



Pelton Parish Council

Serving the Communities of Grange Villa, High Handenhold, Newfield, Pelton,
Pelton Lane Ends, Perkinsville and West Pelton

Grange Villa Mobile Phone Connectivity Issue Meeting on 16th October 2024.

Present: Chair- Cllr D. Wood

Cllrs- J. Barker, A. Nelson, P. Pringle, J. Steele & C. Todd

Residents- 13 Members of the Public

- 1. Meeting commenced at 7.01pm**
- 2. The following salient points were highlighted** - Cllr Wood provided background as to why the working group meeting had been arranged which was due to correspondence sent to the Parish Council. The format of the meeting is informal and is an opportunity as a group to look at what actions could be carried out to look at improving the phone signals-
 - i. The lack of coverage impacts on various local organisations when they are in Grange Villa, including the Police.
 - ii. Best way forward is for complaints to be made to the network providers and look into funding available for improving the networks.
 - iii. The issues are historical and various phone companies that residents have used have not provided a good network coverage.
 - iv. A mast has been reported as broken but the current status is unknown.
 - v. When a Grange Villa postcode is inputted on the national mobile phone coverage checker the coverage is low for all 4 mobile phone networks.
 - vi. Of those present O2 and Vodafone were the most used mobile network.
 - vii. Residents shared their experiences of issues they face which include missing deliveries; missing important phone calls for family events, doctor calls and that it limits working from home.

Actions Agreed-

- Parish Council to contact Ofcom and the main mobile phone providers to ask what plans they have for improving the network.
- Parish Council to ask the following organisations if the poor connectivity affects them when contacting/ visiting residents- Roseberry School, West Pelton School, Police, North East Ambulance Service, The Villages Medical Group, Pelton and Fellrose Medical Group. Fire Service, Social Services Durham County Council and the Neighbourhood Wardens. Update to be reported to those on the mailing list and to the Parish Council.

Meeting closed at 7.35pm

Signed

Cllr Danny Wood



Chair, Date tbc