

ESH PARISH COUNCIL

Minutes of the Annual General Meeting held at the Harry Guildford Centre, Thomas Street, Langley Park on Tuesday 12th May 2009 commencing at 7.00pm.

Present: Councillors, B. Armstrong, C. Bloor, G. Coulson, H. Guildford, A. Harling, A. Hiles, A. Mollon, P. Mollon, S. Rothwell, M. Sands and M. Tyler.

Apologies: Councillor L Looby

Also In Attendance: County Councillors J. Armstrong and M Campbell, PcsO Pearsall (Durham Police), L Rowland (Assistant Clerk) and GF Smith (Clerk)

AGM/01/09 Election of Chairman

It was proposed and seconded that Councillor C Bloor be elected as Chairman for 2009/10. Councillor Bloor signed the declaration of acceptance of office witnessed by the Clerk and received by Council members.

COUNCILLOR BLOOR IN THE CHAIR

AGM 02/09 Election of Vice Chairman

It was proposed and seconded that Councillor A Harling be elected as Vice Chairman for 2009/10

AGM 03/09 Appointment of Responsible Financial Officer and Deputy

It was agreed that Mr G. Smith (Clerk) be appointed Responsible Financial Officer and for Mrs L Rowland (Assistant Clerk) be appointed Deputy Responsible Financial Officer for 2009/10.

AGM 04/09 Cheque Signatories

It was agreed to:-

- 1) That the Parish Council continue to use the following Bank Accounts:-
 - a) The Co-operative Bank Plc (Current Account)
 - b) AMC Bank (Bank Account No1 for commuted sums)
 - c) Standard Life Savings Account
 - d) The Co-operative Bank Plc (corporate guaranteed Investment Account)

2) That the Parish Council's Cheque signatory be as follows:-

a) Co-operative Bank Plc

By two Councillors (from G. Coulson, H. Guildford, A Harling, A. Mollon and M Tyler).

b) AMC Bank

By two Councillors (from A. Hiles, A. Harling and M Tyler).

c) Standard Life

By two Councillors (presently signed by G. Coulson and A. Mollon). Members requested the Clerk to check with Standard Life to increase the number of authorised signatories (similar to the Co-operative Bank) and to report to the next Parish Council meeting.

AGM 05/09 Membership of Committees

a) Allotments

It was agreed that all Councillors (to the exclusion of Councillor Bloor) and the Clerk to be members of the Allotment Committee.

b) Playground Working Group

It was decided that all Councillors would consider proposals from the EQUaL Partnership. Further discussions may have to take place if the EQUaL Partnership is dissolved following their Annual meeting.

c) Trustees for the Bridgeway Recreation Ground

It was decided to keep in line with Charity Commission requirements that all Councillors would be Trustees on the Charity.

AGM 06/09 Planning Applications

It was agreed:-

That when comments on planning applications are required before the next scheduled ordinary meeting the Chairman, Vice Chairman, appropriate local member plus the Clerk respond and report their actions to the next Parish Council meeting.

AGM 07/09 Review of Standing Orders

It was agreed to alter the following:-

LIASON WITH COUNTY (REMOVE "AND DISTRICT") COUNCILLORS

70) Also REMOVE "and to the District Councillor or Councillors for the district ward"

71) Also REMOVE "or District" and "or to the District Councillor for the ward as the case may require"

73) (a)(ii) REMOVE "District" replace with "County"

It was agreed for the amended copy to be attached to these Minutes and for the amendments to be carried out to the copy on the Council's Web Site.

Signed by the Chairman.....Page 2

AGM 08/09 Review of Financial Regulations

It was agreed to alter the following:-

5.3 Remove “and countersigned by the Assistant Clerk (where appropriate)”

Notes to the Model

“Approved list maintained by the (REMOVE “District”) County Council for such works”.

It was agreed for the amended copy to be attached to these Minutes and for the amendments to be carried out to the copy on the Council’s Web Site.

**Councillor Bloor stood down as Chairman whilst the following item was discussed
Councillor Harling acted as Chairman.**

AGM 09/09 Chairman’s Allowance

It was agreed not to increase the Chairman’s Allowance (£200.00) for the year 2009/10. But the Chairman to submit any additional claims for expenses incurred.

Councillor Bloor returned as Chairman for the rest of the meeting.

AGM 10/09 Annual Assessment Statement 2009/10

Members agreed to accept the Statement which was agreed at the Parish Council Meeting 10th March 2009 (Minute 042/09). It was agreed for the copy to be attached to these minutes and place copies on the Council’s Web site and in the Auditors file.

AGM 11/09 Asset Register of Council Property

Copy attached to these Minutes, copy also to be placed on the Council’s Web Site and in the Auditors file.

AGM 12/09 Dates, Times and venues of Future Places

It was agreed that the Ordinary Meeting would be held on the 2nd Tuesday of each month (excepting August when no meetings are held) commencing at 7.00pm unless following the Annual Assembly (April) or the Annual General Meeting (May). It was also agreed to accept the List of Council Meetings 2009/2010 report, copy attached to these Minutes. It was further agreed for this list to be placed on the Council’s Notice Boards and Web Site.

AGM 13/09 Donations 2008/09

Members agreed to accept the report showing donations to local organisations during 2008/09 (voucher no 70, 71,102,103,104,115,194,231,249 and 251). It was also agreed for a copy of this report to be attached to these Minutes, placed on the Council’s Web Site and also in the Auditors file.

The meeting finished at 7.15pm

Signed by the Chairman.....Page 3

ESH PARISH COUNCIL

PARISH COUNCIL AGM 12TH MAY 2009

“DONATIONS” MADE DURING 2008/09

Background

During 2008/09 the Council made various donations to local organisations as follows:-

Voucher No 1	Organisation 2	Purpose 3	Amount 4	Power used 5	Minute No 6
70	Langley Park Angling Association	Summer activities for young people (fishing)	£200.00	Section 19 of The Local Government Miscellaneous Provisions Act 1976	051/08 May 2008
71	Great North Air Ambulance Service	Running costs of the service	£250.00	Local Government Act 1972 Section 137	051/08 May - 08
102	Friends of Langley Park Primary School	Contribution towards the cost of the summer fayre	£200.00	Section 145 of The Local Government Miscellaneous Provisions Act 1972	074/08 July 2008
103	Goodwill Association	Contribution towards the cost of bus trips for the residents of the Parish	£200.00	Section 137 Local Government Act 1972	079/08 (g) July 2008
104	J. Tindale	Contribution towards gymnastic training for Chloe Tindale	£200.00	Section 137 Local Government Act 1972	004/09 Jan - 2009
115	Simply Soccer	Football training sessions for young people of the Parish held in Langley Park on August 2008	£517.00	Section 19 of The Local Government Miscellaneous Provisions Act 1976	089/08 Sept - 2008
194	British Legion Poppy Appeal	Donation towards the cost of 4 wreaths for Remembrance Sunday	£66.00	Section 137 Local Government Act 1972	118/08 Nov - 2008
231	Langley Park Baptist Church	Donation towards use of church hall And refreshments for xmas switch on	£50.00	Section 145 of The Local Government Miscellaneous Provisions Act 1972	129/08 Dec - 2008
233	Samaritans	Contribution towards running costs	£250.00	Section 137 Local Government Act 1972	133/08 (a) Dec -2008
249	Langley Park Primary School (Xmas)	Contribution towards glow sticks for the xmas tree witch on ceremony	106.81	Section 145 of The Local Government Miscellaneous Provisions Act 1972	004/09 Jan - 2009
251	Rachael Davis	Contribution towards training costs	£150.00	Section 137 Local Government Act 1972	091/08 Oct - 08

Decision required

Before submitting the accounts for audit would the Council please resolve that the donations referred to have been made under the powers shown in Column 5 of the above table?

L Rowland (Assistant Clerk) 2008/09

ESH PARISH COUNCIL

Minutes of the Esh Parish Council meeting held at the Harry Guildford Centre, Thomas Street, Langley Park on Tuesday 12th May 2009 commencing at 7.15pm.

Present: Councillors, C. Bloor (Chairman), B. Armstrong, G. Coulson, H. Guildford, A. Harling, A. Hiles, A Mollon, P. Mollon, S. Rothwell, M. Sands and M. Tyler.

Apologies: Councillors L Looby

Also Present: County Councillors J Armstrong and M Campbell PcsO, J. Pearsall (Durham Police), G.F. Smith (Clerk) and L Rowland (Assistant Clerk)

059/09 Declaration of Interest

Councillor Bloor declared an interest in item 6- Clerk's Report- Earl of Durham Allotments, he took no part in the discussion.

060/09 Police Report

PcsO Pearsall presented the report and the new Policing Pledge (by Durham Constabulary) followed by a question and answer session. Concerns were raised regarding the use of bicycles on public footpaths and parking of motor vehicles on public footpaths. Members thanked PcsO Pearsall for the reports and agreed to place the policing policy on the Council's Notice Boards, website and an article in the next edition of Esh Leaves.

061/09 Reports

a) EQUaL Partnership

The Annual meeting has been postponed.

b) Parish

The Clerk gave details of the Langley Park Goodwill trip on 3rd August 2009 (buses leaving at 10.30am), the organiser (Amanda Herworth) had asked if there were any residents of Esh or Quebec wished to attend this event. Local Council Members to contact the Clerk if they knew of any resident who may wish to go on this trip.

c) County

Councillor Armstrong reported:-

- a) All Saints Youth Centre, Langley Park
- b) Provision of flower beds in Langley Park (cost £1500 but ongoing maintenance is estimated at £900 (to be discussed at a future Parish Council meeting)
- c) Library at Langley Park (work to the floor continues)
- d) Walkabout with Derwentside Homes (26th May 10.30am)
- e) Complaints received about concert held at the Sports & Social Club at Langley Park (checking details etc with licensing Officer)
- f) St. Johns Church, Quebec
- g) Quebec Village Hall
- h) Footpath repairs (Esh Village to Esh Laude) costs around £40,000
- i) AAP Forum
- j) AAP Funding
- k) Proposed new surgery at Langley Park (discussions ongoing with Derwentside College)
- l) Needs survey for Langley Park – Funding from Councillors Fund

Councillor Campbell reported:-

- a) Fire & Rescue Service
- b) Esh Urban Renaissance

062/09 Minutes of the ordinary meeting held on 14th April 2009

Members agreed that the minutes were a true record and were signed by the Chairman.

063/09 Clerk's Report

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046/09 Police Report

All Saints Youth Centre

Item discussed in the Police report and County Councillor's report, members noted that the demolition of the building was delayed due to the need to carry out a bat survey.

Entrance gate onto the Railway Walk from Railway Street, Langley Park.

The Clerk reported that the gate was the responsibility of Durham County Council and following a meeting with the Senior Ranger, Countryside Service (DCC) the agreed procedure for entry onto any walkway by the emergency service is to remove the lock and report it to the County Council who will replace the lock.

Horses passing through the cemetery at Langley Park – no further reports received.

Signed by the Chairman.....Page 2

047/09 Reports – b) Parish

i) Earl of Durham Allotments – security gates

The Clerk had met with the contractor (Jeremy Cassidy) on site, the order has now been placed and the gates/posts etc are under going manufacture.

Page 2

047/09 Reports – b) Parish

Report on the allotment inspections carried out on 25th April 2009. Members agreed to accept the report (as follows):-

For the Clerk to write to the following allotment holders requesting them to tidy-up the site

ED 2, 14, 48, 59, 64, 70, 79, 80, 81 and 86

CF 15/16

For the Clerk to arrange for the rubble to be removed from the track between the allotments at the Cross Fell site (near the school fence)

Also for the Clerk to contact Councillor Armstrong regarding supplying road planings to the Earl of Durham Allotments site to fill-in the pot holes (allotment holders to spread the planings)

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011/08 Reports – b) Parish

2) Esh Village Green – kick rail fencing to Village Green

Members received the quotation from Durham County Council for the provision of kick rail fencing to the village green. Members agreed for the Clerk to obtain three quotations for the supply of posts and timber bird's mouth fencing and to report details to the next appropriate Parish Council meeting.

068/09 Reports – b) Parish

1) EDF Energy Wind Farm – 3 Parish Council meeting

Clerk was awaiting further details from the Funding Committee which is meeting on 13th May 2009. Clerk to report to the next Parish Council meeting.

2) Litter bin – donation by Langley Park Primary School

The catalogue has been passed onto the Head Teacher who would be arranging a school council meeting to discuss the project.

Clerk to report to the next appropriate Parish Council meeting

134/08 Planning Matters

Land at Quebec

Clerk had sent a letter to the Planning Enforcement Officer at DCC and was awaiting a response (containers still on site). Clerk to chase up a response and report to the next Parish Council meeting.

019/09 Reports – b) Parish

1) Pathway to the Allotments

Clerk had received an email from Groundwork Trust and they were shortly to appoint a member of staff for this area. Clerk to report to the next appropriate Parish Council meeting.

2) Boulders at the Recreation Ground

An order had been placed with TUC Plant Hire and the boulders should have been set on site a few days ago. Clerk to chase up the contractor as a matter of urgency and report to the next appropriate Parish Council meeting.

3) Trim Allotment Path

The Clerk had issued the order to the contractor and the work should be completed within the next two weeks. Clerk to report to the next appropriate Parish Council meeting.

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021/09 Correspondence

a) Dog Fouling at Langley Park

The Clerk reported on his meeting with the Officer from DCC (Lyn Copeland), the cost of providing dog litter bins is £200, but one additional bin could be provided for Langley Park from the County Council budget. Members to contact the Clerk with suitable locations and for the Clerk to report to the next Parish Council meeting. It was agreed also for the Clerk to discuss with local shop owners the possibility of the shop distributing “doggie bags” to customers (on request). The Clerk also reported that he has the telephone numbers (mobile) of the Officers (pest control) so that he may contact them immediately, and a “dog fouling the Law” poster which will be displayed on the Council’s Notice Boards and in local shops.

d) Steps detached Youth Project

The Clerk reported on the meeting he had with Louise Wilson, Members agreed to invite her to a Parish Council meeting to discuss the work of the project, office requirements for the detached youth workers (3), details of the 6 areas of work in Derwentside and the proposed work of the development of a young people’s management committee.

032/09 Reports – b) Parish

i) Power of Well Being – c) Training

Training session 28th April – 3 Councillors attended (A Harling, A Hiles and B Armstrong)
Training session 5th May – 5 Councillors attended (C Bloor, A Mollon, P Mollon, S Rothwell and M Sands).

This means that the Council **did not** achieve the required 80 percent attendance. It was agreed for the Clerk to contact Steve Ragg (CDALC) for the date of the next (sweep-up) session and for the Clerk to contact the remaining Councillors who were unable to attend the training sessions with the re-arranged date. (The following Members are reminded to make every attempt to attend the next session, Councillors Bowyer, Coulson, Guildford, Looby and Tyler).

032/09 Reports – d) County**Bus sign at Esh Laude**

The sign and post have now been removed (arranged by County Councillor Armstrong)

034/09 Correspondence**a) Langley Park Angling Association**

Members received a copy of the Associations balance sheet as at 1st May 2009.

Members agreed to donate £300 (Power under section 19, Local Government Miscellaneous Provision Act 1976)

c) Litter problems on the Lanchester/Langley Park Railway Walk

The Clerk reported on a meeting with the Senior Ranger (Darryl Cox) DCC in which he suggested that the Clerk contact a colleague (Deborah Ferguson) to discuss the use of a Local Volunteer Group from the Parish, It was agreed:-

- 1) For the Clerk to contact Deborah Ferguson and report to the next Parish Council meeting.
- 2) For the Clerk to write to the local organisations who have received donations from the Parish Council asking if they would be interested in carrying out a litter pick.
- 3) To place an article in the next edition of Esh Leaves asking for any volunteers to carry out a litter pick.

f) DCC – Parish Paths Partnership applications 2008/09

The Clerk reported on a meeting with Elaine Field, DCC. Members agreed to submit application for funding for the following schemes:-

- i) Public Footpaths no 30 (Esh, Cross Keys) to Langley Park (Low Moor Road), to be done in stages over a number of years.
- ii) Clear footpaths in the Recreation Ground, Langley Park
- iii) Public Footpath no26 (Recreation Ground to Esh Hill Top), to be done in stages over a number of years.

It was also agreed for the Clerk to obtain quotations to carry out the above proposed works and report to the next appropriate Parish Council meeting.

Page 5**Page 6****051/09 Planning Matters****B) MH/1/2009/0129/DMAD – 38 Quebec Street, Langley Park**

The Clerk had spoken to the Planning Officer and he had confirmed that the premises were the Co-operative Group and the work was to replace the present illuminated fascia sign with a smaller type and he was recommending approval.

Members agreed to raise no objections to this application subject to local occupiers being consulted and to their concerns (if any) being taken into consideration.

Signed by the Chairman.....Page 5

Page 7**052/09 Correspondence**

q) Rutherford House Surgery – Redevelopment

A local working group has been set-up for the proposed development

053/09 Sir Bobby Robson Park

Agenda item no 11

054/09 Langley Park Library

Agenda item no 12

055/09 Area Action Partnership

Agenda item no 13

064/09 Resignation of Councillor Wallace Tyrie

Councillor Tyrie had telephoned the Clerk informing him of his wish to resign as a Parish Councillor due to ill health.

Members agreed for the Clerk to contact Councillor Tyrie to obtain his resignation in writing. Clerk to report to the next Parish Council meeting.

065/09 Financial Statement

2008/09 vouchers 308 tax overpayment £0.74 change to Clerk's expenses and voucher 284 D Rider wages week ending 3/4/09 for £75.40 transfer to Financial Year 2009/10 voucher 1a. Subject to the above members agreed the details of the Financial Statement (vouchers 1 to 33) and they should be paid; where appropriate confirm the Chairman/Clerk's action in issuing cheques in advance of the meeting.

066/09 Planning Matters

A

NO.	GB/1/2009/0221/DMFP (RESUBMISSION)
APPLICANT	MR A G LEE
PROPOSED	ERECTION OF ONE DWELLING WITH PORCH TO SIDE AND ROOF ALTERATIONS ERECTION OF 1.8 METRE HIGH BOUNDARY FENCE
AT	STAPLEFIELD HALL ROAD, ESH

Members agreed to raise no objections subject to adjacent occupants being consulted and for their views to be taken into account when making a decision on this development.

Signed by the Chairman.....Page 6

B

NO. GB/1/2009/0180/DMFP (RESUBMISSION)
APPLICANT MRS A PLATT
PROPOSED SINGLE STOREY DINING/KITCHENPATIO
EXTENSION TO PROVIDE FIRST FLOOR
BATHROOM AND BEDROOM
AT 2 BELGRAVE HOUSE, FRONT STREET, ESH

Members agreed to raise no objections subject to adjacent occupants being consulted and for their views to be taken into account when making a decision on this development.

C

NO. GB/1/2009/0219/DMFP
APPLICANT MRS J FLEMING
PROPOSED ERECTION OF REPLACEMENT
CONSERVATORY AND SINGLE STOREY
EXTENSION SIDE
AT 8 HILLTOP ESH

Members agreed to request further details/information on this application before making a decision. Clerk to make necessary arrangements with the Area Planning Officer and copy the details to all Councillors.

D

NO. MH/1/2009/0219/DMFP

APPLICANT MR D HOCKADAY

PROPOSED ERECTION OF ONE DETACHED DWELLING

AT LAND TO THE SOUTH OF WOODVIEW
COMMUNITY CENTRE, LANGLEY PARK

Members agreed to request further details/information on this application before making a decision. Clerk to make necessary arrangements with the Area Planning Officer and copy the details to all Councillors.

067/09 Correspondence

Items for discussion:-

a) Parish Council Committee – Area Action Partnership, nomination for the vacancy on the Area Board.

Members agreed to vote for Councillor Colin Burton (Lanchester Parish Council).

b) DCC, Insurance Officer – Inspection schedule of play areas at Esh and Quebec.

Members agreed to accept the reports and for the Clerk to make arrangements for the rust appearing on the climbing frame and the slide at Esh to be treated.

Items for information:-

c) DCC – Surface Dressing Programme; Temporary road closures and speed restrictions (various).

d) CDALC – Minutes of Special AGM held 4th April 2009.

e) Equality and Human Rights Commission – Public Sector Duties; forthcoming Equality Bill.

f) DCC, Finance – Business Rates Deferral Scheme 2009/10; The Harry Guildford Centre, Langley Park.

g) DCC Finance – Business Rates Deferral Scheme 2009/10; garage rear of Garden Avenue, Langley Park.

h) NEDL – Unmetered Connection Agreement signed document for record purposes.

i) DCC – Sustainable Community Strategy 2009 – 2023

- j) Durham Rural Community Council – Community News; Spring 2009.
- k) The LINK Newsletter March 2009; Issue No 2.

ADDITIONAL ITEMS;-

- l) Acting Inspector Peter Dawson – next PACT meeting at Langley Park 6pm on 9th June at the Harry Guildford Centre, prior to the next Parish Council meeting. (Since the meeting this has now been rearranged for 5pm at the Wood View Community Centre.

Members raised concerns that the Harry Guildford Centre may not be suitable for the PACT meeting. Clerk to discuss with the Police/Community Association to have the meeting held in Wood View Community Centre. Clerk to inform all Council members of the arrangements.

- m) Karen Gibson – Charlton Fencing commencing the erection of the fencing along the church wall/Sir Bobby Robson Park week commencing 11th May 2009.
- n) DCC – Planning Policy Officer – County Durham Strategic Housing land availability assessment – call for sites.
- o) DCC – Registered Trader scheme –details and posters
- p) DCC – Chairman – invite to Chairman & Partner to a Civic Service in Durham Cathedral at 2pm on Saturday 30th May 2009.
- q) Clerks & Councils Direct; May 2009; Issue No. 63.
- r) Local Councils Update; May; 2009; Issue no. 115.
- s) Mr K Turnbull 14 Springwell Avenue, Langley Park – Application for funding for Langley Park Sports & Social Club (Sunday League) – requested financial information.
- t) R Cottrell, 16 Front Street, Helmington Row, Crook – professional advice on pest control problems.

068/09 Sir Bobby Robson Park

The Clerk reported on a meeting with Mr Alan Cassidy, owner of the Langley Park Sports & Social Club (Councillor Coulson also attended) in which Mr Cassidy rejected the offer of the Parish for litter picking, grass cutting and opening/closing of the gates at the SBRP. Following a discussion on this matter it was agreed for the Clerk to obtain at least three written quotations for the proposed work at the Sir Bobby Robson Park. The Clerk to prepare a report for the next Parish Council meeting.

069/09 Langley Park Library

Works to the floor at the Library premises is continuing and should be complete by the end of June 2009.

070/09 Area Action Partnership (AAP)

The AAP launch event is being held on 13th May 2009 at the Sir Bobby Robson Centre, Ushaw Moor.

071/09 Access Road to the Fold, Quebec

As this was an unadopted road members could not support the maintenance cost of this road (as there are a number similar within the Parish area).

072/09 Date and time of the next meeting

The next meeting of the Esh Parish Council is on Tuesday 9th June 2009 at the Harry Guildford Centre, Langley Park, commencing at 7.00pm

The meeting finished at 9.20pm



DURHAM CONSTABULARY



POLICE REPORT

ESH PARISH WARD

This Month In Summary

01/04/09 to 30/04/09

- **April** has seen another increase in the number of calls received to the area, the majority of calls received related to anti-social behaviour caused by young people in the village particularly around the Wood View Community Centre. For those of you familiar with the area, the manager of the Community Centre has always been very open to allowing young people to use the yard for games. However recently there has been some damage caused and a large number of complaints received from local residents and the management have decided to stop the older ones using the yard because of this.
- I have received a number of complaints relating to older teens using the All Saints Community Centre for drug use and anti-social behaviour. We have previously had this building secured twice however persons unknown managed to break down a brick wall twice without anyone hearing or seeing anything. We now have steel shutters installed around the building which should stop anyone entering. We are conducting a leaflet drop along streets that view the community centre asking anyone to call in should they witness any use of the centre.
- In line with the new 'Policing Pledge' given by Durham Constabulary we are providing the community with a statement of what we are doing and what people can expect from us as we go about our day to day business. A copy of this pledge is attached for the attention of the Parish Councillors which you can take with you. The next PACT meeting for Langley Park is 09 June 2009 at 18:00.

Statistics

Total Calls to the area...	112
Compared to... Last Month...	092 - 20 more
Compared to... Leadgate...	122 - 10 less
Community Related Calls...	023
Calls regarding... Bogus Callers	000
Calls regarding... Vehicle Nuis	002

Other Comments / Actions

- No other comments or actions.

North Area Local Policing Pledge

Our policing pledge is about delivering effective valuable policing, working with partners and communities to improve our service and your quality of life.

Our Pledge to you:

We will:

1. Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.

This is at the heart of everything we are trying to achieve within the North Area BCU, linking into our Neighbourhoods Policing Model, our Citizen Focus, and ultimately the vision, to provide the best possible policing service for the North area community.

2. Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.

This is a key part of our delivery of our Neighbourhood Policing model - the way we conduct our core business. Neighbourhood teams across the North Area will use posters to assist in the publication of the work they do supported by our web site that provides details on the teams and other information that the you may need.

3. Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.

Neighbourhood Policing within the North area is well developed, with a 'whole team' approach across the area working towards the priorities identified by you alongside the key crime reduction issues identified through intelligence gathering and information provided by the community. This means the focus of all our efforts is to deal with the issues that matter to you. Abstractions of officers on these teams is being kept to a minimum.

4. Respond to every message directed to our Neighbourhood Policing Teams within 24 hours and, where necessary, provide a more detailed response as soon as we can.

Working with our HQ communications staff we seek to have appropriate processes in place to make sure that our Neighbourhood Teams can be contacted and that they will respond promptly to your request.

5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.

This is a current performance indicator for the force. The control room constantly monitor their performance in this area and are working with staff from the North area to ensure that we seek to deliver these standards consistently.

6. Attend (when needed) any incident relating to a priority or if you are vulnerable or upset within 60 minutes.

We are implementing a new call handling system which identifies local priorities to our call centre staff, ensuring that these are dealt with within the required period, and providing them with additional information regarding that issue. Where appropriate we will also be happy to arrange appointments following the initial call. If you are vulnerable or upset, our staff are being trained to identify this, and to deal with you appropriately.

7. Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings which will be arranged to meet local needs and requirements.

Each of the North Area Neighbourhood Teams hold regular public meetings. These are usually held in conjunction with our partners. These will be advertised through local media and posters, details can also be found on this website. Where, following specific incidents a need is identified to hold a public meeting this will be responded to promptly.

8. Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.

Monthly updates and information about what has happened to those brought to justice and what we are doing to make the area where you live even safer are a standard feature of public meetings held by the Neighbourhoods teams, and are provided verbally, through posters and via the website. The media is also used to help publicise these messages at a local level.

Durham Constabulary will publicise our crime maps on this website which we will also use to provide information on our activities within the North Area.

(Please note that as Durham County is one of the safest places in England, there can be very little deviation in some of the low crime levels around the county. Small fluctuations in actual crime numbers of crimes can therefore result in high swings in the percentage changes.)

9. If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.

Ensuring user satisfaction and "follow up" satisfaction has recently been set as a measure of our success for 2009/10. We will strive to improve our performance in this area and will look closely at the process we utilise to see where improvements can be made.

10. Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

This approach should already be taken by all managers within Durham Constabulary and the North Area when receiving a complaint from a member of the public regarding the service they have received.

What can you do?

You can help us improve your neighbourhood by volunteering some of your time as a Community Volunteer, as a Special Police Constable, by joining a Neighbourhood Watch Scheme or by attending and participating in the Partnership and Community Together (PACT) meetings.