

GWYNEDD COUNCIL CABINET



Report to the Cabinet

Meeting Date:	27 July 2021
Cabinet Member:	Councillor Nia Jeffreys
Contact Officer:	Geraint Owen, Head of Corporate Support
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Item Title:	Unit 2a, Snowdonia Business Park, Penrhyndeudraeth

1 DECISION SOUGHT

Cabinet support is sought to use £83,000 from the Business Transformation fund to realise adaptations to Unit 2a, Snowdonia Business Park, Penrhyndeudraeth in order to facilitate contact between Adult, Health and Wellbeing Department and Health Service staff, and to create a 'Siop Gwynedd' to serve the area's residents.

2 BACKGROUND

2.1 Unit 2, Snowdonia Business Park, Penrhyndeudraeth is currently used for:

- The Council's call center, 'Galw Gwynedd'
- 3 training / meeting rooms mainly hired by various Council departments and Members
- Bupa Dental Practice, which hires part of the building.

2.2 Prior to the pandemic, the number of staff based at Galw Gwynedd's Penrhyndeudraeth office had reduced, due to more flexible working arrangements between the call center and the three 'Siop Gwynedd' provisions in Caernarfon, Pwllheli and Dolgellau.

2.3 The pandemic has also increased the opportunities for flexible working from home.

2.4 By now, and when our offices will re-open, a maximum of 12 staff and a Team Leader will be located in the call center at any one time, compared to around 25 staff some years ago, this is mainly because the rest of the staff work from one of our Siopau Gwynedd closer to home.

2.5 There has also been increasing demand for a 'front door' to Council services in the area.

- 2.6 In addition, some Adult Department staff work closely and regularly with a health service in the area and have expressed a wish to have an office base for their staff to use that would be within reasonable distance of Ysbyty Alltwen.
- 2.7 In order to maximize the potential use of our assets where there is demand, plans have been prepared to adapt the building.
- 2.8 The adaptations are estimated to cost in the region of £83,000.

3 RATIONALE AND JUSTIFICATION FOR RECOMMENDING THE DECISION

- 3.1 Due to a change in the way the Call Center operates, this is an opportunity to make better use of an asset in a convenient location for staff serving Eifionydd.
- 3.2 The scheme will also increase face-to-face presence for our residents by establishing an additional Siop Gwynedd in Penrhyndeudraeth, to be staffed by Call Center staff.

4 EQUALITIES

- 4.1 The equality implications have not yet been identified and a full equality assessment will be developed in conjunction with the design process.

5 ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

Views of the Local Member:

It is clear that the Covid Pandemic has meant that the Council will have to reconsider its arrangements for contact with the Residents and what is proposed in the report is sensible and makes better use of the space in the building. Having the Siop Gwynedd facility is also going to be of benefit to local people as they would be able to get face-to-face help with any problem in the future.

Views of the Statutory Officers:

The Monitoring Officer:

No observations to add in relation to propriety

Statutory Finance Officer:

The decision sought here will not have a permanent financial implication to the Council, and the Cabinet could consider funding the £83,000 one time costs from the Transformation Fund. I understand that this proposal coincides with the recent restructuring of the Customer Contact service in order to better respond to the needs of the public. Prioritising allocations from the Transformation Fund is a matter for Cabinet members to consider. I confirm that sufficient funds have been allocated by the Cabinet on 18 May 2021 on receipt of the 'Outturn' report on the 2020/21 accounts.