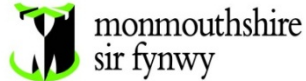


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Neuadd y Sir
Y Rhadyr
Brynbuga
NP15 1GA

County Hall
Rhadyr
Usk
NP15 1GA

Tuesday, 16 October 2018

Dear Councillor

INDIVIDUAL CABINET MEMBER DECISIONS

Notice is hereby given that the following decisions made by a member of the cabinet will be made on Wednesday, 24 October 2018.

1. **ADDITIONAL SERVICE OFFER AT USK HUB** 1 - 12

Division/Wards Affected: All Wards

CABINET MEMBER: County Councillor P Jordan

AUTHOR: Richard Drinkwater, Community Hub Manager (Caldicot, Chepstow & Usk)
Matthew Gatehouse, Head of Policy and Governance

CONTACT DETAILS:

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E-mail: matthewgatehouse@monmouthshire.gov.uk

Yours sincerely,

Paul Matthews
Chief Executive

CABINET PORTFOLIOS

County Councillor	Area of Responsibility	Partnership and External Working	Ward
P.A. Fox (Leader)	Whole Authority Strategy & Direction CCR Joint Cabinet & Regional Development; Organisation overview; Regional working; Government relations; Public Service Board; WLGA.	WLGA Council WLGA Coordinating Board Public Service Board	Portskewett
R.J.W. Greenland (Deputy Leader)	Enterprise Land use planning; Economy and Tourism; Town Centre regeneration; Leisure; Cultural services; ADM development.	WLGA Council Capital Region Tourism	Devauden
R.P. Jordan	Governance Regulatory Committee Standards; Elections, Democracy promotion and engagement; Member Support; Council & Executive decision support; Scrutiny; Law; Ethics & standards; Audit; Whole authority performance; Whole authority service planning & evaluation; Regulatory body liaison; Development Control; Building Control; Community Governance; Community Hubs inc Adult Education;		Cantref
R. John	Children & Young People School standards; School improvement; School governance; EAS overview; Early Years; Additional Learning Needs; Inclusion; Youth Service; Extended curriculum; Outdoor Education; Admissions; Catchment areas; Post 16 offer; Coleg Gwent liaison	Joint Education Group (EAS) WJEC	Mitchel Troy
P. Jones	Social Care, Safeguarding & Health Children; Adult; Fostering & Adoption; Youth offending service; Supporting people; Whole authority safeguarding; Disabilities; Mental health; Public Health; Health liaison		Raglan
P. Murphy	Resources Finance; Information technology (SRS); Human Resources; Training; Health & Safety; Emergency planning; Procurement; Land & buildings (inc. Estate, Cemeteries, Allotments, Farms); Property maintenance; Digital office; Commercial office.	Prosiect Gwrydd Wales Purchasing Consortium	Caerwent
S.B. Jones	County Operations Highways maintenance, Transport, Traffic & Network Management; Fleet management; Waste including recycling; Public conveniences; Car parks; Parks & open	SEWTA Prosiect Gwrydd	Goytre Fawr

	spaces; Cleansing; Countryside; Landscapes & biodiversity; Flood Risk.		
S. L. Jones	Social Justice & Community Development Community engagement; Deprivation & Isolation; Housing and homeless; Social cohesion; Poverty; Equalities; Diversity; Welsh language; Public relations; Trading standards; Environmental Health; Licensing; Communications		Llanover

Aims and Values of Monmouthshire County Council

Our purpose

Building Sustainable and Resilient Communities

Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

Our Values

Openness. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

Fairness. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

Flexibility. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

Teamwork. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

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SUBJECT: ADDITIONAL SERVICE OFFER AT USK HUB

MEETING: INDIVIDUAL CABINET MEMBER DECISION

CABINET MEMBER: COUNCILLOR PAUL JORDAN

DATE: 24TH October 2018

DIVISION/WARDS AFFECTED: All

1. PURPOSE:

To seek approval for officers to explore the feasibility of, and produce a business case for, the opening of a Post Office within Usk Hub following the announcement of the planned closure of the current facility on Bridge Street.

2. RECOMMENDATIONS:

- 2.1 That officers explore the legal and financial position concerning the potential to run a Post Office in Usk Hub.
- 2.2 That subject to satisfactory conclusion of the above actions, to enter into a non-binding application process with Post Office Ltd.

3. KEY ISSUES:

- 3.1 The town of Usk sits at the Heart of Monmouthshire and benefits from many shops, food establishments and other businesses which enrich the lives not only of those within the town but also of the many thousands of people from surrounding communities who benefit from it.
- 3.2 Barclays Bank closed its doors at the end of September and the local sub-post office also announced its intention to close following the planned retirement of the existing Postmistress. Attempts by the Post Office's Local Area Network Manager to find someone

willing to take on the operation proved unsuccessful and Usk presently faces the possibility of having no post office or banking service which would have a detrimental impact on our purpose of helping to build sustainable and resilient communities.

- 3.3 Local authorities in Wales have the power to promote or improve economic, social or environmental well-being under the Local Government Act 2000. This is enhanced by the Well-being of Future Generations Act which places a duty on public bodies to take an integrated and collaborative approach to improving well-being of current and future generations of residents identifying innovative and shared solutions to some of the most pressing challenges facing our communities.
- 3.4 Monmouthshire's Community Hubs were created by a decision of Cabinet in May 2015 and have proved successful in maintaining front-line services including one-stop-shops and libraries within a single site in each of our largest towns. Other community services such as food banks also use the hubs and colleagues in Monmouth and Abergavenny will soon benefit from working alongside officers from Gwent Police in an expanded hub offer. If financially and legally feasible the offer a Post Office service would be a further expansion of the hub offer while maintaining an important local service.
- 3.5 Initial and informal discussions have been held with the Post Office. However there is little legal precedent for local authorities operating this service, and in particular the necessary financial regulations and risks associated with operating financial services and so further legal guidance will be needed before committing formally to an application.

4. REASONS:

To enable the continued provision of local services which are important for the sustainability of a key town in Monmouthshire.

5. RESOURCE IMPLICATIONS:

Post Office counter services would be expected to deliver an income of between £12,000 and £14,000. If the opening hours were to mirror those of the current hub operation this would not be sufficient to cover the uplift in staffing needed to cover counter services. It is anticipated that the difference could be met by contributions from existing budgets and the Town Council, subject to separate decision by that body.

Longer term the closure of Barclays Bank on Bridge Street may result in the potential to increase income from counter services. However, at this stage the business case will be developed on conservative estimates of future income streams that do not assume significant growth from factors outside the control of the local authority.

6. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING)

The Future Generations Act requires public bodies to prevent problems occurring or getting worse and take an integrated and collaborative approach. The Office is used by people of all generations but its loss would be felt particularly by older residents and those without access to a car who would otherwise need to journey to other towns to conduct transactions contributing to congestion and increasing carbon emissions. Preserving a local service would have positive benefits for local businesses who would be without a local financial service to deposit and withdraw cash.

7. CONSULTEES:

Cabinet
SLT

Discussions have also involved Councillor Brian Strong, Councillor Sheila Woodhouse and some members of Usk Town Council. Further opportunities were identified during consultation, such as whether a cash-point could be part of the offer and the optimal location for any potential service. These will be considered as part of any option appraisal process.

8. BACKGROUND PAPERS:

None

9. AUTHOR:

Richard Drinkwater, Community Hub Manager (Caldicot, Chepstow & Usk)
Matthew Gatehouse, Head of Policy and Governance

10. CONTACT DETAILS:

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E-mail: richarddrinkwater@monmouthshire.gov.uk

Tel: 01633 644397

E-mail: matthewgatehouse@monmouthshire.gov.uk

Future Generations Evaluation

(includes Equalities and Sustainability Impact Assessments)

<p>Name of the Officer completing the evaluation Matthew Gatehouse</p> <p>Phone no: 01633 644397 E-mail: matthewgatehouse@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>To explore the feasibility of, and produce a business case for, the opening of a Post Office within Usk Hub following the announcement of the planned closure of the current facility on Bridge Street.</p>
<p>Name of Service:</p> <p>Community Hus</p>	<p>Date Future Generations Evaluation form completed</p> <p>8th October 2018</p>

NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc





- 1. Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.


Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>The proposal could help to sustain local services by retaining these with a single building generating economies of scale and lower overheads for a Post Office. It could provide cash desk services for local business who will have been affected by the closure of Barclays Bank on Bridge Street. Should additional retail services be offered there may be a</p>	<p>Further actions will be explored as the proposal is developed.</p>

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	small negative impact on other local retailers that provide products such as stationary	
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	Retaining services locally could help minimize car journeys and the negative impact on the environment from CO2 and other emissions from vehicles.	As above
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	Access to locally accessible services is likely to have a positive impact on well-being	Maximise opportunities to explore potential synergies between community education as the post office, for example helping people with digital skills and getting on-line and creating opportunities to introduce them to other courses that could impact on well-being.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Maintaining local services would have a positive impact on community cohesiveness and viability	Further actions will be explored as the proposal is developed.
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	None identified at this stage	As above
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	No immediate impact but see box to the right for potential.	Potential for positive impact by creating cross-selling opportunities for community education courses including Welsh language and art courses that would enhance cultural opportunities and the Welsh language.
A more equal Wales	The retention of local post office services is likely to have positive impact on people who are unable to	As above

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
People can fulfil their potential no matter what their background or circumstances	travel, have no car or are more dependent on post office counter services.	

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term</p> <p>Balancing short term need with long term and planning for the future</p>	Sustaining a local service which is unlikely to return if it is lost in the short-term.	Marketing any potential service offer effectively to maximize take-up
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	Close working with Post Office Ltd and Usk Town Council to identify a potential solution which no organization could deliver working alone	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	We have spoken with the local elected member and representatives of the Town Council. However this proposal is at a very early stage.	Work would need to be undertaken with service users of both the Community Hub and Post Office to understand how this could be done effectively.
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	Securing this service could have a positive impact for local business who would otherwise be left without a service to pay in cash. It is also likely to have a positive impact on users of post office services as part of their household financial management	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Considering impact on all wellbeing goals together and on other bodies</p>		

3. Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh Language Standards that apply to Monmouthshire Council please follow this link:<http://hub/corporatedocs/Equalities/Forms/AllItems.aspx> or contact Alan Burkitt on 01633 644010 or alanburkitt@monmouthshire.gov.uk

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Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	Many Post Office services are used by a higher proportion of older people and any proposal to retain services locally is likely to have a positive benefit for this group.	None identified at this stage	None identified at this stage
Disability	The proposal would bring benefits to people who have disabilities and are less mobile as these are proportionately more less likely to be able to access the next nearest Post Office in Raglan	None identified at this stage	None identified at this stage

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Gender reassignment	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage
Marriage or civil partnership	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage
Pregnancy or maternity	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage
Race	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage
Religion or Belief	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage
Sex	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage
Sexual Orientation	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage
Welsh Language	None identified at this stage. Proposal would have potential positive impact on all groups.	None identified at this stage	None identified at this stage

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance <http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	None at this stage		Ensure all staff receive safeguarding training at the appropriate level in line with the council's policy
Corporate Parenting	None at this stage		

5. What evidence and data has informed the development of your proposal?

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Data Supplied on likely number of transactions and the income per transaction
 Staffing Information
 Dimensions of building and visual inspection of Usk Hub by Post Office colleagues

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

The Office is used by people of all generations but its loss would be felt particularly by older residents and those without access to a car who would otherwise need to journey to other towns to conduct transactions contributing to congestion and increasing carbon emissions. Preserving a local service would have positive benefits for local businesses who would be without a local financial service to deposit and withdraw cash. The evidence is sufficient to justify developing a fuller business case. Initial indications are that financial impact on other services would be minimal and therefore there is no negative opportunity cost in taking action.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress
Subject to decision – to develop a full proposal and test to maximize the potential positive impacts and ensure the work is completed in accordance with the ways of working	Commence Late October 2018	Richard Drinkwater – Community Hubs Manager	

8. MONITORING: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	.
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9. VERSION CONTROL: The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	Individual Member Decision	pending	

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