



**CORRESPONDENCE FILE 1**

**(Pages 1 - 13)**

**GP&P Meeting**

**14<sup>th</sup> December 2023**

## ATC Deputy Clerk

---

**From:** ATC Clerk  
**Sent:** 24 November 2023 12:57  
**To:** ATC Deputy Clerk  
**Subject:** FW: Openreach, Abergele

Hi Ryan

Please add to your next GP&P Agenda for noting.

Kind regards

*Mandy*

Mandy Evans  
Clerc y Dref/Town Clerk  
Cyngor Tref Abergele Town Council

**I have a new email address – please save this email address for future use**

Os ydych wedi derbyn yr e-bost hwn ar gam, anfonwch o a [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)  
If you have received this email in error, please forward it to [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)

Peidiwch a printio'r neges yma os nad oes angen - Please don't print this e-mail unless you really need to  
Lleihau Ailddefnyddio Ailgylchu ✓ Reduce Re-use Recycle ♻️

**From:** Moorcroft, Tara (Staff Cymorth yr Aelod | Member Support Staff) <Tara.Moorcroft@senedd.wales>  
**Sent:** 24 November 2023 11:53  
**To:** ATC Clerk <clerk@abergeletowncouncil.gov.wales>; Cllr Alan Hunter <cllr.alan.hunter@conwy.gov.uk>; Cllr Paul Luckock <cllr.paul.luckock@conwy.gov.uk>; Cllr Charlie McCoubrey <cllr.charlie.mccoubrey@conwy.gov.uk>  
**Subject:** Openreach, Abergele

**Mae'r Neges hon Gan Anfonwr Allanol / This Message Is From an External Sender**

Daeth y neges hon o'r tu allan i'ch sefydliad / This message came from outside your organization.

Good afternoon all,

Darren recently requested an update from the Partnership Director for Wales at Openreach, regarding its proposals for fibre broadband at Heol Awel in Abergele.

Darren has now received an update which he has asked me to share with you for your information; please see this below:

*Yes I am aware of the residents objections to poles within the Heol Awel area which we respect, however due to the pole objections we currently don't have any further plans for the area but if the position on using poles has changed our engineers will return and upgrade the network.*

*We will of course work with the community to ensure that poles are placed in suitable locations.*

Kind regards,

①

## ATC Deputy Clerk

---

**From:** ATC Clerk  
**Sent:** 20 November 2023 11:27  
**To:** ATC Deputy Clerk  
**Subject:** FW: Land for sale in Abergele Woods, Denbigshire, North Wales, LL22

**Importance:** High

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ryan

Can you add this to your next GP&P Agenda please?

Kind regards

*Mandy*

Mandy Evans  
Clerc y Dref/Town Clerk  
Cyngor Tref Abergele Town Council

**I have a new email address – please save this email address for future use**

Os ydych wedi derbyn yr e-bost hwn ar gam, anfonwch o a [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)  
If you have received this email in error, please forward it to [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)

Peidiwch a printio'r neges yma os nad oes angen - Please don't print this e-mail unless you really need to  
Lleihau Ailddefnyddio Ailgylchu ✓ Reduce Re-use Recycle ♻️

---

**From:** ATC Info <[info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)>  
**Sent:** 20 November 2023 10:13  
**To:** ATC Clerk <[clerk@abergeletowncouncil.gov.wales](mailto:clerk@abergeletowncouncil.gov.wales)>  
**Subject:** FW: Land for sale in Abergele Woods, Denbigshire, North Wales, LL22  
**Importance:** High

**From:** Catherine [REDACTED]  
**Sent:** 18 November 2023 16:51  
**To:** ATC Info <[info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)>  
**Subject:** Land for sale in Abergele Woods, Denbigshire, North Wales, LL22

**Mae'r Neges hon Gan Anfonwr Allanol / This Message Is From an External Sender**

Daeth y neges hon o'r tu allan i'ch sefydliad / This message came from outside your organization.

Hello  
Please could you pass my email to councillors and Place Plan.

2



Could the council contact the Woodland Trust (who own or manage Coed y Gopa woods) to see if they could save these woods from a private purchase? It would seem that the seller is promoting the stalking of the deer, and the harvesting of the timber. It would be awful if these woods were managed for profit rather than for wildlife and conservation.

Thank you  
Catherine Davies  
Abergele resident

[https://urldefense.com/v3/ https://www.rightmove.co.uk/properties/141092720 ;!!HmeVo1Y8dy  
sd!658e5fpPOjTKqcf2mdHGyQXZHqXyTfXl7Bkbt3s0XHfMiv99sGkJET4vAuh15NhTaD-  
VtK5g4WOjwITXA3HB0iLHgd2wu0as\\$](https://urldefense.com/v3/https://www.rightmove.co.uk/properties/141092720;!!HmeVo1Y8dy-sdl658e5fpPOjTKqcf2mdHGyQXZHqXyTfXl7Bkbt3s0XHfMiv99sGkJET4vAuh15NhTaD-VtK5g4WOjwITXA3HB0iLHgd2wu0as$)



## ATC Deputy Clerk

---

**From:** ATC Clerk  
**Sent:** 28 November 2023 14:39  
**To:** ATC Deputy Clerk  
**Subject:** FW: New consultation: Local Government Finance (Wales) Bill

Hi Ryan

Can you also add this to your GP&P Agenda please?

Kind regards

*Mandy*

Mandy Evans  
Clerc y Dref/Town Clerk  
Cyngor Tref Abergele Town Council

**I have a new email address – please save this email address for future use**

Os ydych wedi derbyn yr e-bost hwn ar gam, anfonwch o a [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)  
If you have received this email in error, please forward it to [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)

Peidiwch a printio'r neges yma os nad oes angen - Please don't print this e-mail unless you really need to  
Lleihau Ailddefnyddio Ailgylchu ✓ Reduce Re-use Recycle ♻️

**From:** Tracy Gilmartin <[tgilmartin@onevoicewales.wales](mailto:tgilmartin@onevoicewales.wales)>  
**Sent:** 28 November 2023 14:33  
**To:** Tracy Gilmartin <[tgilmartin@onevoicewales.wales](mailto:tgilmartin@onevoicewales.wales)>  
**Subject:** New consultation: Local Government Finance (Wales) Bill

**Mae'r Neges hon Gan Anfonwr Allanol / This Message Is From an External Sender**

Daeth y neges hon o'r tu allan i'ch sefydliad / This message came from outside your organization.

Dear Chair and Clerk

Senedd Cymru's Local Government and Housing Committee is currently consulting on the Local Government Finance (Wales) Bill. Responses are invited by 15 January 2024.

### Terms of reference

- The general principles of the Local Government Finance (Wales) Bill and whether there is a need for legislation to deliver the Bill's stated policy objectives
- Any potential barriers to the implementation of the Bill's provisions, and whether the Bill and accompanying Explanatory Memorandum and Regulatory Impact Assessment take adequate account of them.
- Whether there are any unintended consequences arising from the Bill.
- The Welsh Government's assessment of the financial and other impacts of the Bill as set out in Part 2 of the Explanatory Memorandum.
- The appropriateness of the powers in the Bill for Welsh Ministers to make subordinate legislation (as set out in Part 1: Chapter 5 of the Explanatory Memorandum).



- Matters relating to the competence of the Senedd including compatibility with the European Convention on Human Rights.
- The balance between the information contained on the face of the Bill and what is left to subordinate legislation.
- Any matter related to the quality of the legislation.
- Any other matter related to the constitutional or other implications of the Bill.

A copy of the consultation document can be found at:

[Consultation display \(senedd.wales\)](http://senedd.wales)

One Voice Wales will be preparing a response to this consultation. I would appreciate your response or draft response by the end of December 2023 so that a response can be submitted by the closing date of 15 January 2024.

Yours sincerely  
Catrin

Dr Catrin Jones  
Policy Officer / Swyddog Polisi  
One Voice Wales / Un Llais Cymru  
24c College Street / Stryd y Coleg  
Ammanford / Rhydaman  
SA18 3AF  
01269 595400  
[cjones@onevoicewales.wales](mailto:cjones@onevoicewales.wales)





## ATC Deputy Clerk

---

**From:** ATC Clerk  
**Sent:** 30 November 2023 12:17  
**To:** Trevor Jones  
**Cc:** ATC Deputy Clerk  
**Subject:** RE: Information about CAB Cylch Conwy Citizens Advice

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Ryan

Can you add the email below on to your Agenda for members consideration please?

I think there was a document that is to be included that came with the email in the original post.

Any problems give me a shout.

Kind regards

*Mandy*

Mandy Evans  
Clerc y Dref/Town Clerk  
Cyngor Tref Abergele Town Council

**I have a new email address – please save this email address for future use**

Os ydych wedi derbyn yr e-bost hwn ar gam, anfonwch o a [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)  
If you have received this email in error, please forward it to [info@abergeletowncouncil.gov.wales](mailto:info@abergeletowncouncil.gov.wales)

Peidiwch a printio'r neges yma os nad oes angen - Please don't print this e-mail unless you really need to  
Lleihau Ailddefnyddio Ailgylchu ✓ Reduce Re-use Recycle ♻️

---

**From:** Trevor Jones <cllr.t.jones@abergeletowncouncil.gov.wales>  
**Sent:** 30 November 2023 12:06  
**To:** ATC Clerk <clerk@abergeletowncouncil.gov.wales>  
**Subject:** Re: Information about CAB Cylch Conwy Citizens Advice

Bora da Mandy,

I think there should be an agenda item at some point to clarify a couple of things.

Only having face to face consultations in Llandudno may this pose additional difficulties awkward for some residents in Abergele?

Would Abergele residents be able to access CAB help I any other location?

Do we have any numbers of Abergele residents who have accessed CAB help in the last 5 - 10 years and also by category?

Kind regards

Trevor

6

Sent from Outlook for iOS

**From:** ATC Clerk <clerk@abergetowncouncil.gov.wales>  
**Sent:** Wednesday, November 29, 2023 2:31:41 PM  
**To:** ATC Deputy Clerk <deputyclerk@abergetowncouncil.gov.wales>  
**Subject:** FW: Information about CAB Cylch Conwy Citizens Advice

Good afternoon Members

Please see below and attached for your info. I you would like this item to be added to a forthcoming Agenda please let me know by Thursday 7<sup>th</sup> December.

Kind regards

Mandy

Mandy Evans  
Clerc y Dref/Town Clerk  
Cyngor Tref Abergele Town Council

I have a new email address – please save this email address for future use

Os ydych wedi derbyn yr e-bost hwn ar gam, anfonwch o a [info@abergetowncouncil.gov.wales](mailto:info@abergetowncouncil.gov.wales)  
If you have received this email in error, please forward it to [info@abergetowncouncil.gov.wales](mailto:info@abergetowncouncil.gov.wales)

Peidiwch a printio'r neges yma os nad oes angen - Please don't print this e-mail unless you really need to  
Lleihau Ailddefnyddio Ailgyrchu ✓ Reduce Re-use Recycle ♻️

**From:** Dawn Green <conwychiefexecutive@caconwy.org.uk>  
**Sent:** 29 November 2023 14:08  
**To:** Dawn Green <conwychiefexecutive@caconwy.org.uk>  
**Subject:** Information about CAB Cylch Conwy Citizens Advice

**Mae'r Neges hon Gan Anfonwr Allanol / This Message Is From an External Sender**

Daeth y neges hon o'r tu allan i'ch sefydliad / This message came from outside your organization.

Prynhawn Da / Good afternoon

Hoffwn fy nghyflwyno fy hun fel Prif Weithredwr newydd Cyngor ar Bopeth Conwy. Mae gen i 25 mlynedd o brofiad o weithio mewn swyddi rheoli uwch ledled y rhwydwaith Cyngor ar Bopeth (Cymru a Lloegr). Ers i mi gymryd y swydd gan fy rhagflaenydd yn gynharach eleni, rwyf wedi bod yn gweithio'n galed yn y cefndir yn ymdrin â nifer o heriau arwyddocaol – nifer ohonynt y tu hwnt i'n rheolaeth. Rydym wedi edrych yn fanwl ar ddiwylliant y sefydliad i sicrhau ei fod yn addas yn awr ac i'r dyfodol.

Yn debyg i lawer o sefydliadau trydydd sector, gwelsom ostyngiad enfawr yn y gweithlu o wirfoddolwyr oedd ar gael o ganlyniad i'r pandemig. Rydym yn dechrau gweld arwyddion bod pethau'n araf wella ond mae'r rhan fwyaf o staff y gweithlu'n weithwyr cyflogedig erbyn hyn ac mae'r newid hwn wedi effeithio ar faint o bobl y gallwn eu helpu. Mae argyfwng staffio byd-eang yn bodoli ar hyn o bryd ar draws y sector gwirfoddol ac rydym hefyd yn cydnabod bod ein hariannwyr yn teimlo pwysau digynsail ar eu hadnoddau sydd wedi golygu nad yw ein ffyrddau mewn wedi cynyddu fawr ddim, os o gwbl. Ond, gyda'r ail strwythuro angenrheidiol rydym yn falch o ddweud ein bod wedi cynyddu ein fîm o staff cyflogedig drwy ychwanegu 7 cynghorwr rheng flaen arall, a fydd yn dechrau gweithio yn Ionawr 2024.

7



Mae'r Argyfyngau Costau Byw ac Ynni yn cael effaith fawr ar ein cleientiaid a'r nifer fawr o broblemau cymhleth y maen nhw'n gofyn i ni yn eu cylch. Gallwn oll wynebu problemau sy'n ymddangos yn gymhleth neu sy'n codi ofn arnom. Yng Nghyngor ar Bopeth Conwy, credwn na ddylai unrhyw un wynebu'r problemau hyn heb gael cyngor diduedd, cyfrinachol, annibynnol o safon uchel yn rhad ac am ddim.

O 8 Ionawr 2024, bydd ein gwasanaethau'n cael eu hail fodelu i ymateb i'r heriau hyn. Rydym wedi datblygu tîm brysbennu a bydd pob cleient a ddaw i mewn a phob atgyfeiriad gan bartneriaid yn mynd atyn nhw'n gyntaf. Bydd modd cysylltu â'r tîm yn wyneb yn Neuadd y Dref Llandudno, neu dros y ffôn ar y rhif lleol 01745 828705, ar yr e-bost [advicecyngor@caconwy.org.uk](mailto:advicecyngor@caconwy.org.uk) neu drwy lenwi ffurflen ar ein gwefan <https://www.citizensadvice.org.uk/conwy/>. Bydd y cleientiaid i gyd yn derbyn asesiad o'u sefyllfa o fewn 2 ddiwrnod gwaith. Yna trefnir apwyntiadau dilynol gyda Chynghorwyr Cyffredinol a/neu Weithwyr Achos Arbenigol fel y bo'n briodol. Bydd yr apwyntiadau dilynol yn cael eu darparu wyneb yn wyneb ar draws y Sir mewn llyfrgell neu safle cymunedol neu dros y ffôn fel y bo'n briodol, ac yn ddwyieithog fel y bo'r gofyn. Mae'r ddogfen sydd ynghlwm yn rhoi crynodeb o'n cynlluniau symud ac mae croeso i chi ei rhannu'n eang.

I alluogi i'n timau baratoi ar gyfer y newidiadau pwysig ac angenrheidiol hyn, byddwn yn cau'r holl wasanaethau galw draw wyneb yn wyneb o Ddydd Llun 18 Rhagfyr 2023. Bydd ein llinellau ffôn yn aros yn agored nes bydd y gwasanaeth yn lansio ar ei newydd wedd ar 8fed Ionawr 2024, ac eithrio ein gwyliau Nadolig/Blwyddyn Newydd blyneddol. Ni fydd gwasanaethau prosiect arbenigol, yn cynnwys cyngor am Ddyled, Budd-daliadau Lles ac Ynni a chymorth i Gyn-filwyr, yn cael eu heffeithio a byddent yn parhau fel arfer.

Rwy'n hyderus y bydd y newidiadau yr wyf wedi eu hamlinellu'n sicrhau bod Cyngor ar Bopeth Conwy'n addas ar gyfer y presennol a'r dyfodol, y bydd ar gael ac yn ymatebol i'r bobl sydd ein hangen ni fwyaf, ac y bydd eu taith drwy'r broses gynghori'n esmwyth ac amserol.

Os hoffech unrhyw wybodaeth bellach neu os hoffech drefnu i gyfarfod yn fuan yn y Flwyddyn Newydd, gadewch i mi wybod [ceo@caconwy.org.uk](mailto:ceo@caconwy.org.uk)

I would like to introduce myself as the new Chief Executive of Citizens Advice Conwy. I bring over 25 years experience of holding senior management positions across the Citizens Advice network (England and Wales). Since taking over from my predecessor earlier this year I have been working hard behind the scenes to address a number of significant challenges, many outside of our control. We have taken a deep look at the culture of the organisation to make sure it is fit for now and the future.

Like many third sector organisations we experienced a huge reduction in the available volunteer workforce, as a result of the pandemic. We are starting to see signs of a slow recovery but the change of workforce to predominantly paid staff has impacted on the numbers of people we can help. There is an ongoing worldwide staffing crisis across the voluntary sector and we also recognise that our funders are experiencing unprecedented pressure on their resources which has resulted in little or no increase on our income streams. However, with necessary restructuring we are pleased to have increased our paid staff team by an additional 7 front line advisers, operational from January 2024.

The ongoing Cost of Living and Energy Crises greatly impact our clients and the multiple complex issues they present with. We can all face problems that seem complicated or intimidating. At Citizens Advice Conwy, we believe no one should face these problems without good quality, free, confidential, impartial and independent advice.

From 8th January 2024 our services will be remodelled to respond to these challenges. We have developed a triage team who will become the first point of call for all incoming clients and partner referrals. Access will be face to face at Llandudno Town Hall, by local number 01745 828705, by email [advicecyngor@caconwy.org.uk](mailto:advicecyngor@caconwy.org.uk) or by completion of a form on our website <https://www.citizensadvice.org.uk/conwy/>. All clients will receive an assessment of their situation within 2 working days. Follow on appointments will be made with Generalist Advisers and/or Specialist Caseworkers as appropriate. The follow on appointments will be delivered face to face across the County from a library or community venue or over the telephone as appropriate, bilingually as required. The attached document provides an overview of our mobilisation plans which you are free to share widely.



To enable our teams to prepare for these important and necessary changes we will be closing all face to face drop in services from Monday 18th December 2023. Our telephone lines will remain open until the remodelled service launches on the 8th January 2024, with the exception of our annual Christmas/New Year shutdown. Specialist project services included Debt, Welfare Benefit and Energy advice and support for Veterans will be unaffected and will continue as normal.

I am confident that the changes I have outlined will ensure Conwy Citizens Advice is fit for now and the future, it will be responsive and available for the people that need us most, with their journey through the advice process being smooth and timely.

If you would like any further information or to arrange to meet early in the New Year please do let me know [ceo@caconwy.org.uk](mailto:ceo@caconwy.org.uk)

Yn gywir iawn / Kind regards

Dawn

Dawn Green

Prif Weithredwr / Chief Executive

CAB Cylch Conwy District CAB

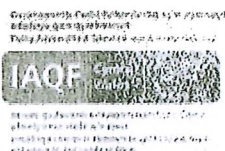
Swyddfa'r Cylch, Neuadd Y Dref, Lloyd Street, Llandudno LL30 2UP

District Office, Llandudno Town Hall, Lloyd Street, Llandudno LL30 2UP

Rhif ffon / Telephone: 07958 91304

**Rhybudd:** daw'r neges e-bost hon oddi wrth Gyngor Ar Bopeth Cylch Conwy District Citizens Advice Bureau, (Rhif Elusen Gofrestredig: 1123006, rhif TAW: 752704436, Cwmni cyfyngedig drwy warant, Rhif Cofrestru: 5925213 Cofrestredig yng Nghymru a Lloegr. Awdurdodwyd a rheoleiddiwyd gan yr Awdurdod Ymddygiad Ariannol FRN: 617532. Cyfeiriad swyddfa gofrestradig CAB Cylch Conwy District CAB, Swyddfa'r Cylch, Neuadd Y Dref, Lloyd Street, Llandudno LL30 2UP). Mae'n cynnwys gwybodaeth briodol, y gallai rhan ohoni neu'r wybodaeth gyfan fod yn gyfreithiol freintiedig. Mae ar gyfer y derbynnydd bwriadedig yn unig. Os oes gwall yn y cyfeiriad neu wrth drosglwyddo ac mae'r neges e-bost hon wedi'i hanfon i'r lle anghywir, rhowch wybod i'r awdur drwy ateb y neges e-bost hon. Os nad chi yw'r derbynnydd bwriadedig, ni ddylech ddefnyddio, datgelu, dosbarthu, copïo, argraffu neu ateb yr e-bost yma (heblaw ar gyfer y rheswm a nodir uchod). Rydym wedi'n cofrestru gyda Swyddfa'r Comisiynydd Gwybodaeth o dan Rif cyfeirio Z5037179 a byddwn yn prosesu eich data personol yn unol â'r Rheoliad Cyffredinol ar Ddiogelu Data a Deddf Diogelu Data 2018. Cyfeiriwch at ein Polisi Preifatrwydd ar-lein ar <http://cabconwy.webs.com> i gael rhagor o wybodaeth ynglŷn â sut y bydd eich data personol yn cael ei brosesu a'i storio.

**Notice:** this email originates from Cyngor Ar Bopeth Cylch Conwy District Citizens Advice Bureau, (Registered Charity Number: 1123006, VAT number: 752704436, Company limited by guarantee, Registration Number: 5925213 Registered in England and Wales. Authorised and regulated by the Financial Conduct Authority FRN: 617532. Registered office address CAB Cylch Conwy District CAB, District Office, Llandudno Town Hall, Llandudno LL30 2UP). It contains proprietary information, some or all of which may be legally privileged. It is for the intended recipient only. If an addressing or transmission error has misdirected this email, please notify the author by replying to this email. If you are not the intended recipient you must not use, disclose, distribute, copy, print or reply to this email (other than for the reason stated above). We are registered with the Information Commissioner's Office under Reference Z5037179 and will process your personal data in accordance with the General Data Protection Regulation & Data Protection Act 2018. Please refer to our online Privacy Policy at <http://cabconwy.webs.com> for more information on how your personal data will be processed and stored.





# Cylch Conwy District Citizens Advice



**cyngor ar bopeth** **citizens advice** **Conwy**

Improving our service

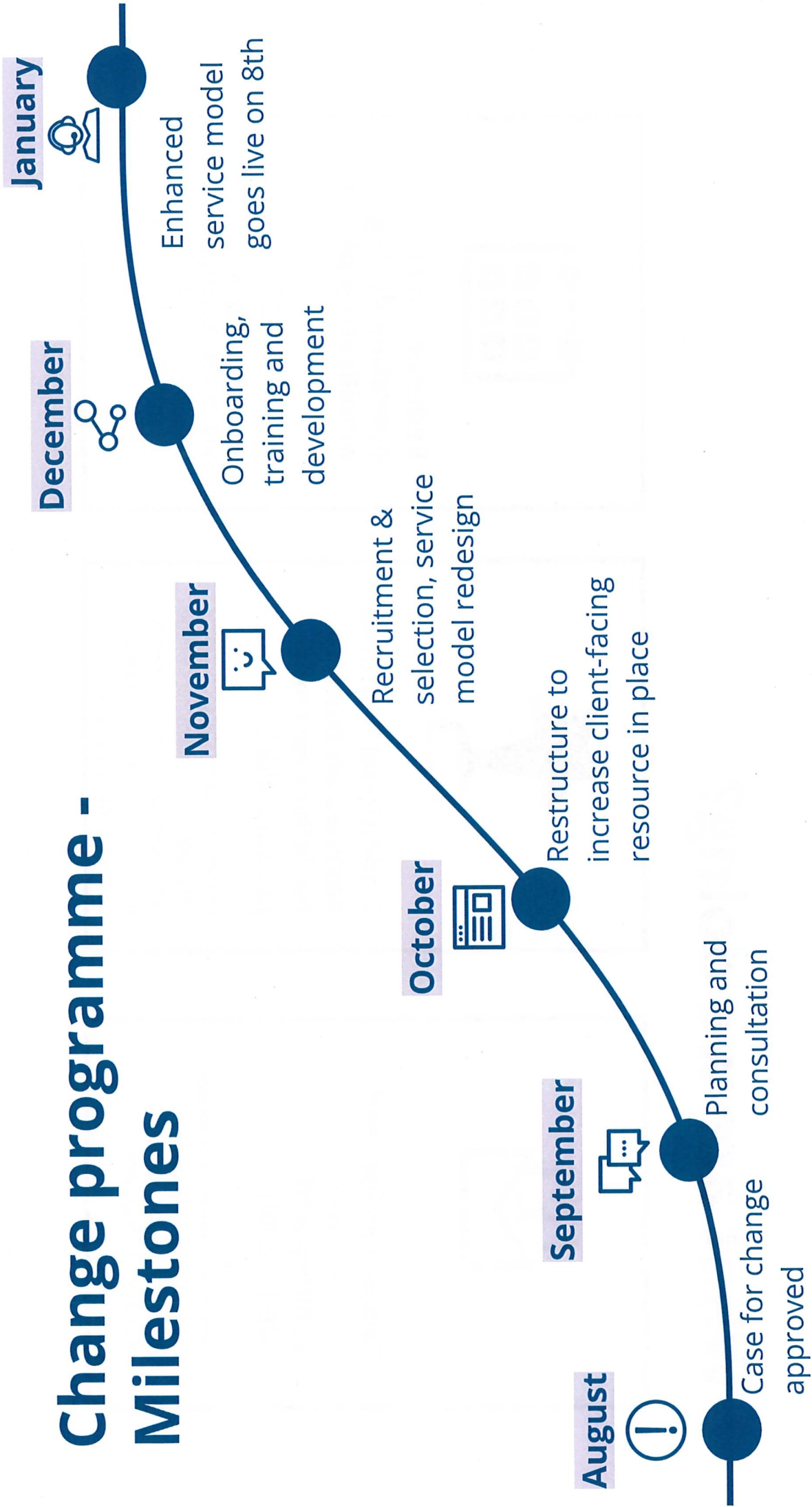


# Context and drivers for change

Facing significant challenges outside our control, we knew we needed to make sure we remained fit for purpose by addressing the things we can.

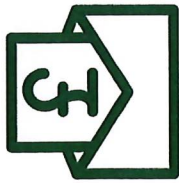


# Change programme - Milestones



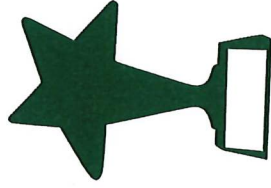


# What are we doing?



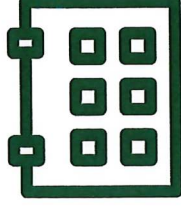
## Resources focused on frontline delivery and supervision

Plan implemented to improve client access, staff and volunteer recruitment & retention, and quality assurance



## 7 additional frontline advisers on track to be delivering from January 2024

Following a successful recruitment campaign our new advisers will be fast tracked through their training, thanks to our partnership with Citizens Advice Gwynedd.



## Reduced cover operating during mobilisation phase

Our telephone line will remain open for emergencies between 18th-22nd December and 2nd-5th January. Our new service model will be ready from the 8th January 2024.