

**SEDGEFIELD BOROUGH COUNCIL
AREA 4 FORUM**

Shildon Sunnydale Leisure
Centre

Tuesday,
20 November 2007

Time: 6.30 p.m.

Present: Councillor B. Stephens (Chairman) – Sedgefield Borough Council and

Councillor V. Chapman	–	Sedgefield Borough Council
Councillor D.M. Hancock	–	Sedgefield Borough Council/ Shildon Town Council
Councillor G.M.R. Howe	–	Sedgefield Borough Council
Councillor J.G. Huntington	–	Sedgefield Borough Council/ Shildon Town Council
Councillor Ms. I. Jackson	–	Sedgefield Borough Council
C. Bean	–	County Durham Primary Care Trust
D. Sadler	–	County Durham PPI Forum
Sergeant G. Milne	–	Durham Constabulary
PC B. Booth	–	Durham Constabulary
Councillor Mrs. D. Bowman	–	Durham County Council
C. Thompson	–	New Shildon Residents Association
B. Carr	–	Shildon Community Safety Group
C.A. Fletcher	–	Shildon Community Safety Group
M. Waterson	–	Shildon Town Council

Apologies: H. Robinson - Eldon Parish Council

AF(4)13/07 DECLARATIONS OF INTEREST

Councillors V. Chapman, D.M. Hancock, G.M.R. Howe, J.G. Huntington and Mrs. I. Jackson indicated that they would be declaring a personal and prejudicial interest in Item No : 6 – Sedgefield Borough Local Improvement Programme – Application – Stage, Sound and Lighting System, Shildon Civic Hall – as they were Members of Shildon Town Council.

AF(4)14/07 MINUTES

The Minutes of the meeting held on 25th September 2007 were confirmed as a correct record and signed by the Chairman.

AF(4)15/07 POLICE REPORT

Sergeant G. Milne and PC B. Booth were present at the meeting to give details of crime statistics for the area.

The reported crime figures for September and October 2007 were as follows:

	<u>September:</u>	<u>October:</u>
Total Recorded Crime	68	87
Violent Crime	17	16
Robbery	1	1
Burglary (Dwelling)	1	3
Burglary (Other)	4	2
Vehicle Crime	6	7
Theft of Vehicle	2	4
Shoplifting	4	6
Total Theft	23	37
Nuisance/Rowdy Behaviour	77	67

Members of the Forum were requested to be more security conscious especially during the hours of darkness. It was reported that a leaflet had been circulated around the area on security measures.

AF(4)16/07 COUNTY DURHAM PCT

Carol Bean, County Durham PCT, Glen Carroll and Kay McEntee, Intrahealth were present at the meeting to address concerns regarding the telephone systems used by many GP practices, including the Hallgarth Surgery, Shildon.

The representatives of Intrahealth, who operated the Hallgarth Surgery, reported the decision to install the telephone system operated by Network Europe Group (NEG) had been in direct response to feedback from patients. The system provided callers with a menu of choices and placed them in a queue. Previously, the majority of people who had called the surgery had heard an engaged tone or the telephone had not been answered. The system was designed to ensure that 96% of callers get through to the surgery. Calls to the NEG system were charged at 4.2p per minute from a landline - 12.6p for a 3 minute average telephone call. A BT Option 1 telephone call to another local number would cost 4.26p per minute, plus 3p connection charge. A 3 minute call would therefore cost 15.78p. Calls from a mobile phone would cost more, depending on the package/provider.

Members of the Forum expressed concern regarding the length of time they could wait in the queue, which resulted in long costly telephone calls. They referred to a recent newspaper article where a caller had been charged for calls to the surgery, even though the line had been constantly engaged. They were also of the view that the 0844 telephone number was very difficult to remember and requested a shorter local telephone number, commencing with 77.

The representatives from Intrahealth explained that the system was supposed to eliminate the engaged tone. NEG had been made aware of the technical fault and would arrange refunds.

With to the actual telephone number, it was explained that when it had been introduced, fridge magnets printed with the new number and had been made available to patients at the surgery.

Mrs. B. Carr reported that she had raised the problem of the telephone system with Dr. Hilton-Dixon, County Durham PCT, who had agreed to look into the matter.

The representatives of Intrahealth also agreed to take on board the Forum's comments/concerns.

AF(4)17/07

SEDGEFIELD BOROUGH LOCAL IMPROVEMENT PROGRAMME - APPLICATION - STAGE, SOUND AND LIGHTING SYSTEM, SHILDON CIVIC HALL

NB : In accordance with Section 81 of the Local Government Act 2000 and the Member's Code of Conduct, Councillors V. Chapman, D.M. Hancock, G.M.R. Howe, J.G. Huntington and Mrs. I. Jackson declared a personal and prejudicial interest in the above item and left the meeting for the duration of discussion and voting thereon.

Consideration was given to a report of the Assistant Chief Executive regarding the above. (For copy see file of Minutes).

M. Waterson, Clerk, Shildon Town Council was in attendance to present the application.

The project involved the provision of up to date sound and lighting to Shildon Civic Hall, which would increase the usage of the building and safeguard users. The existing sound and lighting systems were obsolete and a barrier to the usage of the building for many users. Updated equipment would attract further events and ensure that the existing users do not have to seek alternative venues.

It was noted that the Town Council would be looking at a feasibility study for the whole of the building, however, the lighting and sound systems had been brought forward to address an urgent need, whilst the larger renovation project was being developed.

The total project cost was £10,591 and the amount of funding requested was £7,060 (66%). The remaining funding would be sought from the Arts Council, however, Shildon Town Council would contribute, if the funding application was unsuccessful. Future revenue costs would be absorbed into the Town Council Precept.

The Forum agreed to support the project.

AF(4)18/07

DATE OF NEXT MEETING

Tuesday 15th January 2008 at 6.30 p.m.

Members of the Forum requested that future meetings be held at Shildon Civic Hall owing to parking difficulties at the Leisure Centre.

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection, etc., in relation to these Minutes and associated papers should contact Mrs. G. Garrigan, Tel 01388 816166 Ext 4240, ggarrigan@sedgefield.gov.uk