



Title	PSB New Ways of Working Proposal for Llandeilo	
Item Number	4	
Date of Meeting	29 September 2021	
To consider and comment on the following issues:		
<ol style="list-style-type: none"> 1. To undertake 6-month trial in order to gauge interest and use from public sector partners to use such a multi-agency agile working facility. 2. To consider further meeting room requirements which could also be accommodated at the Municipal Building. 3. To develop approach for enabling PSB customer facing access linked to Llandeilo Library. 4. To agree 6-month trial for outreach worker access to Fire Station and monitor usage. 		
For Discussion	Decision required?	Yes
Proposed by		
Gwyneth Ayers, PSB Support Team		

Carmarthenshire PSB: New Ways of Working

Proposal for multi-agency hub at Llandeilo

Background

Carmarthenshire PSB have identified the need to develop multi-agency town centre or community hub developments as part of organisational new ways of working and to support local town centre economies.

The partners involved in initial discussion are as follows:

- Carmarthenshire County Council
- Dyfed Powys Police
- Hywel Dda University Health Board
- Mid & West Wales Fire & Rescue Service
- Coleg Sir Gâr
- University of Wales Trinity Saint David

Other PSB members have expressed an interest in being involved in developments as they progress.

Following initial discussions, three types of multi-agency accommodation have been identified:

1. Agile working areas
2. Customer facing services
3. Touch-down areas for outreach workers (pee & tea).

As part of the first phase of the work, all partners were asked to identify their current assets located in the 3 main Carmarthenshire towns (Carmarthen; Llanelli; and Ammanford) as well as the 10 rural towns (Newcastle Emlyn; Llanybydder; Llandovery; Llandeilo; Cwmamman; Cross Hands; Kidwelly; St Clears; Whitland; and Laugharne).

Given the significant presence in each of the 3 main towns it was agreed to focus initial attention on the 10 rural towns. It was clear from the mapping that there were certain towns where there is an existing presence (Llandovery and Llandeilo) and other towns where there is little or no current presence. It was agreed to initially focus attention on Llandeilo as this offered a true opportunity for a multi-agency response to set a blueprint for future development. It is however recognised that further attention and consideration would need to be given in due course to an innovative multi-agency response to the towns where there is little or no current provision.

Proposal

The Council, Fire & Rescue Service and Police have a current presence at Llandeilo. There are two opportunities for development identified for the town:

1. Establish a multi-agency agile working (and potentially customer facing) hub at Municipal Building, Llandeilo (located at the bottom of the public car park.
2. Enable access to Fire Station as touch down areas for community-based outreach workers.

Further considerations on both opportunities are noted below.

1. Municipal Building, Llandeilo

Multi-agency agile working area

- There is currently capacity within the first floor of the building to accommodate 27 workstations (that would reduce by 13 if social distancing is still required) in one large open plan area. There is also access to 1 private office within the large room.
- Access to individual organisations systems would be facilitated through gov.roam
- There is access to toilet facilities within close proximity.
- Work required to make the facility ready would include:
 - Painting and decorating, branding
 - Cleaning
 - Purchase of desks and chairs.

An estimated cost of £10K has been outlined for this work.

- The room is currently vacant so with the time allocated for minor works required and could therefore be available quickly.
- Key issues to be resolved:
 - There is currently no dedicated reception staff at the site therefore building access control including office opening times will need to be resolved
 - Promotion of facility to staff.

Customer Facing area

- A public library is open on the ground floor for the following days/hours:
 - 10am-6pm Tuesdays
 - 1.30-5.30pm, Wednesdays
 - 10am-6pm, Fridays
 - 9am-1pm, Saturdays
- There is an opportunity for partners to have a presence at the facility (or even in the large reception area for the building) on during these opening hours.

2. Fire Station as touch down areas for community-based outreach workers

- The Fire Station has communal areas which could be made available to community-based outreach workers to attend meaning they do not need to travel further to return to main office base.
- The facility could be used to enable internet access for undertaking case work as well as comfort and refreshment break facilities.
- Key issues to be resolved:
 - Building access control will need to be resolved
 - Promotion of facility to staff.

Recommendations

1. To undertake 6-month trial in order to gauge interest and use from public sector partners to use such a multi-agency agile working facility.
2. To consider further meeting room requirements which could also be accommodated at the Municipal Building.
3. To develop approach for enabling PSB customer facing access linked to Llandeilo Library.
4. To agree 6-month trial for outreach worker access to Fire Station and monitor usage.