on Saturday mornings and on Tuesdays during school summer holidays. The information function is already provided by the library.*

Pembroke – Option 1	Pembroke – Option 2
To develop a community/town council supported Library and Information Centre in Pembroke, along the lines of models currently in operation elsewhere in Pembrokeshire such as in Fishguard, Narberth, Newport and St Davids	To cease providing the current Library and Information Centre facility in Pembroke and replace with a mobile facility

YOUR VIEWS

You can give your views on each of the options put forward. You can also put forward your own, alternative, options if you wish to do so.

The feedback we receive will be compiled into a consultation report, which will be used to inform and integrated impact assessment. These documents will be considered by Cabinet when it makes a final decision. It is anticipated that this will be at its meeting on 2nd July 2018.

You can give your views online at www.pembrokeshire.gov.uk/haveyoursay

Alternatively, please complete the attached response form and scan in and email to surveys@pembrokeshire.gov.uk or post to Pembrokeshire County Council, Policy 2D, County Hall, Haverfordwest, SA61 1TP

The deadline for responses is Friday 1st June 2018

MYNEDIAD I WASANAETHAU YMGYNGHORI CAM UN

Newidiadau Arfaethedig i Gyfleusterau Cwsmeriaid yn Abergwaun, Neyland, Aberdaugleddau a Phenfro

CEFNDIR

Gwyddom ar ôl gweithgareddau ymgysylltu ac ymgynghori blaenorol eich bod o'r farn bod gennym ormod o adeiladau.

Yn ystod haf 2017, gwnaethom ddechrau adolygu adeiladau lle darperir cyfleusterau cwsmeriaid mewn trefi yn Sir Benfro.

Nod yr adolygiad oedd sefydlu p'un a allem ddwyn cyfleusterau cwsmeriaid at ei gilydd mewn llai o adeiladau er mwyn ffurfio 'canolfannau cymunedol' neu wasanaethau 'siop un stop', tra'n cynnal lefel dderbyniol o fynediad i wasanaethau ledled y sir.

Fel pob awdurdod lleol yng Nghymru, mae Cyngor Sir Penfro yn wynebu heriau ariannol parhaus. Mae hyn o ganlyniad i'r ffaith bod Llywodraeth Cymru yn cynnig llai o grantiau, yn ogystal â phwysau o ran gwasanaethau a demograffeg.

Yn ogystal â gwella cyfleustra i gwsmeriaid, gall dwyn cyfleusterau ar ei gilydd mewn llai o adeiladau helpu i leihau costau cyfleusterau. Bydd hefyd yn gyfle i gyflogeion wella eu sgiliau er mwyn gallu darparu mwy nag un gwasanaeth, ac i annog y gymuned i ymwneud yn fwy â'r ddarpariaeth.

CAM YMGYSYLLTU

Ym mis Hydref 2017, gwnaethom wahodd trigolion lleol a chynrychiolwyr y gymuned i fynychu cyfres o 10 o gyfarfodydd 'Eich Tref Chi, Eich Llais Chi' er mwyn edrych ar y cyfleusterau cwsmeriaid roeddem yn eu darparu ym mhob lleoliad. Cynhaliwyd cyfarfodydd yng Nghrymych, Abergwaun ac Wdig, Hwlfordd, Arberth, Neyland, Aberdaugleddau, Penfro, Doc Penfro, Tyddewi a Dinbych-y-pysgod.

Gwnaethom hefyd gyhoeddi'r cyflwyniadau a roddwyd, a'r nodiadau a gymerwyd, ym mhob cyfarfod, ar ein gwefan yn: <https://www.sir-benfro.gov.uk/dweud-eich-dweud/eich-tref-chi-eich-llais-chi>

Cynhaliwyd nifer o gyfarfodydd cam ymgysylltu gyda darparwyr gwasanaethau ac Aelodau'r Cyngor hefyd. Cynhaliwyd cyfarfodydd ychwanegol i randdeiliaid yng Nghanolfan Hamdden Aberdaugleddau ac yn Neyland hefyd.

Ers diwedd 2017, rydym wedi bod yn gweithio i asesu dichonoldeb y syniadau a gynigiwyd ac rydym bellach mewn sefyllfa i allu ymgynghori'n ffurfiol ar yr opsiynau y gellir eu cyflawni ar gyfer nifer o gyfleusterau cwsmeriaid. Mae angen i ni asesu dichonoldeb y syniadau eraill a gynigiwyd ymhellach ac mae'n debygol y cânt eu cynnwys mewn ymgynghoriad ail gam yn ddiweddarach eleni.

YMGYNGHORIAD FFURFIOL – CRYNODEB O'R OPSIYNAU

Rydym bellach mewn sefyllfa i allu ymgynghori'n ffurfiol ar yr opsiynau y gellir eu cyflawni ar gyfer y cyfleusterau cwsmeriaid canlynol:

Abergwaun ac Wdig – Opsiwn 1
Symud y Ganolfan Gwasanaethau i Gwsmeriaid/Canolfan Croeso o lawr gwaelod Neuadd y Dref i lawr cyntaf* y Llyfrgell, gan wneud lle ar gyfer cyfleuster arall ar y llawr gwaelod
A rhoi'r gorau i dderbyn taliadau arian parod yn y Ganolfan Gwasanaethau i Gwsmeriaid/Canolfan Croeso. Caiff taliadau'r Dreth Gyngor a rhent tai eu derbyn yn y Swyddfa Bost, i'r rheini na allant dalu mewn unrhyw ffordd arall

**Byddai oriau agor y Ganolfan Gwasanaethau i Gwsmeriaid/Canolfan Croeso yn cyd-fynd ag oriau agor y llyfrgell, heblaw am fore dydd Sadwrn, pan fyddai'r llyfrgell yn darparu'r gwasanaeth gwybodaeth.*

Neyland – Opsiwn 1	Neyland – Opsiwn 2
Darparu cyfleusterau'r Ganolfan Gwasanaethau i Gwsmeriaid yn y Llyfrgell un diwrnod yr wythnos	Rhoi'r gorau i ddarparu cyfleuster Canolfan Gwasanaethau i Gwsmeriaid yn Neyland a caiff taliadau'r Dreth Gyngor a rhent tai eu derbyn yn y Swyddfa Bost, i'r rheini na allant dalu mewn unrhyw ffordd arall

Aberdaugleddau – Opsiwn 1
Cadw Llyfrgell a Chanolfan Wybodaeth yn y lleoliad presennol. Symud y Ganolfan Gwasanaethau i Gwsmeriaid a'r tîm Tai o Neuadd y Dref yn Aberdaugleddau i'r Llyfrgell a Chanolfan Wybodaeth*

**Byddai oriau'r swyddfa dai a Chanolfan Gwasanaethau Cwsmeriaid yr un fath ag oriau'r llyfrgell, heblaw am ar fore Sadwrn ac ar dydd Iau yn ystod gwyliau'r ysgol yn yr haf. Mae swyddogaeth wybodaeth yn cael ei darparu gan y llyfrgell yn barod.*

Penfro – Opsiwn 1	Penfro – Opsiwn 2
Datblygu Llyfrgell a Chanolfan Wybodaeth ym Mhenfro a gefnogir gan y cyngor cymuned/tref, sy'n debyg i fodolau sydd eisoes ar waith mewn llefydd eraill yn Sir Benfro, yn Abergwaun, Arberth, Trefdraeth a Thyddewi	Rhoi'r gorau i ddarparu'r cyfleuster Llyfrgell a Chanolfan Wybodaeth presennol ym Mhenfro a chael cyfleuster symudol yn ei le

EICH BARN

Gallwch fynegi eich barn ar bob un o'r opsiynau a gynigiwyd. Gallwch hefyd gynnig eich opsiynau amgen eich hun os hoffech wneud hynny.

Bydd yr ymateb a gawn yn cael ei lunio'n adroddiad ymgynghori, fydd yn cael ei ddefnyddio i ysbrydoli asesiad cyfannol o'r effaith. Bydd y Cabinet yn ystyried y dogfennau hyn pan fydd yn gwneud penderfyniad terfynol. Y disgwyl yw y bydd hyn yn ei gyfarfod ar 2il Gorffennaf 2018.

Gallwch roi eich barn ar-lein yn www.sir-benfro.gov.uk/dweud-eich-dweud

Fel arall, llenwch y ffurflen ymateb atodol, ei sganio a'i hanfon drwy e-bost i surveys@pembrokeshire.gov.uk neu ei phostio i Gyngor Sir Penfro, Polisi 2D, Neuadd y Sir, Hwlfordd, SA61 1TP

Y dyddiad cau ar gyfer cyflwyno ymatebion yw dydd Gwener, 1 Mehefin 2018