

COMMUNITY SERVICES AND TOURISM COMMITTEE

Llandudno Town Council

Minutes of a meeting of Llandudno Town Council - Community Services & Tourism Committee

Held on Tuesday 10th November 2020 at 7.00pm

Held online (via Zoom)

Those Present:

Cllr Miss C Marubbi - Chairman

Cllr F Davies - Vice Chairman

Cllr Miss A O'Grady, The Mayor

Cllr M Hold, JP

Cllr Mrs C Beard

Cllr Mrs J Jones

Cllr B B Bertola

Cllr Mrs M Lyon

Cllr F Bradfield

Cllr M A Pearce

Cllr D J Hawkins

Cllr I Turner

Cllr S R Hillman

Cllr Mrs M Wigzell

80. APOLOGIES FOR ABSENCE

Cllr A W Bertola

Cllr G J T Robbins

Cllr Mrs L G Emery

Cllr H T M Saville

Absent:

Cllr M J Pavey

81. DECLARATIONS OF INTEREST UNDER THE CODE OF LOCAL GOVERNMENT CONDUCT

Name:	Item:	Reason:	Personal or Prejudicial:
Cllr Mrs C Beard	86: Conwy CCTV	Member of Conwy CBC	Personal
Cllr F Bradfield	82: Conwy CAB presentation 86: Conwy CCTV	Volunteer with CAB Member of Conwy CBC	Personal Personal
Cllr I Turner	82: Conwy CAB presentation	Trustee Conwy CAB	Personal

82. PRESENTATION BY CONWY CAB

The Chairman welcomed Gwyneth Millington, Chief Executive, Citizens Advice Bureau (CAB) Conwy, to the meeting. Mrs Millington gave a presentation and outlined the structure and governance of CAB (Board and Ltd Co) with 15 paid staff and six volunteers. Since Covid-19 the service structure had changed to the provision of services via telephone, email, webchat, and virtual attend. A walk-in service was, however, currently running two days a week in Pensarn (with assistance from the Gwynt y Mor fund) and, with particular thanks to the Town Council's funding, due to commence at Llandudno Town Hall.

The challenges in service delivery were recounted. CAB had always been a walk-in service, but this had had to change in 2020. As well as new challenges of providing the above services, raising awareness of CAB services and access to was also an issue. The provision of home services was no longer possible but, working with Age Connect, some home visits could be

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made through this partnership. The strong relationship between CAB and partner bodies and the benefits of effective, engaging, and knowledgeable joint services and delivery was touched upon.

Moving forward, Covid-19 had provided a massive challenge, but also a massive opportunity in terms of equality of service provision, funding, and service users. Conwy CAB had recently moved into the Town Hall and, whilst many services were being provided via telephone and email one group of advisers was available at the Town Hall Wednesdays and Thursdays for walk in services. The health and safety of staff and users was outlined, including 'bubbles' of staff, a 'one client in one client out' procedure, track and trace, PPE, and rotation of waiting and interview rooms. This system would be reviewed in December but was manageable and a safe and secure way of seeing service users.

Statistics and examples of service user enquiries in Llandudno were shown. Including 1,559 enquiries to April 2019 – March 2020 and 705 April 20 to September 20. The latter was considered a successful number of enquiries handled by CAB, considering the limitations and restrictions. Clients helped by ward were: Tudno 32%, Mostyn 23, Gogarth 20%, Craig y Don 15%, and Penrhyn 10%. Pie charts showing the number of issues by ward (benefits and credits, education, employment, debt, housing, health, legal etc) and clients helped by age and disability were also shown. It would be interesting to see how this changed over 2020.

The Chairman and members thanked Mrs Millington for the excellent presentation. There were questions about other funding bodies and noted that Conwy CBC provided funding for the whole of Conwy County, but that additional services were funded by other bodies, such as Llandudno. The number of redundancy enquiries and the issue of modern slavery were also touched upon. *Mrs Millington left the meeting.*

83. URGENT ITEMS

There were none.

84. MINUTES

It was resolved to approve and sign the minutes of a meeting of the Community Services & Tourism Committee held on Tuesday 8th September 2020.

85. UPDATE ON THE COUNCIL'S APPLICATION TO THE TOWN CENTRE REGENERATION INVESTMENT FUND

(with reference to the Minutes of 08.09.20, item 75)

The Clerk reported that the application for small projects at West Shore and Madoc Street had been submitted and the outcome was awaited.

86. CONWY CCTV

86.1 A copy of the CCTV Annual report 2019-20 *was received.*

86.2 Update on the new Penrhyn Bay CCTV cameras, funded by the Town Council.

Penrhyn Ward Councillor Mrs C Beard updated members on the recently installed CCTV camera, which was welcomed by local businesses and residents. The Town Council was thanked for its funding of the project.

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87. TO RECEIVE AND APPROVE RECOMMENDATIONS MADE BY COMMUNITY SERVICES SUB COMMITTEES

87.1 Llandudno in Bloom Sub Committee held 2nd September 2020

87.2 Decorative Lighting Sub Committee held 13th October 2020.

IT WAS RESOLVED *that the recommendations of the Llandudno in Bloom Sub Committee, held 2nd September 2020, and Decorative Lighting Sub Committee, held 13th October 2020, be approved and accepted.*

88. REPORTS FROM OUTSIDE BODIES

88.1 North and Mid Wales Association of Local Councils. A verbal report was received from the Town Council's representative. Quarterly meetings of the Association were not able to take place due to the number of members, however, meetings of the Executive were taking place.

88.2 Town & Community Council Forum: A verbal report of the meeting held 7th October 2020 was received. The meeting had included a financial presentation by Conwy CBC and the impact of Covid-19 on the budget, an update on engagement with Town & Community Councils, Ash Die Back and surveys, and an announcement that Cllr Mrs C Marubbi had been chosen to be the Conwy Local Councils representative to the Conwy & Denbighshire Public Service Board.

88.3 Conwy Fairtrade: A report of the meeting held 15th September 2020 was received.

88.4 Any other reports. There were none.

89. TO CONSIDER ANY CORRESPONDENCE RECEIVED

89.1 Information on a Citizens Advice Smart Meter Project was received.

89.2 A Welsh Hearts Charity Defibrillator appeal and grants available was received.

90. DATE OF NEXT MEETING

To confirm the date of the next meeting as being Tuesday 13th January 2021.