



## ACCESS TO SERVICES PHASE ONE - RESPONSE FORM

### FISHGUARD AND GOODWICK

#### Fishguard and Goodwick– Option 1

To relocate the Customer Service and Information Centre from the ground floor of the Town Hall to Library on the first floor\*, providing space for another facility on the ground floor

AND to stop accepting cash payments at the Customer Service and Information Centre.

Payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means

*\*Opening hours for the Customer Service and Information Centre would be aligned with those of the library, except on Saturday mornings when the information function would be provided by the library.*

**Question 1. Please indicate to what extent you find the proposed Fishguard and Goodwick Option 1 acceptable or unacceptable (please tick only one)**

Acceptable       Neither       Unacceptable       Don't know / not sure

**1a. Please use this space to make any comments or to put forward any alternatives to the Fishguard and Goodwick Option 1 above**

### NEYLAND

#### Neyland – Option 1

To provide Customer Service Centre facilities at the Library one day a week

#### Neyland – Option 2

To cease providing a Customer Service Centre facility in Neyland AND payments of Council Tax and housing rent to be accepted at the Post Office, for those unable to pay by any other means

**Question 2. Please indicate to what extent you find the proposed Neyland Option 1 acceptable or unacceptable (please tick only one)**

Acceptable       Neither       Unacceptable       Don't know / not sure

**Question 3. Please indicate to what extent you find the proposed Neyland Option 2 acceptable or unacceptable**

Acceptable       Neither       Unacceptable       Don't know / not sure

**3a. Please use this space to make any comments or to put forward any alternatives to Neyland Options 1 and 2 above**

**MILFORD HAVEN**

<b>Milford Haven – Option 1</b>
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Maintain Library and Information Centre in current location. Relocate the Customer Service Centre and Housing team from Milford Haven Town Hall to the Library and Information Centre
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*\*Customer Service Centre and housing office hours would be aligned with those of the library, except on Saturday mornings and on Tuesdays during school summer holidays. The information function is already provided by the library.*

**Question 4. Please indicate to what extent you find the proposed Milford Haven Option 1 acceptable or unacceptable (please tick only one)**

Acceptable       Neither       Unacceptable       Don't know / not sure

**4a. Please use this space to make any comments or to put forward any alternatives to Milford Haven Option 1 above**

## PEMBROKE

Pembroke – Option 1	Pembroke – Option 2
To develop a community/town council supported Library and Information Centre in Pembroke, along the lines of models currently in operation elsewhere in Pembrokeshire such as in Fishguard, Narberth, Newport and St Davids	To cease providing the current Library and Tourist Information Centre facility in Pembroke and replace with a mobile facility

**Question 5. Please indicate to what extent you find the proposed Pembroke Option 1 acceptable or unacceptable (please tick only one)**

Acceptable       Neither       Unacceptable       Don't know / not sure

**Question 6. Please indicate to what extent you find the proposed Pembroke Option 2 acceptable or unacceptable**

Acceptable       Neither       Unacceptable       Don't know / not sure

**6a. Please use this space to make any comments or to put forward any alternatives to Pembroke Options 1 and 2 above**

## ABOUT YOU

**Are you responding as** (please tick all that apply)

- An individual  
 A representative of an organisation or business (please specify) .....  
Other (please specify) .....

**Do you currently pay your Council Tax or housing rent in cash at Fishguard Customer Service and Information Centre or Neyland Library and Customer Service Centre?** (please tick only one)

Yes       No       Don't know / not sure

**If you have indicated that you DO pay your Council Tax or housing rent in Fishguard or Neyland, please tell us if you could pay by another means (i.e. over the phone, online, by direct debit or at another Customer Service Centre)** (please tick only one)

Yes       No       Don't know / not sure

For further information about why we have to ask the following questions, please see <https://www.pembrokeshire.gov.uk/equalities/why-do-we-ask-equality-questions>

**Are you?** (please tick only one)

Male                       Female                       Prefer not to say

**Are you?** (please tick only one)

Aged 16 or under                       Aged 25 – 64                       Aged 75 or over  
 Aged 17 – 24                       Aged 65 – 74                       Prefer not to say

**Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?** (please tick only one)

Yes                       No                       Prefer not to say

**Do you provide regular, unpaid, substantial care for a relative, friend or neighbour who is unable to manage at home without help because of sickness, age or disability?** (please tick only one)

Yes                       No                       Prefer not to say

**Please use this space to tell us about any other protected characteristics (e.g. ethnicity, religion, gender reassignment, sexual orientation) that you may wish to**

Once complete, please email to [surveys@pembrokeshire.gov.uk](mailto:surveys@pembrokeshire.gov.uk) or post to: Pembrokeshire County Council, Policy, 2D County Hall, Haverfordwest, SA61 1TP

**The deadline for responses is Friday 1<sup>st</sup> June 2018**