

PETERLEE TOWN COUNCIL

MINUTES OF A MEETING OF THE PETERLEE INFORMATION
CENTRE COMMITTEE

HELD IN THE COUNCIL CHAMBER, SHOTTON HALL,
PETERLEE

ON MONDAY 11TH OCTOBER 2010

PRESENT: COUN MRS M MILSOM (CHAIR)

Mesdames: J Black, L Wood &
S McDonnell

Messrs: T A Jones, J Alvey, J Hardy, W M
Jeffrey, C Watkins, D Langan, C J Metcalfe,
R Huitson, D Milsom, R W Jones, C Austin
& E W Hall

**MEMBERS WERE REMINDED OF THE NEED TO
DISCLOSE ANY INTEREST PREJUDICIAL OR PERSONAL
IN ACCORDANCE WITH THE CODE OF CONDUCT.**

5. APOLOGIES FOR ABSENCE

Apologies for absence were received and accepted from Councillors
G Cowie, (asthma), J I Measor, (poorly) and H Bennett MBE, (on
holiday)

RECOMMENDED that the apologies submitted, be accepted.

6. THE MINUTES OF THE LAST MEETING, a copy of which had
been circulated to each Member, were approved.

7. THE MANAGER'S PROGRESS REPORT, a copy of which had been circulated to each Member, was considered under the following headings:-

1.0 STAFF

1.1 Seasonal Information Assistant

Cheryl McKiver was appointed Seasonal Information Assistant and took up the temporary position with a view to returning to take up the position of Senior Information Assistant (Maternity Cover). Cheryl proved to be a conscientious and valuable member of staff.

1.2 Senior Information Assistant (Maternity)

Hayley was currently taking her remaining holiday entitlement for this year and will then commence her maternity leave, with an expected delivery date of 31st October, 2010.

Cheryl, although happy in her role as Seasonal Information Assistant was unable to further her contract to cover maternity leave due to being offered a more permanent position elsewhere. The second 'reserve' for this post was David Appleby who was also unable to accept the position, thus the third 'reserve' Christine Stokoe was offered the position, which she accepted. It was expected that Christine would take up post as from Tuesday 19th October, 2011.

During the interim period, there was one Saturday which neither myself nor Linda were able to cover, Cheryl kindly offered to cover this particular day, however the Saturday member of staff rang in sick and this was not necessary as the Centre had to be closed.

RECOMMENDED that the information given, be noted.

2.0 EVENTS

2.1 *Macmillan Coffee Morning – 24th September, 2010*

The Information Centre was once again open for 'coffee and biscuits' during the national Macmillan Coffee Morning Event with £31.00 being raised via donations and raffle ticket sales.

RECOMMENDED that the information given, be noted.

2.2 *Halloween Party – 31st October, 2010*

Tickets were now on sale at the Information Centre, priced at £2.50 for adults and £3.50 for children (adults do not receive a goody bag), and

attendance was expected to be high by the number of enquiries received. Entertainment has been booked, 'The Great Lorenzo' and it was asked that the Manager ensure that this performer had a full CRB check carried out, if not this should be done via the Town Council on a re-charge basis.

RECOMMENDED that a CRB check be in place for "The Great Lorenzo" before the event.

2.3 Children's Christmas Party – Sunday 5th December, 2010

Members were asked to consider whether or not the Town Council should host the Christmas Party this year. It was commented that it had been listed in the About Town. It was agreed that if the event were to go ahead, Shotton Hall be used for the event. During discussions it was suggested that a cut off date for the sale of tickets be agreed and if the interest was low then the event be cancelled.

RECOMMENDED that this be considered further at the Council Meeting.

3.0 VISIT BRITAIN MYSTERY SHOPPER 2010

Results are now available for this year's Mystery Shopper Campaign and a copy was circulated to each Member. The Centre scored highly once again in both the on site visit and the telephone enquiry with little room for improvement in these 2 sections. Unfortunately the Centre scored nil for the email enquiry and investigations had been made into this matter.

The Manager was devastated at the result of the Mystery Shopper Exercise and following discussions it was agreed that she make further investigations into the matter of the e mail part of the survey.

RECOMMENDED that this course of action be pursued.

4.0 AGENCIES

4.1 Rail Tickets

Information was awaited ATOC (Association of Train Operating Companies).

RECOMMENDED that the information be awaited.

4.2 Other Tours

Further to a request at the last meeting, the Manager had spoken again to the owner of Other Tours regarding a possible increase in commission. Unfortunately this was not possible. The Manager did report that this was a

service that did not involve lots of administration by staff would be a miss to residents if it was not provided by the Information Centre.

RECOMMENDED that the service continue at the current commission rate.

8. STATISTICS, INCOME & COMMISSION

A copy of the above reports had been circulated to Members for their information.

In considering the report reference was made to the e mail/web site enquiries and a Local Member reported that he has visited the web site and found the content for Shotton Hall dull and in need of updating. He felt that the web site should be improved and be more user friendly. The Manager appreciated feedback on the site and went on to explain that the web site had been produced and designed with the support of DCC for all Town & Parish Councils in Durham. It was asked if enquiries could be made with the Durham County Council “web master” to see if something more dynamic could be produced for the Town Council’s web site and Members be advised of the outcome.

RECOMMENDED that the report be accepted and enquiries be made with Durham County Council as to web design services that may be available to the Town Council.