

**SPECIAL MEETING OF THE TOWN COUNCIL****8<sup>th</sup> JUNE 2020****TOWN CLERK'S REPORT****1. CCBC**

## a) Meetings

Cabinet 2pm, 9/8/20

Following recent advice around COVID 19 and with the aim of reducing/slowing down the spread of the virus we have been asked to review the necessity for meetings (especially large meetings with over 10 people attending). The emphasis is on holding business critical meetings only. As a result it has been decided by the Leader that this meeting will be cancelled.

## b) RLDP Newsletter

<https://www.conwy.gov.uk/en/Resident/Planning-Building-Control-and-Conservation/Replacement-LDP/Replacement-Local-Development-Plan.aspx>

**2. Courses/Conferences/workshops**

Cancellations of One Voice Wales area committee meetings due to the epidemic.

Conwy/Denbighshire - 1st July, Carmarthen 15th July, Ceredigion 8th July, Wrexham and Flintshire - 16th June, Ynys Môn 25th June. We will be in contact later in the year with details of our programme for the rest of the year.

**3. Events**

Complaints Handling in the Public Sector Forum - Streamed Live on Wed 30th Sept. Westminster Insight will be live streaming all forthcoming events while social distancing measures are in place. The safety and wellbeing of our delegates, speakers and staff will always be our top priority. Join our online events to stay connected and share best practice with speakers and colleagues. Our timely Complaint Handling in the Public Sector forum will feature contributions from trailblazing public sector organisations on how to utilise complaints to inform organisational strategies and transform services. Confirmed speakers:

- (Keynote) James Walker, Group CEO & Founder, Resolver
- Jennifer Ryans, Head of Dispute Resolution, Housing Ombudsman
- Stuart Purcell, Chair, National Complaint Managers Group
- Anitha Pillai, Corporate Complaints and Insight Manager, London Borough of Redbridge
- Liz Olney, Deputy Director of Customer Change and Innovation, HM Courts & Tribunals Service
- Oliva Clymer, Chief Executive Officer, Health Watch Central West London
- Ian Weedall, Community Engagement Advocate, Advocacy Focus

We will explore how to improve internal processes, reduce escalated complaint volumes at all stages and meet statutory guidelines. You will learn how to manage unreasonable complaint behaviour, collaborate effectively with advocates and handle complaints through alternative channels. Key Points:

- Utilising complaints to transform services and improve service user experience
- Adopting a customer centric approach to better understand complainants and their concerns
- Handling complaints effectively to reduce complaint volumes and encourage early resolution
- Creating clear policies to reduce unreasonable complainant behaviour and empower staff

Forum details: Wednesday 30th Sept 2020 09:00 – 13:30 BST Streamed Live. View the agenda -->

<https://conference-insight.com/event/3483/TXVZZO-a99588>, Book your place --> <https://conference-insight.com/booking/3483/TXVZZO-a99588>

**4. North and Mid Wales Association of Local Councils – Monthly Report**

MONTHLY REPORT – MAY 2020 – No 2

1. Administration - The first update report (April) set out how the administration will work for the lockdown period. There will be a monthly report on activities of the Association including following up any issues raised by Members.

Regular meetings can recommence when the Welsh Government confirms that it is safe to do so.

2. Financial - The finances of the Association are good. The annual accounts are attached to this report A
3. Health - A report from the Betsi Cadwaladr University Trust is attached at B. They are provisionally booked to attend the AGM.
4. Trains - The formation of a North Wales Coast Line Liaison format with the Rail Companies is still being assessed and discussion continue before a paper can be ready to members to approve.
5. Homeless (veterans) - The motion put forward by the President was put the vote in April – all votes received are in favour. The Association will now write to the authorities supporting the motion. Further contact with Welsh Government on the subject is being made and report will be included in the June 2020 report.

Also we request that you please ask your Council if they are prepared as a Town or Community Council to support the motion.

6. Business Rates - The votes on this subject were not conclusive. Therefore the subject will be deferred until the Association can meet again.
7. Council Tax - The votes on this subject were not conclusive. Therefore the subject will be deferred until the Association can meet again.
8. Local Government and Elections Bill 2020 The results of the Welsh Assembly Committee and recommendations to Welsh Government have been published on the web site.

The list of recommendations in the last update was those made by the Welsh Assembly Committee – not our own – and will therefore form the basis of the next stages.

The bill will now progress to its next stage.

9. Tourism - The most important information on Tourism in 2020 season and how it has been affected by the Coronavirus situation is listed here:

a) Substantial reduction in public transport use. b) Financial shortfall for public transport companies due to drop in passengers. c) Reduced timetables on all lines (mainly and Sunday service). d) Tourism and its long term effect on the economy. e) The Police are doing their best to restrict unnecessary travel into Wales with some success. f) There is strong feeling in the towns and villages of Mid Wales towards those using second homes or visiting with a stern message of 'stay away'. See report issued to Welsh Tourism Associations at appendix C. What actions the Association should be involved in will no doubt evolve over the coming weeks and months.

10. Coronavirus update - The latest information that we have from Government on this subject which might affect the Cambrian Lines is:

a) The Welsh Government has proposed a traffic light system of approach to reducing the effects of the lockdown.

b) The number of coronavirus cases is low in Powys, Ceredigion and Gwynedd at this time.

c) The chances of any real return to anything like normal in 2020 is slim.

Some minor restrictions were lifted from 11/5/2020/ The BBC has extensive (to say the least – nothing else much on the news) coverage for full information.

11. Business Rates for Hospitals and Schools. A Welsh Government Consultation has just been released on the subject and a paper on this will be published on the Associations web site and circulated to you all.

23. Anything else If any member council has an issue or idea which they would like followed up please email the secretary on [supercommuter@mail.com](mailto:supercommuter@mail.com)

The full report is available to Councillors on request.

## 5. Supporting Tarian Cymru with PPE

I am writing to you on behalf of Tarian Cymru, a voluntary group that is providing PPE to health and care workers in Wales during the COVID-19 crisis. The initiative was set up after many of us heard from friends in hospitals, GP surgeries and various health organizations, that they were losing sleep and worried about their health because of the serious lack of standard PPE. Since our work began, we have heard heartbreaking stories - health and care workers relying on ponchos from Alton Towers, others sharing PPE or having to reuse single use PPE. Equipment as basic as gloves is scarce, and some sectors - especially care workers and hospices - are being ignored as authorities try to avoid press criticism by meeting the needs of the most prominent workers. But, there's good news too. In just over a month, we have raised over £60,000 through <https://www.gofundme.com/f/tariancymru>, provided over 100,000 items of PPE, and helped over 120 different institutions across Wales. To ensure we supply the best PPE to the right workplaces, we ask workplaces to complete a simple form, and we try our best to provide as requested. And we work with

organizations such as NHS Hero Support and individual hospitals to make sure all our equipment meets the appropriate standards.

We have already distributed PPE to health and care workers in your area but at present it is difficult for us to meet the requests that are coming in due to lack of funding. We therefore kindly ask you to consider joining other community councils in contributing to the cause so that we can protect more of Wales' workers who put their lives at risk to protect the most vulnerable people in our communities.

For more information please visit the <https://tarian.cymru> website or feel free to answer this email with any questions.

## **6. Newsletters**

a) Tree Charter newsletter

<https://newsletters.woodlandtrust.org.uk/2D76-1LDAH-548OB4OZ07/cr.aspx>

b) Revised Local Development Plan Newsletter

<https://www.conwy.gov.uk/en/Resident/Planning-Building-Control-and-Conservation/Replacement-LDP/Replacement-Local-Development-Plan.aspx>