

Item 3

SEDGEFIELD BOROUGH COUNCIL

CABINET

Conference Room 1,
Council Offices,
Spennymoor

Thursday,
23 December 2004

Time: 10.00 a.m.

Present: Councillor R.S. Fleming (Chairman) and
Councillors Mrs. A.M. Armstrong, Mrs. B. Graham, A. Hodgson,
M. Iveson, K. Noble, J. Robinson J.P and W. Waters

In Attendance: Councillors V. Crosby, G.C. Gray, J.E. Higgin, M.T.B. Jones, B. Meek,
Mrs. E.M. Paylor, A. Smith, Mrs. I. Jackson Smith and J. Wayman J.P

Apologies: Councillors D.A. Newell

CAB.113/04 DECLARATIONS OF INTEREST
Members had no interest to declare

CAB.114/04 MINUTES
The Minutes of the meeting held on 9th December 2004 were confirmed as a correct record and signed by the Chairman.

CAB.115/04 LICENSING ACT 2003 STATEMENT OF LICENSING POLICY
Further to Minute CAB.87/04 of the meeting held on 28th October 2004, consideration was given to a report together with a draft copy of the Council's Statement of Licensing Policy. (For copy see file of Minutes).

Members were informed that the Policy Statement, which had been considered by Licensing Committee 2 at its meeting on 14th December 2004, needed to be approved by Council and published by 7th January 2005.

RESOLVED : That the draft Statement of Licensing Policy, subject to any further amendments, be forwarded to Council for approval.

CAB.116/04 BUDGET FRAMEWORK 2005/06 TIMETABLE
Consideration was given to a report seeking approval of a timetable for making proposals to the Council for the adoption of the 2005/06 Budget and the arrangements for consultation in accordance with Part 4 Section C of the Council's Constitution. (For copy see file of Minutes).

RESOLVED : That the timetable as shown on the Appendix attached to the report be approved.

CAB.117/04 CONFERENCES

The Leader of the Council presented a report regarding the Council's representation at the National Association of Councillors, Anti-Social Behaviour Conference to be held at York from 14th - 16th January 2005. (For copy see file of Minutes).

RESOLVED : That the Council be represented at the above Conference by the appropriate Lead Member together with one Member and an officer.

CAB.118/04 REVISED POLICY AND PROCEDURES FOR HANDLING OF CUSTOMER COMPLAINTS

The Lead Member for Welfare and Communications presented a report setting out proposals to amend the Corporate Policy and Procedures for handling of Customer Complaints following a fundamental review of existing arrangements. (For copy see file of Minutes).

The report also outlined arrangements for making the Customer Relations database available to those parts of the authority that did not record complaints electronically.

It was pointed out that although the primary objective of the complaints procedure was to provide an effective means for customers to make complaints and have them resolved, another aim was to use complaints in a positive way to improve services. It was therefore proposed that the types and subjects of complaints be recorded and analysed half yearly to identify trends/issues which could be taken into account when policies/services were being established or amended. The reports would be provided to Management Team, Heads of Service, Strategic Working Groups and Overview and Scrutiny Committee 1.

Members' attention was drawn to Appendix 2, which outlined the complaints received by the Corporate Customer Relations Staff in the Chief Executive's Department for the period 1st April 2003 to 31st March 2004.

RESOLVED :

- 1. That the revised 'Policy for Handling of Customer Complaints' be approved.*
- 2. That complaint statistics by department, including significant/recurring areas of complaint be reported to Management Team twice yearly and that they then be made available to Heads of Service, Strategic Working Groups and Overview and Scrutiny Committee 1.*

CAB.119/04 OVERVIEW AND SCRUTINY COMMITTEES

Consideration was given to the Minutes of the following meetings :

- (a) Overview and Scrutiny 3 - 9th November 2004
- (b) Overview and Scrutiny 1 - 23rd November 2004
- (c) Overview and Scrutiny 2 - 30th November 2004

(For copies see file of Minutes).

RESOLVED : That the Committees recommendations be noted and appropriate action be taken.

CAB.120/04 AREA FORUMS

Consideration was given to the Minutes of the following meetings:

- (a) Area 4 Forum - 16th November 2004
- (b) Area 5 Forum - 30th November 2004

(For copies see file of Minutes).

RESOLVED : That the reports be received.

EXCLUSION OF PRESS AND PUBLIC

RESOLVED: That in accordance with Section 100(a)(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following items of business on the grounds that they may involve the likely disclosure of exempt information as defined in Paragraphs 9 and 10 of Schedule 12a of the Act.

CAB.121/04 PROPOSED PURCHASE OF FORMER METHODIST CHAPEL, DEAN BANK, FERRYHILL

Consideration was given to a report seeking approval to acquire the former Methodist Chapel, Beaumont Street, Dean Bank to support the wider regeneration of the area. (For copy see file of Minutes)

RESOLVED : That the recommendation detailed in the report be adopted.

CAB.122/04 NETPARK - APPOINTMENT OF A PREFERRED DEVELOPER

The Lead Member for Regeneration presented a report regarding the appointment of a preferred developer for Phase1 of the NetPark site.
(For copy see file of Minutes)

RESOLVED : That the recommendations detailed in the report be adopted.

Published on 23rd December, 2004

The Minutes contain no key decisions and will be implemented immediately.

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection, etc., in relation to these Minutes and associated papers should contact Gillian Garrigan, on Spennymoor 816166 Ext 4240