

SPECIAL MEETING OF THE TOWN COUNCIL**3rd February 2020****TOWN CLERK'S REPORT****1. Letter of thanks**

Conwy Yacht Club

"Dear Conwy Town Council, I am writing to thank you for your cheque for £110.00 which is very much appreciated. We are pleased that the two Events were enjoyed by so many, and the Conwy Yacht Club was pleased to help the local Community, yours sincerely Christopher Brigg, Treasurer"

2. CCBC

Forward Work Plan

The January forward work plan is available here

<https://modgoveng.conwy.gov.uk/mgListPlanItems.aspx?PlanId=693&LLL=0>

The February forward work plan is available here

<https://modgoveng.conwy.gov.uk/mgListPlanItems.aspx?PlanId=695&LLL=0>

Meetings

- a) The special meeting of the Economy and Place Overview and Scrutiny Committee to consider the revised Local Development Plan (LDP) on 10/02/10 at 5.30pm has been cancelled. This is due to several reasons (which are out of our control) including the need to consider the National Development Framework and the implications on evidence and policies. A new timetable is being devised and will be presented to the Task and Finish Group shortly for consideration.
- b) The meeting of the Finance and Resources Overview and Scrutiny Committee scheduled for 11/5/20, 10.00 am has been moved to 27/4/20 10.00 am due to the Police and Crime Commissioner's election.

3. Events

North Wales Walled Towns Friendship Circle Annual Dinner, 15th February 7pm at the Caernarfon Golf Partners are welcome to attend.

4. CCBC Recycling Banks

We will be removing recycling banks around Conwy county from this week. In most locations all recycling banks will be removed, but we will be replacing them with smaller modular banks for cans and glass only in Llanfairfechan, Pentrefoelas, Colwyn Bay, Betws y Coed, Eglwysbach, Trefriw, Llanfairtalhaiarn and Pandy Tudur. Signs have been put on the recycling banks to give advance warning to residents. Over the last few years, residents have been using recycling banks less and less, because kerbside recycling collections makes it easy to recycle glass, cans and paper at home. We have seen a 79% drop in the tonnage collected since 2009. There will also be community benefits with the reduction of dumping and broken glass in these areas. Please reassure your residents that after a party, they can put extra glass recycling in a box for collection on their usual recycling day. We know that businesses have also been using the recycling banks, although they are not for commercial use. If you get enquiries from any local businesses, please let them know that they can arrange a commercial waste collection from the Council. There is more information on our website here: www.conwy.gov.uk/en/business/trade-waste If you have any questions about the change in this service, please contact us on 01492 575337 or on erf@conwy.gov.uk.

5. Health Watchdog – Eye Care Services

Health watchdog says too many people in Wales are still waiting too long to get the eye care services they need. Community Health Councils (CHCs) in Wales are concerned that too many people in Wales are still at risk of "irreversible harm or significant adverse outcome" because they are waiting too long for an eye care appointment. CHCs are an independent watchdog of NHS services within Wales. They encourage and enable members of the public to be actively involved in decisions affecting the design, development and delivery of healthcare for their families and local communities. In 2016 CHCs in Wales published a national report raising concerns about long waits for people needing a first or follow up appointment for eye care services.

Since then health boards across Wales have taken a range of actions to address long waits, have shown a real commitment to improving eye care services for people living in their areas. Some of the actions taken by health boards have clear benefits for people. For example, the introduction of community-led services means people can get to their appointment closer to home. Extending the roles of some eye-care professionals is also appearing to help release consultant capacity. The Welsh Government has introduced new measures so that performance can be better monitored, improvement actions targeted at those most at risk of permanent harm. These actions have not yet led to a better service for far too many people. John Pearce, Chair of the Board of Community Health Councils in Wales, said: “Too many people are still waiting too long to access the eye care services they need. According to the Welsh Government’s new measures this means that, in August 2019, over 40,000 people in Wales were at risk of “irreversible harm or significant adverse outcome” as a result. This is simply not good enough. More clearly needs to be done so that people across Wales get the eye care treatment they need where and when they need it. Learning from the progress that has been made in some areas, the Welsh Government and the NHS in Wales need to do more. In particular, further action is needed to: reduce the current backlog of people waiting for appointments, make sure longer-term plans are capable of providing an equitable service that meets the increasing demand for eye care services across Wales”. The CHCs say that they will continue to monitor how things are going in their areas.

6. Local Government and Elections (Wales) Bill

The Bill includes provisions for:

Reforming electoral arrangements for local government, including: extending the voting franchise to 16 and 17 year olds and foreign citizens legally resident in Wales, changes to voter registration, and enabling a principal council to choose between the ‘first past the post’ or the ‘single transferable vote’ voting systems; A general power of competence for principal councils and eligible community councils; Reforming public participation in local democracy; The leadership of principal councils, including to encourage greater diversity amongst executive members and establishing a statutory position of chief executive; The development of a framework and powers to facilitate more consistent and coherent regional working mechanisms; A new system for performance and governance based on self-assessment and peer review, including the consolidation of the Welsh Ministers’ support and intervention powers; Powers to facilitate voluntary mergers of principal councils and restructuring a principal area; Local government finance including non-domestic rating and council tax; Miscellaneous provisions relating to: information sharing between regulators, abolition of community polls, fire and rescue authorities, the Local Democracy and Boundary Commission for Wales, and Public Service Boards.

The Full document was emailed 17/01/2020. Should you require the email to be re sent please ask the Office.

7. Transport Barriers to Employment in North Wales: Commissioned Research

Wrexham Glyndwr University has been commissioned to undertake quantitative and qualitative research, to identify where travel barriers exist in finding employment in North Wales and what the most effective solutions would be to remove them. The research includes a survey which is intended to obtain views from employers, employees, students, job seekers and others. Could you help us with this research by completing this survey and then, if possible, circulating it to staff in your employment? The link to the survey is <http://www.transport-barrier.cymru/> Once the research is concluded Glyndwr University will make recommendations regarding the potential solutions; this information will be made available to all North Wales local authorities and may be used to inform future transport planning decisions. Thank you very much for your assistance. If you have any questions, please email Iolo Madoc-Jones: i.m.jones@glyndwr.ac.uk

8. Citizens Advice Information

Citizens Advice Conwy facts & figures newsletter.

I really would appreciate you taking the time to read this newsletter & if you wish to arrange a visit or meeting & / or have any questions please do not hesitate to contact me.

SERVICE DELIVERY

1 April 2019 – 30 September 2019 & 1 April 2018 – 30 September 2018 Citizens Advice Conwy during quarters 1 & 2 in 2018: • saw 4,276 new service users • assisted with £1,946,707 of debt • achieved financial gains of £ 1,116,427 Citizens Advice Conwy during quarters 1 & 2 in 2019: • saw 6,574 new service users •

assisted with £5,355,555 of debt • achieved financial gains of £1,158,823 • Citizens Advice Conwy has an active referral partnership pathway with 17 current referral partners across the County. During April to = September 2019 we received 33 partnership referrals. Comparators: •2,298 additional new service users seen between 1 April 2019 to 31 December 2019 compared to the same period in 2018 – an overall 21% increase in new clients • a total 47% increase in total new debt clients. Citizens Advice Conwy is the only organisation within the Conwy County Borough who delivers advice & information services to meet the needs & circumstances of each individual & family. Paid staff & volunteers are fully trained & experienced to deliver for example, welfare benefit, debt, employment, housing, consumer & immigration advice to each service user. Enabling & ensuring a fully holistic service is provided to a service user to avoid the recurring ‘revolving door’ which occurs when each complex need is not identified & addressed thus preventing recurring issues e.g. council tax arrears, rent arrears, increased debt. Welfare Benefit, debt or employment advice, delivered as one presenting issue for example, will not address the needs of the service user & create a situation that recurs and / or escalates. Citizens Advice Conwy is the only organisation in the statutory & not for profit sector delivering advice & information services within the Conwy County Borough who has, to date, achieved: • the Welsh Governments Information & Advice Quality Framework mark • are nationally recognised & compliant Debt Intermediaries • have Specialist Caseworkers in debt, welfare benefits, housing, employment & immigration • is compliant with the specialist requirements of the manager, supervisor, caseworker & advisor. Citizens Advice Conwy: • hold the Advice Quality Standard mark • has an active Welsh Government compliant Welsh Language development plan • delivers nationally accredited financial capability & energy advice • delivers bilingual advice & information services in English, Welsh & Polish. Citizens Advice Conwy are independently audited annually in respect of: • Strategic business planning • Risk management • People management • Operational Performance management • Partnership working • Research & campaigning • Equality • Advice Quality Standards in generalist advice & specialist welfare benefit & debt advice. FUNDING 2019/2020 From 1 January until 31 December 2019, Citizens Advice Conwy received Welsh Government & Money Advice Service (Debt), funding of circa £191,424. From 1 January 2020 to 31 December 2020, Citizens Advice Conwy are to receive £195,500 to deliver advice services to include generalist & specialist debt & welfare benefit enquiries.

Current CCBC 2019/2020 funding: Adult & Community Services / Revenues & Benefits: £112,390.70: to provide free, independent, impartial and confidential advice, generalist & specialist information and advice services to service users throughout the County Borough of Conwy & to ensure effective recruitment of volunteers to meet service needs. Housing Solutions: £17,000 working directly with the Conwy Housing Solutions team, provide homelessness prevention advice, information & financial capability services to service users. Citizens Advice Conwy attracted £372,315 funding during 2018/2019 with CCBC funding being 30 % of this amount i.e. £110,695. Citizens Advice Conwy attracted £401,225 funding during 2019/2020 with CCBC funding being 28% of this amount i.e. £112,390. Taking 30% as a ball park figure, during the first two quarters of 2019/2020 alone, 1,972 new service users benefited from Citizens Advice Conwy’s CCBC funded specialist & generalist services. Without the funding Citizens Advice Conwy received from CCBC & the Llandudno Town Council, Citizens Advice Conwy would not be in a position to generate the funding we currently achieve to enable: •community delivered quality bilingual advice & information services • employing 14 paid staff, all living within the Conwy County Borough • manage & supervise 35 volunteers who collectively provided a financial value of £222,409, an amount equivalent to 7 full time paid staff during 2018/2019 Welsh Government Single Advice Funding, during 2020 is a reduction in the money previously received from Welsh Government & the Money Advice Service. The Single Advice Fund client groups are specific i.e. Domestic Violence, Older People, Carers, Veterans, Children & Younger People.

Citizens Advice Conwy currently sees services users for both Specialist & Generalist Advice, from outside of these specified groups, funding received from CCBC. It is envisaged that Single Advice Fund service users will represent around the same percentage of people previously being seen through Welsh Government funding, leaving an increasing number of service users to be seen through CCBC funding & various. Citizens Advice Conwy volunteers & paid staff work as a team to enable the open-door face to face, dedicated telephone line, webchat & specialist appointment services be delivered within community venues, dedicated to meeting service user needs across & within the Conwy County Borough communities in times of crisis. Without this service complimenting other Not For Profit services delivered within the County, there would have been circa 13,000 new service users enquiries presenting to CCBC for generalist & specialist advice & information services during 1 April 2019 to 31 March 2020.