

At a Meeting of Pembroke Dock Town Council held at Pater Hall, Pembroke Dock on Thursday, 17th October, 2002 at 6.30 p.m.

PRESENT:

Councillor Mrs. P.E. George (Mayor)
Councillors W.J. Davies, D.T. Esmond,
Mrs. C. Fortune, P.G. Gwyther,
D.L. Jones, S. Perkins,
Mrs. V.M.J. Roach, Mrs. B. Roch,
R.G. Watts.

IN ATTENDANCE:

Mr. T.R. Edwards, Town Clerk
Mrs. P.E. Prout, Secretary

The Meeting was opened with Prayer.

108. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Mrs. P.E.M. Folland and K.C. Higgs.

109. MINUTES

PROPOSED by Councillor D.L. Jones
SECONDED by Councillor Mrs. B. Roch

RESOLVED –

That the Minutes of the Meeting held on the 26th September, 2002 be adopted as circulated subject to the following amendments:-

110. MATTERS ARISING FROM THE MINUTES

**(a) Minute 97(a) – Pater Hall – Refurbishment & Upgrading
ERDF Objective 1 Grant Application**

The Town Clerk reported that Mr. Gwyn Evans, European Officer, Pembrokeshire County Council had advised that he would visit the Office on the 24th October, 2002 with a representative of the Wales European Funding Office to discuss some technical details regarding European funding in respect of the refurbishment and upgrading of Pater Hall. The Town Clerk stated that the Mayor would be in attendance.

(b) Minute 97(b) – Centenary Lamp, Albion Square

The Town Clerk stated that no further progress had been made in respect of the above matter as the relevant Officers at Mainport had been on annual leave.

The Town Clerk reported that he had contacted SWALEC and had obtained a twelve months refund for electricity charges on the Lamp.

(c) Minute 97(q) – 18 Gwyther Street – Overgrown Tree

Councillor R. Watts reported that the tree referred to above had been removed down to garden level by a tree Specialist. Carmarthenshire County Council had attended with cameras to view the drains but no information was available as to their conclusion.

(d) Minute 97(r) – Magazine Building – Llanion Park

The Town Clerk reported that he had discussed this matter with Officers of Pembrokeshire County Council who had advised that whilst it would be desirable to renovate the building, no THI funding was available at present. A specific scheme would have to be submitted for the use of the building for possible funding consideration.

(e) Minute 99(b) – Carnival Floats – Narberth Winter Carnival

The Town Clerk stated that he had discussed the possibility of floats being entered in this year's Narberth Carnival with the Pater Pantomime Society who had agreed to participate. He had also spoken to a representative of the Bush & Park Residents Association. Councillor S. Perkins reported that she had discussed this matter with representatives of the Association and it was hoped that walkers would attend. The Mayor had been in contact with Jewsons.

(f) Minute 100(122) – Resignation of Councillor Mrs. M. Williamson

The Mayor stated that together with the Town Clerk they had visited Councillor Mrs. M. Williamson and presented her with a basket of flowers in appreciation from the Council for her many years of loyal service. The Mayor reported that a letter had been received from Mrs. Williamson thanking the Council for her flowers and good wishes.

(g) Minute 100(130) – Pembrokeshire Housing Association – Annual Report 2001/2002

The Town Clerk stated that Mr. Maggs' Secretary had confirmed his attendance at this evening's meeting. Mr. Maggs did not attend the meeting.

(h) Minute 105 – Pater Hall – Power Washing

The Town Clerk stated that this matter had been referred back to this Meeting for further consideration after the Network Meeting held on the 30th September, 2002.

RESOLVED –

That the quotation from Carew Cleaning Service to undertake power washing of Pater Hall, wall plinths architraving and balcony in the sum of £360 be accepted and that the Town Clerk request that the front steps be included.

(i) Minute 107(f) – Footpath – Shropshire Road

The Town Clerk reported that he spoken to Officers of Pembrokeshire County Council in respect of the above matter as well as Councillor S. Perkins.

Councillor S. Perkins thanked the Town Clerk for his assistance in this matter and stated that she had liaised with the Footpath Officer who had agreed that bollards would be erected in the above location to maintain the public footpath and prevent vehicles using it.

(j) Minute 107(g) – Top Road – Cycle Path Lighting – Vandalism

The Town Clerk reported that Pembrokeshire County Council had undertaken the repairs to the lighting in the above location.

Councillor D.T. Esmond stated that the condition of the footpath leading to St. Peters Road was appalling and overgrown. A fence had also been damaged and was ineffective.

RESOLVED –

That the Footpaths Officer, Pembrokeshire County Council be requested to arrange for the necessary clearance to the footpath as well as the re-erection of the fence.

(k) Minute 107(i) – Kensington House, Laws Street – Dog Fouling

The Town Clerk reported that the Dog Warden was investigating the above complaint.

111. REPORT OF TOWN CLERK

136. Play Areas and Play Funding Strategy

The Town Clerk reported that as resolved at the last meeting this matter had been discussed with Pembrokeshire County Council Cabinet Members and Officers at the Network Meeting held on the 30th September, 2002 and was now referred for further consideration.

For Members' information, enclosed at Appendix "A" were details of the Pembrokeshire County Council's play area grant aiding procedures which were approved in July, 2001. In brief:-

- (a) A 50% grant, up to a maximum of £15,000, is available from Pembrokeshire County Council for each play area.
- (b) Pembrokeshire County Council will assist in the tendering and implementation of the scheme.
- (c) Pembrokeshire County Council Technical Officers will carry out a post installation inspection before allowing the contractors to hand over liability.
- (d) Pembrokeshire County Council will train at least 2 members of the community to enable them to carry out visual and operational inspections.
- (e) Pembrokeshire County Council will carry out annual independent inspection free of charge and provide a report.
- (f) Pembrokeshire County Council can provide an inspection service and a maintenance repair service at reasonable cost.

The Town Clerk advised that the Council's Insurers had been consulted regarding related insurance cover. The public liability insurance premium would increase by about £50 per annum per small play area. All-risks cover on a new for old basis for play equipment would cost £25 (+ insurance premium tax) per £1,000 of cover.

Mr. Alex Allison, Community Regeneration Officers and Mr. N. Bayley, Environmental Policy Officer had offered to attend a Council Meeting if required.

The Town Clerk reported that he had received a letter from Mr. D. Williams, Fishguard who advised that he was working as a consultant on playing field matters.

It was

MOVED by Councillor D.T. Esmond
SECONDED by Councillor S. Perkins

That Town Councils in Pembrokeshire be consulted with a view to a corporate policy in respect of play areas and play equipment.

An Amendment was

MOVED by Councillor Mrs. V.M.J. Roach
SECONDED by Councillor Mrs. C. Fortune

That in view of the refurbishment expenditure for Pater Hall consideration of this matter be deferred.

On being put to the Meeting the Town Clerk recorded the following voting:-

For the Amendment	5 votes
Against the Amendment	3 votes

The Amendment was declared therefore CARRIED.

RESOLVED –

That consideration of this matter be deferred in view of the refurbishment expenditure of Pater Hall.

137. Service Standards and Schedules

The Town Clerk reported that following the Network Meeting held on the 30th September, 2002 he had received from Pembrokeshire County Council a copy of Service Standards in respect of Street Cleansing, Refuse Collection, Grounds Maintenance and Public Convenience cleaning.

In view of the debate at a recent Council Meeting regarding the quality of street cleaning, enclosed at Appendix "B" for Members' information were details of the service standards for street sweeping and litter picking. According to the schedules received the following areas were included in Zone 1:-

Dimond Street (West)
Gordon Street
Gordon Street Car Park
Meyrick Street (Lower and Middle) between corner of
Bush Street and Corner of Front Street
Brewery Street East Lane – from southern end of
Brewery Street to Park Street West Lane
Harbour Way
Queen Street (East) – between Meyrick Street and corner
of Brewery Street
Queen Street Car Park

RESOLVED –

That the Town Clerk write to Pembrokeshire County Council and express the Council's dissatisfaction with the service and advise that in accordance with Zone 1 criteria no manual sweeping of the above streets is undertaken on a daily basis. Details of the cleaning to be given.

138. Pembroke Dock Community Website

The Town Clerk stated that as previously reported, Pembroke Dock Chamber of Commerce had received a grant of £2,250 for the design of a Community Website for Pembroke Dock. The design would be under the direction of the Pembroke Dock Community Website Committee with Councillor P.G. Gwyther as Chairman.

The Town Clerk would be acting as Secretary to the Committee. It is anticipated that the project would take some 6-8 months to complete. The site address is www.pembrokedock.org with the first page being already on line. It is hoped to include some diary dates e.g. Winter Carnival programme in the near future.

Members were advised that the Committee is currently distributing a letter and questionnaire to all businesses, organisations, schools, sports clubs etc. advising them of this project and inviting their inclusion on the website. The reaction to date had been very favourable. A copy of the letter and questionnaire was enclosed with the report together with a copy of the first page currently on line.

RESOLVED –

That a letter be sent to Mr. P. Tallett expressing the Council's appreciation for his assistance in this matter.

139. Pembrokeshire Service Line

The Town Clerk reported that at the Network Meeting on the 30th September, 2002 reference was made to the new Pembrokeshire County Council Municipal Services Helpline which had been launched in March, 2002. The service line had been set up to deal with calls from the public, Town and Community Councils and County Councillors. Enclosed with the report was a copy of an information sheet regarding the service line, for Members' use.

140. Pin Badges

The Town Clerk reported as instructed on the following quotations which had been received for the supply of Town Council pin badges:-

Castle Crafts, Willings Passage, Pembroke

Minimum quantity	200	95p each (+ VAT)
	250	89p
	500	76p

Delivery: 6 weeks

C.H. Munday Ltd.

Minimum order	100	£2.25 each + VAT + postage
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Delivery: 8 weeks

Thomas Fattorini Ltd.

Minimum order	50	£2.55 + VAT + postage
	75	£2.35
	100	£2.05

Plus part charge towards stamping appliances - £75.00 (+ VAT)

Delivery: 6-8 weeks

RESOLVED -

That subject to supply of satisfactory sample, an order for the supply of 500 Town Council pin badges in the sum of 76 pence be made with Castle Crafts, Willings Passage, Pembroke.

**141. Pembrokeshire Coast National Park
Llanion Park Offices**

The Town Clerk referred to the decision by Pembrokeshire Coast National Park Authority to relocate it's headquarters to Llanion Park. Discussions were also at an advanced stage with the Countryside Council for Wales with a view to the CCW's Area Office also re-locating to Llanion Park. A copy of the press release was enclosed at Appendix "C." Also enclosed was a letter from Mr. N. Wheeler, Chief Executive, which requested an opportunity to meet the Council in order to discuss ways of working together in the future for the benefit of the Town.

RESOLVED -

That Mr. N. Wheeler, Chief Executive, Pembrokeshire Coast National Park Authority be invited to attend a Council Meeting.

142. Dyfed-Powys Drugs and Alcohol Action Team

The Town Clerk enclosed at Appendix "D" a letter from the Assistant Co-ordinator of the Drugs and Alcohol Action Team which offered to attend a meeting with Members to raise awareness of current trends in the use of illegal drugs and alcohol and of the actions being taken to address the matter.

RESOLVED -

That Dyfed-Powys Drugs and Alcohol Action Team be invited to attend to address a Council Meeting.

**143. Dyfed-Powys Police Authority
Annual Policing Plan 2003/2004**

The Town Clerk stated that in connection with next year's Policing Plan, commencing in April, 2003 the Clerk to the Dyfed-Powys Police Authority had written requesting the Council's views on what local priorities should be for the Police in the area. The top three priorities were requested.

RESOLVED –

That the Dyfed-Powys Police Authority be advised that the Council's three top priorities are:-

- (1) Traffic Management in Pembroke Dock;
- (2) Drugs and Alcohol Abuse;
- (3) School Truancy.

**144. Local Transport Plan 2000-2005
Annual Progress Report 2002**

The Town Clerk reported that a copy of the Annual Progress Report had been received and was available for inspection.

145. Well Being in Wales

The Town Clerk reported that a consultation document had been received from the Welsh Assembly Government detailing policies relating to health, public health and social care services, and was available for inspection. Written comments were requested by the 19th November, 2002.

146. 49 Gwyther Street

The Town Clerk referred to recent correspondence regarding the above property and enclosed at Appendix "E" a letter from the Head of Planning, Pembrokeshire County Council.

147. Licensing

The Town Clerk reported that notices had been received in respect of the following:-

(a) The White Hart Inn, 3 Pembroke Street

The application is to transfer the Justices' Licence into the sole name of Mary Josephine Veronica McWeeney. The existing licence also includes Mr. Ian Thomas, the Estate Manager of the previous owners, James Williams (Narberth).

RESOLVED –

That the Council have no objection to the transfer of the Justices Licence in respect of the above premises.

(b) The Charlton Hotel, Bush Street

The application is to transfer the Justices' Licence to Patrick Joseph Riordan. The current licencees are David Wheel and Fiona Edwards.

RESOLVED –

That the Council have no objection to the transfer of the Justices Licence in respect of the above premises.

(c) The Royal, 95 Queen Street

The application is to transfer the Justices' Licence to David Malcolm Crew and Tracy Ann-Maria Crew. The current licence is held by B.L. Rothers.

The Town Clerk reported that he had received notification that the application had been amended and was now submitted in the name of David Malcolm Crew only.

RESOLVED –

That the Council have no objection to the transfer of the Justices Licence in respect of the above premises.

148. Planning Applications

The following planning applications had been received for consideration by the Council:-

673/02	Mr. A. Holland 40 Prospect Place Pembroke Dock	40 Prospect Place – Garage to replace existing garage
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PROPOSED by Councillor Mrs. V.M.J. Roach
SECONDED by Councillor Mrs. C. Fortune

RESOLVED –

That the Council have no objection to the application.

702/02	Burns Plant Hire Ferry Lane Pembroke	Bramble Hall Farm, Ferry Lane – Centre for recycling of inert waste (screening, sorting and crushing of inert waste) Re-submission
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PROPOSED by Councillor D.T. Esmond
SECONDED by Councillor Mrs. V.M.J. Roach

RESOLVED –

That the Council refuse the application owing to close proximity of residential dwelling. Possible access problems on to very bush road, possible noise and pollution problems to neighbouring residents.

MS

149. Planning Decisions

The following decisions had been received from Pembrokeshire County Council in respect of current planning applications:-

284/02 – The Point, Pembroke River, Formerly known as Pennar Park – Renewal of outline planning consent 98/0120/PA – **Approved**

424/02 – Glan-y-Mor, Beach Road, Llanreath – Extension above existing single storey – **Approved**

489/02 – Plot C, St. Patricks Hill, Llanreath – One dwelling – **Approved**

575/02 – Land to East of, Charles Thomas Avenue - Proposed Change to Plot 58 – Dwelling – **Approved**

112. SUPPLEMENTARY REPORT OF TOWN CLERK

150. Planning Application

The following planning application had been received for consideration by the Council:-

726/02	Mr. B. Lake Lakeland House St. Patricks Hill Llanreath Pembroke Dock	Lakeland House, St. Patricks Hill, Llanreath Garden wall with decorative galvanised railings
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PROPOSED by Councillor Mrs. V.M.J. Roach
SECONDED by Councillor Mrs. C. Fortune

RESOLVED –
That the Council have no objection to the application.

151. Planning Decisions

The following decisions had been received from Pembrokeshire County Council in respect of current planning applications:-

557/02 - The Boathouse, Llanreath – Change of use to Public House – **Approved**

10/02/AD – Co-op Petrol Station, Gordon Street - Various Petrol Station Sign Components – **Approved**

113. TOWN AND COMMUNITY SURVEY

The Town Clerk reported that he had received a questionnaire on services from Pembrokeshire County Council for consideration by the Council. The survey was completed in consultation with Members.

RESOLVED –

That the survey be returned to Pembrokeshire
County Council.

114. HOBBS POINT – CONDITION

The Town Clerk reported that he had received a letter from Mrs. L. Perigueux, 73 Millfields Close, Pentlepoir which referred to the appalling condition of Hobbs Point. Specific reference was made to the peeling paint from dirty railings and weeds and grass which required clearance. As this area is used by visitors to watch the activities on the river, they could not be impressed by its present condition.

RESOLVED –

That Mrs. Perigueux's letter be forwarded to
Pembrokeshire County Council and that they
be advised of the Council's support for necessary
maintenance to be undertaken as a matter of
urgency in the above location.

115. TRANSCO – GAS MAINTENANCE WORK

The Town Clerk reported that a letter had been received from Transco which stated that essential gas maintenance work would be commencing shortly in Pembroke Dock to ensure a continued safe and secure gas supply system. The project is scheduled to start between the 30th October and 8th November, 2002. Work should be completed within weeks.

116. REPORT OF FINANCIAL OFFICER

12. Payment of Accounts

The Financial Officer submitted the following accounts for payment:-

98.	Adrian's Flowershop - Wreaths	£40.00
99.	The Consortium - Stationery, etc.	£74.11
100.	Weslec - Upholstery Nozzle for Grime Buster	£12.76
101.	Konica Peter Llewellyn - Photocopying	£55.64
102.	Mencap Gardens - Donation in memory of the late Mr. J. Hogg	£25.00
103.	Pitney Bowes - Ink for Postage Meter	£63.27
104.	Pitney Bowes - Maintenance of Postage Meter	£11.74
105.	Imprest Account - Salaries and Wages	£2,260.83
106.	Willowdale Flowers - Flowers – Cllr.Mrs.M. Williamson	£25.00

The Town Clerk submitted that account no. 100- Weslec - should be amended to £14.99 and not £12.76 as this had not included VAT.

The Town Clerk requested that the following accounts be added to the schedule of accounts for payment:-

107.	Festive Lighting Co. – Christmas Lights	£2,436.98
108.	Festive Lighting Co. – Christmas Lights	£292.58
109.	Hean Castle Estate – Christmas Tree	£107.00

The Town Clerk stated that the Christmas lighting expenditure was well within the Council's budget.

PROPOSED by Councillor D.T. Esmond
SECONDED by Councillor Mrs. C. Fortune

RESOLVED –

That account nos. 98 – 109 be approved for payment.

117. MATTERS RAISED VERBALLY

(a) Lang Utilities acting for the Water Authority – Traffic Signs

Councillor D.L. Jones referred to the fact that the Water Authority had not removed warning signs following completion of their work in the Town and was a traffic hazard.

RESOLVED –

That Lang Utilities be requested to remove warning signs as a matter of urgency as they were a potential traffic hazard.

(b) The Mount – Wall – Dangerous Condition

Councillor P.G. Gwyther reported that the wall on the Mount corner in Prospect Place was in a dangerous condition and required attention. The wall adjoining the steps leading to the top of Upper Laws Street also required urgent attention.

RESOLVED –

That Pembrokeshire County Council be requested to carry out urgent repairs in the above location in the interest of road and public safety.

(c) Treowen Road/ Bufferland – Right of Way – Light

Councillor Mrs. C. Fortune stated that Pembrokeshire County Council had agreed to provide a light on the right of way at the above location.

RESOLVED –

That Pembrokeshire County Council be requested to provide a light at the above location in the interest of public safety.

(d) **Bufferland Terrace – Litter**

Councillor Mrs. C. Fortune stated that at the above location there was a proliferation of wind blown litter and it was

RESOLVED –

That Pembrokeshire County Council be requested to carry out litter clearance at the above location.

(e) **Senior Citizen's Christmas Party – Council Donation**

Councillor Mrs. V.M.J. Roach referred to the Council's donation to the Pembroke Dock Senior Citizens Christmas Party of £500 and it was

RESOLVED –

That the Council make a donation of £550 to the Senior Citizens Christmas Party.

(f) **Brewery Street – Shrubs**

Councillor Mrs. B. Roch referred to the appalling condition of the shrubs in Brewery Street and suggested that in order to improve the appearance consideration be given to replacing the shrubs with concrete slabs and provide a seat.

RESOLVED –

That Pembrokeshire County Council be requested to carry out urgent maintenance to the shrubs at the above location.

118. PRIVATE AND CONFIDENTIAL REPORT OF FINANCIAL OFFICER

1. Pay Awards

The Financial Officer reported that notification had been received from the National Joint Council for Local Government Services of a pay award in three stages, with effect from 1st April, 2002, 1st October, 2002 and 1st April, 2003 for employees.

RESOLVED –

That the pay award be implemented with effect from 1st April, 2002, 1st October, 2002 and 1st April, 2003.

The Meeting terminated at 8.10 p.m.


Mayor.

PEMBROKE DOCK TOWN COUNCIL

REPORT OF TOWN CLERK

17TH OCTOBER, 2002

Madam Mayor, Ladies and Gentlemen,

PART I - GENERAL

136. PLAY AREAS AND PLAY FUNDING STRATEGY

As resolved at the last meeting this matter was discussed with Pembrokeshire County Council Cabinet Members and Officers at the Network Meeting held on the 30th September, 2002 and is now referred for further consideration.

For Members' information, I am again enclosing at Appendix "A" details of the Pembrokeshire County Council's play area grant aiding procedures which were approved in July, 2001. In brief:-

- (a) A 50% grant, up to a maximum of £15,000, is available from Pembrokeshire County Council for each play area.
- (b) Pembrokeshire County Council will assist in the tendering and implementation of the scheme.
- (c) Pembrokeshire County Council Technical Officers will carry out a post installation inspection before allowing the contractors to hand over liability.
- (d) Pembrokeshire County Council will train at least 2 members of the community to enable them to carry out visual and operational inspections.
- (e) Pembrokeshire County Council will carry out annual independent inspection free of charge and provide a report.
- (f) Pembrokeshire County Council can provide an inspection service and a maintenance repair service at reasonable cost.

I have previously reported that the Council's Insurers have been consulted regarding related insurance cover. The public liability insurance premium would increase by about £50 per annum per small play area. All-risks cover on a new for old basis for play equipment would cost £25 (+ insurance premium tax) per £1,000 of cover.

Mr. Alex Allison, Community Regeneration Officers and Mr. N. Bayley, Environmental Policy Officer have offered to attend a Council Meeting if required.

Members' instructions are requested.

137. SERVICE STANDARDS AND SCHEDULES

Following the Network Meeting held on the 30th September, 2002 I have received from Pembrokeshire County Council a copy of Service Standards in respect of Street Cleansing, Refuse Collection, Grounds Maintenance and Public Convenience cleaning. In view of the debate at a recent Council Meeting regarding the quality of street cleaning, I am enclosing at Appendix "B" for Members' information, details of the service standards for street sweeping and litter picking. According to the schedules received the following areas are included in Zone 1:-

Dimond Street (West)
Gordon Street
Gordon Street Car Park
Meyrick Street (Lower and Middle) between corner of
Bush Street and Corner of Front Street
Brewery Street East Lane – from southern end of
Brewery Street to Park Street West Lane
Harbour Way
Queen Street (East) – between Meyrick Street and corner
of Brewery Street
Queen Street Car Park

138. PEMBROKE DOCK COMMUNITY WEBSITE

As previously reported, Pembroke Dock Chamber of Commerce has received a grant of £2,250 for the design of a Community Website for Pembroke Dock. The design will be under the direction of the Pembroke Dock Community Website Committee with Councillor P.G. Gwyther as Chairman. I shall be acting as Secretary to the Committee. The project will take some 6-8 months to complete. The site address will be www.pembrokedock.org and the first page is already on line. It is hoped to include some diary dates e.g. Winter Carnival programme, very shortly.

The Committee is currently distributing a letter and questionnaire to all businesses, organisations, schools, sports clubs etc. advising them of this project and inviting their inclusion on the website. The reaction to date has been very favourable.

For Members' information, I am enclosing with this report a copy of the letter and questionnaire and also a copy of the first page currently on line.

139. PEMBROKESHIRE SERVICE LINE

At the Network Meeting on the 30th September, 2002 mention was made of the new Pembrokeshire County Council Municipal Services Helpline which was launched in March, 2002. The service line has been set up to deal with calls from the public, Town and Community Councils and County Councillors. Enclosed with my report is a copy of an information sheet regarding the service line, for Members' use.

140. PIN BADGES

As requested, the following quotations have been received for the supply of Town Council pin badges:-

Castle Crafts, Willings Passage, Pembroke

Minimum quantity	200	95p each (+ VAT)
	250	89p
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Delivery: 6 weeks

C.H. Munday Ltd.

Minimum order	100	£2.25 each + VAT + postage
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Delivery: 8 weeks

Thomas Fattorini Ltd.

Minimum order	50	£2.55 + VAT + postage
	75	£2.35
	100	£2.05

Plus part charge towards stamping appliances - £75.00 (+ VAT)

Delivery: 6-8 weeks

Members' instructions are requested.

PART II - CORRESPONDENCE

141. PEMBROKESHIRE COAST NATIONAL PARK LLANION PARK OFFICES

As Members will know, the Pembrokeshire Coast National Park Authority has confirmed it's decision to relocate it's headquarters to Llanion Park. Discussions are also at an advanced stage with the Countryside Council for Wales with a view to the CCW's Area Office also re-locating to Llanion Park. A copy of the press release is enclosed at Appendix "C." Also enclosed is a letter from Mr. N. Wheeler, Chief Executive, requesting an opportunity to meet the Council in order to discuss ways of working together in the future for the benefit of the Town.

Members' instructions are requested.

142. DYFED-POWYS DRUGS AND ALCOHOL ACTION TEAM

I enclose at Appendix "D" a letter from the Assistant Co-ordinator of the Drugs and Alcohol Action Team offering to attend a meeting with Members to raise awareness of current trends in the use of illegal drugs and alcohol and of the actions being taken to address the matter.

Members' instructions are requested.

**143. DYFED-POWYS POLICE AUTHORITY
ANNUAL POLICING PLAN 2003/2004**

In connection with next year's Policing Plan, commencing in April, 2003 the Clerk to the Dyfed-Powys Police Authority has written requesting the Council's views on what local priorities should be for the Police in the area. The top three priorities are requested.

Members' instructions are requested.

**144. LOCAL TRANSPORT PLAN 2000-2005
ANNUAL PROGRESS REPORT 2002**

A copy of the Annual Progress Report has been received and is available for inspection.

145. WELL BEING IN WALES

A consultation document has been received from the Welsh Assembly Government detailing policies relating to health, public health and social care services, and is available for inspection. Written comments are requested by the 19th November, 2002.

146. 49 GWYTHYR STREET

Further to recent correspondence regarding this property I am enclosing at Appendix "E" a letter from the Head of Planning, Pembrokeshire County Council.

147. LICENSING

Notices have been received in respect of the following:-

(a) The White Hart Inn, 3 Pembroke Street

The application is to transfer the Justices' Licence into the sole name of Mary Josephine Veronica McWeeney. The existing licence also includes Mr. Ian Thomas, the Estate Manager of the previous owners, James Williams (Narberth).

(b) **The Charlton Hotel, Bush Street**

The application is to transfer the Justices' Licence to Patrick Joseph Riordan. The current licencees are David Wheel and Fiona Edwards.

(c) **The Roval, 95 Queen Street**

The applicants for the transfer of Justices' Licence are David Malcolm Crew and Tracy Ann-Maria Crew. The current licence is held by B.L. Rothers.

PART III – PLANNING

148. PLANNING APPLICATIONS

The following planning applications have been received for consideration by the Council:-

673/02	Mr. A. Holland 40 Prospect Place Pembroke Dock	40 Prospect Place – Garage to replace existing garage
702/02	Burns Plant Hire Ferry Lane Pembroke	Bramble Hall Farm, Ferry Lane – Centre for recycling of inert waste (screening, sorting and crushing of inert waste) Re-submission

149. PLANNING DECISIONS

The following decisions have been received from Pembrokeshire County Council in respect of current planning applications:-

284/02 – The Point, Pembroke River, Formerly known as Pennar Park – Renewal of outline planning consent 98/0120/PA – **Approved**
424/02 – Glan-y-Mor, Beach Road, Llanreath – Extension above existing single storey – **Approved**
489/02 – Plot C, St. Patricks Hill, Llanreath – One dwelling – **Approved**
575/02 – Land to East of, Charles Thomas Avenue - Proposed Change to Plot 58 – Dwelling – **Approved**

T.R. EDWARDS,

Town Clerk.

PEMBROKESHIRE COUNTY COUNCIL PLAY AREA GRANT AIDING PROCEDURES

Pembrokeshire County Council (PCC) will match find the local contribution to the formation or refurbishment of a community led play area. The following conditions will apply:

1. The group must work through the local Community Council or exceptionally, properly constituted Community Associations, as the end product will become their long-term responsibility.
2. PCC will assist community groups in preparing schemes with grant applications
3. PCC will make available suitable sites at a peppercorn rent for approved schemes if it has surplus appropriate land in the locality.
4. PCC may contribute a grant to lever in grant aid. The PCC contribution will be the minimum necessary, but in any event no more than 50% of any locally raised funds necessary to support the scheme approved by the external funding bodies, up to a maximum of £15,000.
5. Any community receiving grant aid for a play area will not be eligible to receive additional aid for the play area for a minimum of 10 years, unless there are exceptional circumstances.
6. The scheme and equipment must be approved by PCC with regard to the scale, quality and need of the locality.
7. PCC will assist in the tendering and implementation of the scheme.
8. PCC Technical Officers will carry out a post installation inspection before allowing the contractor to hand over liability.
9. The Technical Officers will also carry out a risk assessment on the facility to ascertain the future inspection regime.
10. PCC will train at least 2 members of the community (and their replacements in due course) to enable them to carry out visual and operational inspections
11. PCC can provide specialist-recording ledgers.
12. PCC will carry out an annual Independent inspection free of charge and provide the report to the community.
13. PCC can provide an inspection service and a maintenance repair service at reasonable cost, if required.
14. These rules will apply to a new provision or a refurbishment scheme and the grant scheme will only apply where the Community Council or Community Association takes the management responsibility of the site.

This will only apply to approved schemes where there is a proven assessment of need and will follow guidelines established by the main grant agencies.

STREET CLEANSING - SERVICE STANDARDS

This Authority has a statutory duty to keep streets, highways and public spaces clean and litter free in accordance with the Environmental Protection Act 1990: Code of Practice on Litter and Refuse 1991. The Code of Practice divides land types into a number of zones. The five zones referred to in the standards laid out for this service are identified below:

Zone Identification Number	Description of Zone
1	High use area e.g. town centres, shopping streets, railway & bus stations
2	High density residential area e.g. built up area of terraced houses, flats & housing estates near town centres
3	Low density residential area e.g. built up areas of detached & semi-detached houses & housing estates on outskirts of towns, public parks & large villages
4	All other urban areas e.g. small villages & hamlets
7	Rural areas e.g. All highways including district and local roads & associated lay-bys

- We will provide, on request, a list identifying zone categorisation throughout the county.

Street Sweeping and Litter Picking

- Mechanical sweeping of streets will be undertaken on the following basis:
 - Main town streets located within zone 1 will be mechanically swept a *minimum of once a week before 9:00 a.m.*;
 - Urban areas located within zone 2 will be mechanically swept a *minimum of once a month*;
 - Urban areas located within zone 3 will be mechanically swept a *minimum of once every three months*;
 - Urban areas located within zone 4 will be mechanically swept a *minimum of once every six months*;
 - All "A" roads within zone 7 will be mechanically swept a *minimum of once every three months*;
 - All "B" roads within zone 7 will be mechanically swept a *minimum of once every three months*;
 - All "C" and "D" roads within zone 7 will be mechanically swept a *minimum of once every six months*;

- Manual sweeping of streets will be undertaken on the following basis:
 - Main town streets located within zone 1 will be manually swept a *minimum of once a day*.
 - Urban areas located within zone 2 will be manually swept a *minimum of once a week*.
 - Urban areas located within zone 3 will be manually swept a *minimum of once a month*.
 - Urban areas located within zone 4 will be manually swept a *minimum of once every three months*.
- Litter picking of all roads will be undertaken on the following basis:
 - All "A" roads within zone 7 will be litter picked a *minimum of once every two weeks*.
 - All "B" roads within zone 7 will be litter picked a *minimum of once a month*.
 - All "C" roads within zone 7 will be litter picked a *minimum of once every three months*.
 - All "D" roads within zone 7 will be litter picked a *minimum of once every six months*.
- We will endeavour to keep all areas clean at all times and we will formally inspect a minimum of 2% of all streets every two months. The streets and the times of the inspections will be selected at random. Where poor standards of cleanliness are found we will respond in line with the response times (as designated by the Environmental Protection Act 1980: Code of Practice on Litter and Refuse 1991) for the categories of zones and standard of cleanliness identified below.

Zone	Area	Cleanliness Standard			
		Grade A	Grade B	Grade C	Grade D
1	Town centres	↗	↗	↗	↗
2	High density residential	↗	↗	↗	↗
3	Low density residential	↗	↗	↗	↗
4	Other urban areas	↗	↗	↗	↗
7	Rural areas - distinct and local roads	↗	↗	↗	↗

Photographs of four grades of cleanliness are provided overleaf for shopping centres and residential streets. For example, if we inspect a town centre and find conditions as in photograph D, we will ensure it is brought up to the standard of photograph A within 1 hour.

Shopping Centres



Grade A
Free of litter



Grade B
Not much litter apart from a few small items



Grade C
Quite a lot of litter with small build-ups

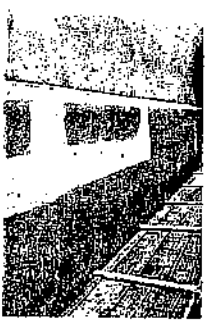


Grade D
A lot of litter with big build ups

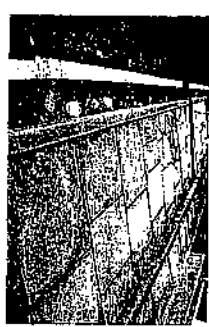
Residential Streets



Grade A
Free of litter



Grade B
Not much litter apart from a few small items



Grade C
Quite a lot of litter with small build-ups



Grade D
A lot of litter with big build ups

Street Washing

During prolonged dry spells, liquid spillages or an accumulation of grease and organic matter can result in noxious smells particularly in shopping precincts, pedestrianised areas and busy main streets which will require street washing.

- Street washing will be carried out by our staff at the same time as they undertake mechanical street sweeping.
- Detergent and/or disinfectant will be used to remove foul deposits and to neutralise germs and smells.
- Formal inspection of this service will comply with those outlined in Street Sweeping;
- If an area does not meet grade "A" standard we will respond within the timescales previously outlined for the relevant zone.

Litter Bin Servicing

- Town centre bins which are located within zone 1 will be emptied a *minimum of once a day* throughout the year. In addition, our staff, whilst undertaking other cleansing activities, will empty full litter bins as they make their rounds;
- Litter bins located within zone 2 will be emptied a *minimum of once a week* throughout the year, in addition, our staff, whilst undertaking other cleansing activities, will empty full litter bins as they make their rounds;
- All other bins will be emptied a *minimum of once a month* throughout the year. In addition, our staff, whilst undertaking other cleansing activities, will empty full litter bins as they make their rounds;
- All bins maintained by the Authority will be fitted with bin liners and may be used for the deposit of "poop scoops";
- The bin liner will be renewed at each servicing;
- Formal inspection of this service will comply with those outlined in Street Sweeping;
- If a bin needs to be emptied we will respond within the timescales previously outlined for the relevant zones within which it is situated.

Bus Shelter / Beach Promenade Shelters

- All shelters located within zone 1 will be cleaned a *minimum of once a day* throughout the year.
- All other shelters will be cleaned a *minimum of once a week* throughout the year;
- On each occasion the shelter will be swept and all litter and noxious deposits removed;

- The shelters will be washed with a disinfected solution as required dependent upon a shelter's misuse;
- Formal inspection of this service will comply with those outlined in Street Sweeping;
- If a shelter does not meet grade "A" standard we will respond within the timescales previously outlined for the relevant zones within which it is situated.

Beach Cleansing

Beaches throughout the county have been placed into the three groups according to usage.

Group	Usage
A	High usage
B	Medium usage
C	Low usage

- We will provide, on request, a list identifying beach grouping throughout the county.
- Group "A" beaches will be cleaned to Grade "A" standard from 1st May to 31st September, and to Grade "B" at all other times;
- Group "B" beaches will be cleaned to Grade "A" standard from 14th June to 14th September, and to Grade "B" at all other times;
- Group "C" beaches will be cleaned to Grade "B" standard throughout the year;
- Beaches will be subject to a random inspection throughout the year;
- If a beach does not meet the required grade of cleanliness we will respond to Group "A" beaches within 24 hours, Grade "B" within three days and Grade "C" beaches within seven days.

Group 1

APPENDIX "C"

27/09/02

**Parc Cenedlaethol
Arfordir Penfro**
10n Winch, Hwlfordd
Sir Benfro SA01 1PY

penrhynorthcoast.org.uk,
www.pembrokeshirecoast.org.uk,
 Croesnew chelplath
 yn Gymraeg a Saesneg
 We welcome correspondence
 in English and Welsh

Ylanion Park, Pembroke Dock, is to be the new headquarters of the Pembrokeshire Coast National Park Authority.

At Wednesday's Authority meeting members voted to accept the offer made by Pembrokeshire County Council of the freehold of the buildings in exchange for the Winch Lane, Haverfordwest, premises the Authority currently occupies.

This follows lengthy negotiations with the Welsh Assembly Government which is providing substantial funding for the alterations and renovations needed to turn Llanion Park into modern office accommodation.

Discussions are at an advanced stage with the Countryside Council for Wales with a view to the CCW's area office also re-locating to Llanion Park.

It is hoped to complete the move by March 2004

National Park Authority Chairman, Councillor Gordon Cawood, said: "We are very pleased that, after lengthy discussions, the way is now clear for us to go ahead with the move to a fine location which overlooks part of the Park area.

"The support of the Welsh Assembly has been crucial in this and we are extremely grateful to the Ministers concerned.

"This move presents great challenges to everyone in the Authority—physically, culturally and in how we will use the building in a sustainable way."

Note to Editors

Llanion Park was the headquarters of the former South Pembrokeshire District Council up to local government re-organisation in 1995 and was subsequently used as an area office by the County Council. It dates from the early 20th century and comprises two substantial and elegant brick buildings which command a fine view over the Haven Waterway.

Issued by John Evans, National Park Communications, Tel 01437 771422

INVESTOR IN PEOPLE
BUDISKOPOVA
MEYER FUEL

1952~2002
Part 1 to 100
A Part for All

Aelod o Gyrraiddilhos Awdurdodau y Parclau Cenedlaethol - ym gwasilho ar budd ein hamgylchedd a'n neftudoeth

www.pambrookeshireccoad.org.uk
Coesawyn oebolierh,
ym Gymnreg o Soesareg
We welcome correspondence
in English and Welsh

NEWYDDION



**Tim Gweithredu Cyffuriau ac Alcohol Dyfed
Dyfed Powys Drugs and Alcohol Action Team**

Unit 13, Anthony Way, Cillerfwr Road West Industrial Estate, Alhycamp Road, Johnstown, Carmarthen
Tel/Ffon: 01267 231955/01267 231991
Fax/Ffacs: 01267 222907

30 SEP 2002

To: Town Councils & Schools

(Chair of Governors and Head Teachers, Secondary Schools and Clerks to the Town Councils)

Date: 16th September 2002

Dear Colleague,

Over the last 2 years you will no doubt have been aware of significant increase in the availability and use of illegal drugs amongst young people within Pembrokeshire. Particular concern has been raised by agencies working in this field in relation to the ease of access to class "A" drugs, such as heroin and cocaine.

There is already a substantial amount of work going on in our communities to tackle these issues as agencies such as the police, health services and voluntary organisations work in partnership to meet the requirements of the Welsh Substance Misuse Strategy from the National Assembly for Wales.

With these issues in mind and following a recent seminar of local agencies we are writing to offer your Council the opportunity to an awareness raising session with your members.

This session is offered by representatives from the Health & Enforcement agencies and is designed to:

- Raise awareness of current trends in the use of illegal drugs and alcohol amongst young people in the county.
- Inform governors/members of the actions being undertaken to address these issues by organisations working in this field.
- Discuss ways in which your organisation may be able to assist in helping to tackle aspects of this problem.

Chair: Mr Bruce McLernon, Director of Social Care and Housing, Carmarthenshire County Council
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In order to best facilitate this session I would be grateful if you could contact me on the number provided to discuss suitable dates and times for these sessions. There is no charge for this briefing and our partners will be happy to consider evening or possibly weekend dates. It may well be worth considering whether or not your organisation could include this briefing session as a component of your existing meeting timetable. However we will be guided by what is most suitable for your organisations requirements.

I look forward to hearing from you

Yours sincerely

Hayley Lewis
DAAT Assistant Co-ordinator

cc Rhys Sinnott - Pembrokeshire Local Health Group
cc Peter Mason - DAAT Co-ordinator

Chair: Mr Bruce McLernon, Director of Social Care and Housing, Carmarthenshire County Council
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Your ref
Edi: 2/2/02
My ref
By: 2/2/02
Please ask for
Cognome and
Telephone
File
Date
Dy: 2/2/02

DML/PEW/
D M Lawrence
01437 775324
4 October 2002

APP "IX "E"
Chief Executive
BRYNFAIRY JONES, MA (Cant)
R. BARRETT-EVANS, BA (Hon), MA (Hons)
Director of Development
Pembrokeshire County Council,
County Hall, LLAVERDOR WEST,
Pembrokeshire, SA61 1TP
DX 9835 LLAVERDOR WEST
Telephone: 01437 744531
Fax: 01437 773394



T R Edwards Esq
Clerk to Pembroke Dock Town Council
Council Offices
Pater Hall
PEMBROKE DOCK
Pembrokeshire
SA72 6DD

- 8 OCT 2002

Dear Mr Edwards:

49 GWYTHYR STREET, PEMBROKE DOCK

Further to your letter of 11 July and to our subsequent telephone conversation I write to confirm our reassessment of the situation. Basically we are still of the view that there is no action under the Town and Country Planning Acts which could be reasonably taken.

From my own knowledge of the site, over many years, I appreciate the length of time that the property has been unoccupied. However, the building structure is essentially sound and it is boarded-up in a satisfactory manner. From our conversation it is understood that there is particular concern over the appearance of the garden area. From my recent inspection I noted that the garden has developed into a thicket of buddleia bushes. Whilst buddleia is a shrub which often colonises uncultivated land it is also itself a flowering shrub found quite commonly in domestic gardens. I really feel that it would be difficult to establish that these shrubs were a serious eyesore – and even if we could do so and required their removal, then what would replace them?

In conclusion I really do not consider this to be a case for use of land-use planning controls but in view of the concern expressed by your Council I do undertake to keep the position under review.

Yours sincerely

D M Lawrence

D M Lawrence
Head of Planning

Copy to Chief Executive

Cynghor Sir Penfro - Pembrokeshire County Council

PEMBROKE DOCK TOWN COUNCIL

REPORT OF FINANCIAL OFFICER

17TH OCTOBER, 2002

Madam Mayor, Ladies and Gentlemen,

The following matters are submitted for consideration:-

12. PAYMENT OF ACCOUNTS

The following accounts are submitted for payment:-

98.	Adrian's Flowershop - Wreaths	£40.00
99.	The Consortium - Stationery, etc.	£74.11
100.	Weslec - Upholstery Nozzle for Grime Buster	£12.76
101.	Konica Peter Llewellyn - Photocopying	£55.64
102.	Mencap Gardens - Donation in memory of the late Mr. J. Hogg	£25.00
103.	Pitney Bowes - Ink for Postage Meter	£63.27
104.	Pitney Bowes - Maintenance of Postage Meter	£11.74
105.	Imprest Account - Salaries and Wages	£2,260.83
106.	Willowdale Flowers - Flowers - Cllr.Mrs.M. Williamson	£25.00

W.A. VINCENT
Financial Officer

PRIVATE AND CONFIDENTIAL

PEMBROKE DOCK TOWN COUNCIL

REPORT OF FINANCIAL OFFICER

17TH OCTOBER, 2002

Madam Mayor, Ladies and Gentlemen,

1. PAY AWARDS

Notification has been received from the National Joint Council for Local Government Services of a pay award for employees in three stages, effective from 1st April, 2002, 1st October, 2002 and 1st April, 2003. I append hereunder details of the award for each of the Council's employees and would be grateful if the Council would consider implementing the award:-

	<u>Point</u>	<u>Current</u>	<u>01-Apr-02</u>	<u>01-Oct-02</u>	<u>01-Apr-03</u>
Mr. T.R. Edwards	23	£8,758.38	£9,021.08	£9,108.65	
Mr. T.R. Edwards	24				£9,736.22
Mrs. W.A. Vincent	23	£3,503.35	£3,608.53	£3,643.46	
Mrs. W.A. Vincent	24				£3,894.49
Mrs. P.E. Prout	17	£7,297.30	£7,516.21	£7,589.19	£7,855.14
Mr. J.G. Jones	6	£5.12 per hr	£5.29 per hr	£5.34 per hr	£5.53 per hr
Mr. J.G. Jones (u/s)	6	£6.83 per hr	£7.05 per hr	£7.12 per hr	£7.37 per hr
Mrs. M. Bittle (Cleaning)	4	£4.80 per hr	£5.00 per hr	£5.10 per hr	£5.33 per hr
Mrs. M. Bittle (Caretaking)	5	£4.97 per hr	£5.12 per hr	£5.22 per hr	£5.45 per hr
Mrs. M. Bittle (u/s Caretaking)	5	£6.63 per hr	£6.83 per hr	£6.96 per hr	£7.27 per hr
Mr. D. O'Driscoll (Cleaning)	4	£4.80 per hr	£5.00 per hr	£5.10 per hr	£5.33 per hr
Mr. D. O'Driscoll (Caretaking)	5	£4.97 per hr	£5.12 per hr	£5.22 per hr	£5.45 per hr
Mr. D. O'Driscoll (u/s Caretaking)	5	£6.63 per hr	£6.83 per hr	£6.96 per hr	£7.27 per hr

I shall be glad to have the Council's instructions.

W.A. VINCENT
Financial Officer

PEMBROKE DOCK TOWN COUNCIL
SUPPLEMENTARY REPORT OF TOWN CLERK

17TH OCTOBER, 2002

Madam Mayor, Ladies and Gentlemen,

150. PLANNING APPLICATION

The following planning application has been received for consideration by the Council:-

726/02	Mr. B. Lake Lakeland House St.Patricks Hill Llanreath Pembroke Dock	Lakeland House, St. Patricks Hill, Llanreath Garden wall with decorative galvanised railings
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151. PLANNING DECISIONS

The following decisions have been received from Pembrokeshire County Council in respect of current planning applications:-

557/02 - The Boathouse, Llanreath – Change of use to Public House – **Approved**
10/02/AD – Co-op Petrol Station, Gordon Street - Various Petrol Station Sign
Components – **Approved**

T.R. EDWARDS,

Town Clerk.

PEMBROKE DOCK COMMUNITY WEBSITE COMMITTEE

TEL: 01646 684410
FAX: 01646 622788
email: mail@pembrokedock.org

Pater Hall
Lewis Street
Pembroke Dock
SA72 6DD

October, 2002

Dear Sir/Madam,

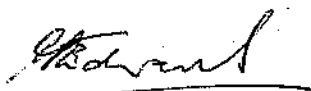
PEMBROKE DOCK COMMUNITY WEBSITE

Following the receipt of a grant from the Pembrokeshire Association of Voluntary Services (PAVS) the design of a community website for Pembroke Dock is about to commence. The funding received is for research, design of the site and some hardware and the site address will be www.pembrokedock.org. The project will take some 6-8 months to complete and will provide a community led initiative which will benefit the Town and it's people.

The Website Committee wishes to include on the site details of all businesses, organisations, schools, sports clubs etc. so that visitors to the site will be able to obtain as much information as possible about Pembroke Dock. This service will be **FREE OF CHARGE.**

If your business/organisation wishes to be included, will you please complete the enclosed questionnaire and return it to me as soon as possible and not later than 1st December, 2002. We are aiming to contact all possible interested parties, but should you know someone who has not received a questionnaire, please ask them to contact me.

Yours faithfully,



T.R. Edwards.

(Town Clerk and Secretary to the Website Committee)

PEMBROKE DOCK COMMUNITY WEBSITE

REQUEST TO BE INCLUDED

NAME OF BUSINESS/ORGANISATION/CLUB _____

NATURE OF BUSINESS _____

ADDRESS _____

NAME AND ADDRESS OF CONTACT _____

TELEPHONE NO. _____

FAX.NO. _____

email address _____

website address _____

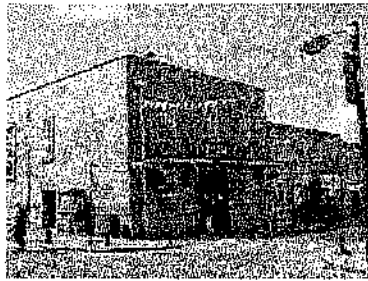
Any other relevant information _____

Will you please include the above information on the Pembroke Dock Community Website. I understand that this service will be free of charge.

Signed _____ Date _____

PLEASE RETURN THIS FORM TO T.R. EDWARDS, PATER HALL, LEWIS STREET, PEMBROKE DOCK, SA72 6DD.

Coming soon to Pembroke Dock



Pembroke Dock Community Web Site

including your Town Council and Chamber of Commerce and much more

for more information Please contact the web team at mail@pembrokedock.org



**Pembroke Dock Town Council
Pater Hall
Pembroke Dock**



PEMBROKESHIRE SERVICE LINE

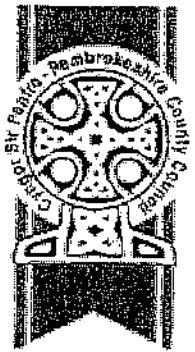
MUNICIPAL SERVICES HELPLINE

0845 602 1386

OPENING HOURS:

MON - FRI 8AM - 6PM, SAT 9AM - 1PM

Pembrokeshire County Council



SERVICELINE

Pembrokeshire County Council launched its new **Serviceline** on 13th March 2002, based at Thornton depot. This is a 'hotline', set up to deal with calls from the general public, Town and Community Councils and County Councillors relating to all the Authority's municipal services. The three operatives can handle up to 200 calls a day, concerning refuse collection, illegal dumping, civic amenity sites, abandoned vehicles, road sweeping, grounds and play area maintenance, drainage, public conveniences, street lighting, highway maintenance, verge cutting, litter collection and beach cleaning.

Serviceline takes details of requests for services and complaints, and deals directly with enquiries whenever possible - currently about 30% of all calls received by the **Serviceline** are dealt with directly, although callers can be passed to the relevant section where necessary, and messages can be sent straight to the workforce via electronic transmission. All calls are recorded on a database and the outcome of the request/complaint etc. is logged.

Serviceline can be accessed directly via a lo-call rate telephone number - **0845 602 1386**. Opening hours are Monday to Friday, 8am to 6pm, Saturday 9am to 1pm. It can also be accessed via email, the email address is: **psl@pembrokeshire.gov.uk**

Emails are always answered promptly by the **Serviceline** staff and the enquiry/request dealt with or passed to the appropriate department.

Serviceline has greatly improved the level of service we provide for our customers, as it is a county-wide service with one point of contact. It enables the Authority to respond quickly to requests for help and services and provides extended opening hours and a high quality service for the customer's convenience.