

Conwy County Borough Council

Council Services Current Situation 24/03/20 [Update 11:00hrs]

Coronavirus Covid-19

To help us protect as many people in our community as possible, we'd urge the public to contact us by phone or online.

Business

Support for Business: The [Welsh Government has announced a package of support](#) worth £1.4bn for small businesses to help them during the coronavirus outbreak. We are working with Welsh Government to implement announced emergency fiscal aid packages. Details are still being finalised and we will implement these schemes as soon as we are able to. Information and any relevant online application forms will be available on the Conwy website at <https://www.conwy.gov.uk/en/Business/Business-Rates/Welsh-Government-Business-Grants.aspx>

Schools

If your child has free school meals, lunches will be provided for them.

If you are a key worker and are not able to arrange childcare for your children, Conwy Council's schools will offer this to you. We must insist that if you are a keyworker and are able to provide alternative childcare provision for your children that you do this. For example, if only one parent is a key worker and another is at home, or not working that day, then you keep your child at home rather than send them to school.

Key workers whose children normally attend a Conwy school will be able to access childcare facilities in their current schools [Click here for more information](#)

Welsh Government guidance on childcare for parents and childcare providers

<https://gov.wales/coronavirus-and-childcare-provision>

Information about school closures and exam cancellations

at: <https://www.conwy.gov.uk/en/Resident/School-Closures-and-Cancellation-of-Examinations.aspx>

Social Care

Social Care teams are continuing to deliver services to the public. We're following the latest government advice, this means sometimes we might be working slightly differently, for example making contact by phone rather than face-to-face, if it's appropriate. Learning disability day services at Canolfan Marl, Canolfan Riviere, Children's Clubs and work opportunities are closed.

Community Support

Do you know someone in need, or self-isolating? There are a number of people ready to help with shopping, collecting prescriptions, picking up the phone for a chat, and other support. Find out what is available within your community (01492) 575544.

Galw Gofal

Galw Gofal is operating as usual, providing 24/7 emergency telecare and out of hours call monitoring service to help protect older or vulnerable people in their own homes. Galw Gofal is committed to helping our customers remain safe and well at this time.

Coed Pella Offices

In the interest of public health and safety Coed Pella is closed. If you have any queries relating to Council services please call 01492 574000 or visit www.conwy.gov.uk for details on how to access essential services.

Benefit and Financial Assessment

The face to face duty service has closed. Contact us on 01492 576491.

Homeless Prevention Service

We have made changes to how we deliver the homeless prevention service. The face to face duty service has closed.

Any person homeless or threatened with homelessness can now contact us between 9.30am and 5.15pm on **0300 124 0050** or housingsolutions@conwy.gov.uk The emergency out of hours number is 0300 1233079.

Public Toilets

We have closed our public toilets across Conwy county, so we can prioritise cleaning and resources across our facilities and keep vital services going. We don't take any decision to close council facilities lightly, but our absolute priority is the health and welfare of the public and our staff as the country deals with the impact of the coronavirus.

Crematorium and Cemeteries

Services operating as usual. We are restricting the number of mourners at crematorium services, and mourners are advised to follow national guidelines on hygiene and social distancing. We are offering free webcasting of memorial services.

Leisure Centres

All Conwy County Borough leisure centres are closed.

We will be freezing all Direct Debit payments for fitness memberships and swimming lessons, effective immediately. We will not be making any collections on your direct debits until centres reopen. You don't need to do anything. We will contact you when collections are going to be remade. Any pre-paid memberships such as annual memberships will be carried forward when the centres re-open.

Libraries

All Conwy County Borough libraries are closed.

Tourist Information Centres (TICs)

Conwy Council's Tourist Information Centres are closed. Services will be available by phone, or email and online at www.visitconwy.org.uk

Venue Cymru and Theatr Colwyn

Venue Cymru and Theatr Colwyn are not staging shows or screening films

<https://venuecymru.co.uk/coronavirus>

Restaurant and café bar closed.

Planning, Licensing and Trading Standards

Walk-in services are temporarily suspended, please phone or email for advice, or to make an appointment.

- Planning Advice Service: (01492) 575247 / cynllunioplanning@conwy.gov.uk
- Licensing: (01492) 576626 / licensing@conwy.gov.uk
- Trading Standards: (01492) 574110 / trading.standards@conwy.gov.uk

Trading Standards

To protect against the risks to public health arising from coronavirus, Welsh Government has issued

legislation for businesses selling food or drink for consumption on the premises to close, as well as range of other premises. The Council's Environmental Health and Trading Standards officers will be enforcing compliance with these regulations. Businesses are urged to read the Order and comply with its requirements at: https://gov.wales/health-protection-coronavirus-business-closure-wales-regulations-2020?fbclid=IwAR2YQqYGNBtdO2_AiPLNmxkzXgOOJh3NTpNbNPnVZzHB9RmKggqvnnCm2I

Recycling and Waste

Recycling and Waste collections are operating as usual.

However, our partners Crest will not be collecting pink or purple recycling bags at the moment.

We are not able to take any new bookings for bulky waste at the moment, due to staff shortages at our partner Crest.

Our Household Recycling Centres at Abergele and Mochdre will be closed from today (24/03/20) until further notice, in line with Government guidance.

Our Saturday mobile recycling centres will not be running until further notice, in line with Government guidance.

Mochdre Office is closed.

The ERF Advice Team can be contacted on (01492) 575337 or email erf@conwy.gov.uk

Committee Meetings

Some committee meeting have been postponed, you can check whether a meeting is taking place at <https://modgoveng.conwy.gov.uk/mgCalendarMonthView.aspx?GL=1&bcr=1>

BSL Video

COVID 19 - information in British Sign Language (BSL):

<https://www.conwy.gov.uk/en/Council/Contact-Us/Sign.aspx>

We would urge anyone who has any queries about the virus to visit the Public Health Wales website at phw.nhs.wales for the latest advice.

We are working closely with Public Health Wales, Betsi Cadwaladr University Health Board and the emergency services to ensure that appropriate and proportionate arrangements are in place to respond to this rapidly developing situation.

We will continue to follow the guidance we receive from UK Government, Welsh Government and Public Health Wales.

Sefyllfa Bresennol Gwasanaethau'r Cyngor 24/03/20 [Diweddariad 11:00hrs]

Coronafeirws Covid-19

I'n helpu i amddiffyn cymaint o bobl yn ein cymuned â phosibl, rydym yn annog y cyhoedd i gysylltu â ni dros y ffôn neu ar-lein.

Busnes

Covid-19: Cymorth i Fusnesau: Mae Llywodraeth Cymru wedi cyhoeddi pecyn cymorth gwerth £1.4 biliwn i fusnesau bach, i'w helpu yn ystod y pandemig coronafeirws. Rydyn ni'n gweithio gyda Llywodraeth Cymru i rannu pecynnau cymorth ariannol maent wedi'u cyhoeddi at yr argyfwng. Mae'r manylion terfynol yn cael eu trafod a byddwn yn gweithredu'r cynlluniau cyn gynted ag y gallwn.

Bydd gwybodaeth ac unrhyw ffurflenni cais ar-lein perthnasol ar gael ar wefan Conwy cyn gynted â phosib' ar <https://www.conwy.gov.uk/cy/Business/Business-Rates/Welsh-Government-Business-Grants.aspx>

Ysgolion

Os yw'ch plentyn yn cael pryddau ysgol am ddim, darperir cinio ar eu cyfer.

Os ydych chi'n weithiwr allweddol ac yn methu â threfnu gofal plant i'ch plant, bydd ysgolion Cyngor Conwy yn cynnig hyn i chi.

Bydd gweithwyr allweddol sydd a'u plant yn mynychu ysgol yng Nghonwy yn arferol yn gallu cael mynediad i gyfleusterau gofal plant yn eu hysgolion presennol.

<https://www.conwy.gov.uk/cy/Resident/Education-and-Families/Family-Information-and-Childcare/keyworker-childcare.aspx>

Mwy o wybodaeth am ysgolion ar gau ac arholiadau'r haf

yn: <https://www.conwy.gov.uk/cy/Resident/School-Closures-and-Cancellation-of-Examinations.aspx>

Canllawiau Llywodraeth Cymru i rieni a darparwyr gofal plant ar ofal plant

https://llyw.cymru/coronafeirws-darpariaeth-gofal-plant?_ga=2.91092698.133069206.1584965643-1553645445.1548927513

Gofal Cymdeithasol

Mae timau Gofal Cymdeithasol yn parhau i ddarparu gwasanaethau i'r cyhoedd. Rydyn ni'n dilyn cyngor diweddaraf y Llywodraeth. Mae hyn yn golygu y gallem ni weithiau fod yn gweithio mewn ffordd ychydig yn wahanol, fel cysylltu dros y ffôn yn hytrach nag wyneb yn wyneb, os ydi hynny'n briodol.

Mae gwasanaethau dydd anabledau dysgu yng Nghanolfan Marl, Canolfan Riviere, Clybiau Plant a chyfleoedd gwaith ar gau.

Cefnogaeth Cymunedol

Ydych chi'n adnabod rhywun mewn angen, neu'n hunanynysu? Mae nifer o bobl o fewn Sir Conwy yn barod i helpu: siopa, casglu presgripsiwn, codi'r ffôn am sgwrs, ac anghenion eraill. Darganfyddwch beth sydd ar gael o fewn eich cymuned (01492) 575544.

Galw Gofal

Mae Galw Gofal yn gweithredu fel arfer, yn darparu teleofal brys 24/7 a gwasanaeth monitro galwadau tu allan i oriau, er mwyn cynorthwyo i ddiogelu pobl hŷn a phobl ddiameddifyn yn eu cartrefi eu hunain. Mae Galw Gofal wedi ymrwmo i gynorthwyo ein cwsmeriaid i gadw'n ddiogel ac yn iach yn ystod y cyfnod hwn.

Coed Pella

Mae swyddfeydd Coed Pella ar gau.

Budd-daliadau ac Asesiadau

Mae'r gwasanaeth wyneb yn wyneb wedi cau. Ffoniwch ni ar 01492 576491.

Gwasanaeth Atal Digartrefedd

Rydym wedi newid y ffordd yr ydym yn darparu'r gwasanaeth atal digartrefedd. Mae'r gwasanaeth wyneb yn wyneb wedi cau.

Gall unrhyw un sy'n ddigartref neu sydd mewn perygl o fod yn ddigartrefedd gysylltu â ni rhwng 9.30am and 5.15pm ar **0300 124 0050** neu housingsolutions@conwy.gov.uk Y rhif mewn argyfwng y tu allan i oriau swyddfa arferol yw 0300 123307.

Toiledau Cyhoeddus

Rydym wedi cau ein toiledau cyhoeddus ar draws Sir Conwy, er mwyn i ni allu blaenoriaethu glanhau ac adnoddau ar draws ein cyfleusterau er mwyn parhau i ddarparu gwasanaethau hanfodol.

Nid ar chwarae bach y gwneir unrhyw benderfyniad i gau cyfleusterau'r cyngor, ond ein prif flaenoriaeth yw iechyd a lles y cyhoedd a'n staff wrth i'r wlad ddelio ag effaith coronafeirws.

Amlogfa a Mynwentydd

Gwasanaethau yn gweithredu fel yr arfer. Rydym yn cyfyngu ar niferoedd mewn gwasanaethau mewn amlogsfeydd ac yn cynghori galarwyr i ddilyn yr arweiniad cenedlaethol ar hylendid a phellhau cymdeithasol. Rydym yn cynnig gwe-ddarlledu gwasanaethau coffa am ddim.

Canolfannau Hamdden

Mae holl ganolfannau hamdden Cyngor Conwy ar gau. Byddwn yn rhewi pob taliad Debyd Uniongyrchol ar gyfer aelodaeth ffitrwydd a gwersi nofio, yn effeithiol ar unwaith. Ni fyddwn yn gwneud unrhyw gasgliadau ar eich debydau uniongyrchol nes bydd canolfannau'n ail agor. Nid oes angen i chi wneud unrhyw beth.

Llyfrgelloedd

Mae pob llyfrgell ym Mwrdeistref Sirol Conwy ar gau.

Canolfannau Croeso

Mae Canolfannau Croeso ar gau, mae gwasanaethau ar gael dros y ffôn, dros e-bost ac ar-lein.

Venue Cymru a Theatr Colwyn

Nid yw Venue Cymru a Theatr Colwyn yn llwyfannu unrhyw sioeau nac yn dangos unrhyw ffilmiau:

<https://venuecymru.co.uk/coronavirus>

Mae'r bwyty a'r bar/caffi ar gau.

Cynllunio, Trwyddedu a Safonau Masnach

Mae'r holl wasanaethau galw heibio wedi'u gwahardd dros dro - ffoniwch neu anfonwch e-bost i gael cyngor neu i wneud apwyntiad.

Gwasanaeth Cyngor Cynllunio: (01492) 575247 / cynllunioplanning@conwy.gov.uk

Trwyddedu: (01492) 576626 / licensing@conwy.gov.uk

Safonau Masnach: (01492) 574110 / trading_standards@conwy.gov.uk

Safonau Masnach

I ddiogelu rhag y perygl i iechyd y cyhoedd sy'n deillio o coronafeirws, mae Llywodraeth Cymru wedi cyhoeddi deddfwriaeth newydd sy'n ei gwneud yn ofynnol i gau busnesau sy'n gwerthu bwyd a diod i'w bwyta/yfed ar y safle, yn ogystal a sawl math arall o fusnes. Bydd swyddogion Iechyd yr Amgylchedd a Safonau Masnach y Cyngor yn gorfodi cydymffurfriad â'r rheoliadau hyn. Anogir busnesau i ddarllen y Gorchymyn a chydymffurfio a'r gofynion, sydd i'w gweld yn:

https://gov.wales/health-protection-coronavirus-business-closure-wales-regulations-2020?fbclid=IwAR2YQqYGNBtdO2_AiPLNmxkzXgOOJhj3NTpNbNPnVZzHB9RmKggqvnnCm2I

Ailgylchu a Gwastraff

Mae casgliadau ailgylchu a gwastraff yn cael eu cynnal fel arfer.

Ond ni fydd ein partner, Crest, yn casglu bagiau ailgylchu pinc a phiws ar hyn o bryd.

Nid ydym yn gallu derbyn archebion newydd ar gyfer gwastraff swmpus ar hyn o bryd, oherwydd prinder staff ein partner, Crest.

Bydd ein Canolfannau Ailgylchu Gwastraff y Cartref ar gau o heddiw ymlaen nes y clywir yn wahanol, yn unol â chanllawiau'r Llywodraeth.

Ymddiheurwn am unrhyw anghyfleustra.

Bydd ein Canolfan Ailgylchu Symudol ar Ddydd Sadwrn ar gau nes y clywir yn wahanol, yn unol â chanllawiau'r Llywodraeth.

Mae Swyddfa Mochdre ar gau, gellir cysylltu â Thîm Cyngor ERF ar (01492) 575337 neu erf@conwy.gov.uk

Cyfarfodydd Pwyllgor

Mae rhai cyfarfodydd pwyllgor wedi'u gohirio a gallwch weld os yw cyfarfod i gael ei gynnal ai peidio yn <https://modgoveng.conwy.gov.uk/mgCalendarMonthView.aspx?GL=1&bcr=1>

Fideo BSL

Gwybodaeth am coronafeirws (COVID19) yn Iaith Arwyddion Prydain (BSL)
<https://www.conwy.gov.uk/cy/Council/Contact-Us/Sign.aspx>

Rydym yn annog unrhyw un sydd ag unrhyw gwestiynau am y firws i fynd i wefan Iechyd Cyhoeddus Cymru: phw.nhs.wales am y wybodaeth ddiweddaraf.

Rydym yn gweithio'n agos ag Iechyd Cyhoeddus Cymru, Bwrdd Iechyd Prifysgol Betsi Cadwaladr a'r gwasanaethau brys i sicrhau bod trefniadau priodol a chymesur yn eu lle i ymateb i'r sefyllfa hon fel y mae'n datblygu.

Byddwn yn parhau i ddilyn y canllawiau yr ydym yn eu derbyn gan Lywodraeth y DU, Llywodraeth Cymru ac Iechyd Cyhoeddus Cymru.