

NOTES of the **CUSTOMER SERVICES KEY AREA GROUP MEETING** held in the Council Chamber on **THURSDAY 20 JUNE 2019** at 19.00 hours.

Present: Robert Duggan Chairman
Simon Hicks Vice Chairman
Lee Gibbs
Kathleen Willis
Graham Allen
Emma Coe-Gunnell White

Robert Eggleston (left 19.30)
Peter Chapman
Ann Eves
Janice Henwood

Also present: Steve Cridland, Chief Executive Officer

** Denotes non-attendance*

(19.00 hours)

1. **APOLOGIES FOR ABSENCE**
Nil

2. **ELECTION OF VICE-CHAIRMAN OF THE CUSTOMER SERVICES KEY AREA GROUP FOR THE ENSUING YEAR**
Nominations were invited for the office of Vice-Chairman of the Customer Services Key Area Group for the ensuing year and it was

RESOLVED that:

Simon Hicks be appointed Vice-Chairman of the Customer Services Key Area Group for the year 2019/20.

3. **SUBSTITUTES**
Nil

4. **DECLARATIONS OF INTEREST**
Simon Hicks stated that he had an allotment. Ann Eves stated that her

mother played petanque.

5. **NOTES OF MEETING**

The Notes of the meeting of the Customer Services Key Area Group held on Thursday 28 February 2019, having been previously circulated, were **AGREED** and signed by the Chairman as a correct record.

6. **ALLOTMENT SECURITY**

It was felt that while it may be disproportionate to spend large sums of money on security this should be considered in view of the long term benefits. The fencing would last some 20 years or more. It was suggested that the Horticultural Society be approached for their thoughts and suggestions and that the allotment tenants be canvassed to find out what they thought would be suitable and whether they would be willing to accept an increase in fees to pay for it.

The cost of security would be listed and considered when future budgets are drawn up.

RESOLVED that:

1. The Horticultural Society be asked for their opinion and suggestions to improve security at the allotment sites and whether the methods suggested by the Council are suitable.
2. That allotment tenants be canvassed to find out whether they are supportive of improving security, whether they support the Council's suggestions and whether they would be willing to accept an increase in tenancy fees to pay for improvements to allotment sites.
3. The Finance KAG consider this expenditure during the compilation of the 20/21 budget.

7. **NOEL GREEN PARKING**

Councillors felt that the cost to install grasscrete was rather high for the return that may be achieved. They were concerned that trees and shrubs may be lost. It would also create a precedent and other requests may be forthcoming if this was approved. A resident had expressed concern that the green area would be lost. Many residents had shared driveways which exacerbated the problem; however it was felt that some residents had resolved this issue and others could do the same. Councillors felt that the trees and shrubs on the green should be pruned back as they created a blind spot for motorists. A list of similar requests should be kept for future consideration.

RESOLVED that:

The request to install grasscrete to create additional parking at

Noel Green not be acceded to.

8. **ALLOTMENTS ON FUTURE BURIAL SITE PLOT**

The future burial ground is dormant at present and could potentially be earning an income for the Council. The concerns set out in the report were noted. It was suggested that it could be used as a Woodland Burial Ground; however the costs of developing the site would be considerable. It was pointed out that it was a natural green area with wildlife and plants. Any alternative ideas should be brought to the Group for consideration.

RESOLVED that:

The idea of developing the future burial ground as an allotment site or for grazing not be considered.

9. **SPACE AND CONNECTIVITY PROGRAMME UPDATE**

The Group noted the various projects set out in the report and appendix. The upgrade of Church Road and Church Walk and the development of a cycle path between Burgess Hill and Haywards Heath were particularly well supported. It was felt that improvements to Queen Elizabeth Ave were not needed and that this would not be received well by residents if nothing was done to improve the McDonalds roundabout. It was pointed out that once the new cinemas and bowling alleys were built, traffic would be further increased.

MSDC would be presenting a summary of all development in Burgess Hill prior to the Council meeting on 15 July and concerns about the proposed upgrade to Queen Elizabeth Ave would be raised. Concern was expressed that apart from Cllr Barrett-Miles there was no representation from the Council on any of the boards created to progress development in Burgess Hill. The feeling was that the town was not being listened to.

With regard to payment to Burgess Hill to manage certain projects, the group agreed that if possible payment should be sought but that if this was not possible the officers of the Town Council should be supportive wherever possible.

RESOLVED that:

1. The list of projects set out in the appendix be distributed to Councillors with a view to prioritising projects and that further discussion be had at the Council meeting once the presentation by MSDC had been received.
2. That Council resolution number 359 taken on 28 January 2019 be confirmed but that the requirement that a project management cost be included be waived.

10. PLASTIC WRAPPER RECYCLING

The chairman had initially been contacted by a small group interested in promoting this project. He had had no response to further queries he had raised. It was pointed out that the District Council was responsible for waste collection and that MSDC collected this type of refuse at their offices. Sainsburys also collected plastic wrappers.

It was felt that more research was needed before approaching MSDC to provide this service. If possible a plan should be drawn up. A motion was before MSDC regarding the environment and it was suggested that the cabinet member dealing with this should be approached to include this type of recycling as part of the debate.

It was agreed that the person who had approached the chairman should be approached for more information and possibly be invited to address the Group.

11. PETANQUE

The Group noted their support for this project and felt that more pressure should be put on MSDC to deliver this facility. The CEO was asked to enquire as to when the facility might be expected and whether it could be speeded up in view of the relative low cost of and interest in the facility.

12. REPLACEMENT OF TREES IN CHURCH WALK

It was noted that the areas where the trees had been had now been patched indicating that replacement was unlikely other than possibly in planters. Planters were not ideal and led to people using them to dispose of cigarette butts and litter.

It was pointed out that the Space and Connectivity project would be addressing the upgrading of Church Road and Church Walk.

It was felt that the Town Council should be informed of any trees which were to be removed as trees had been removed from various sites around town without the knowledge of the Town Council. The CEO was asked to write to West Sussex County Council and MSDC to ask them to provide information on any trees which were to be removed two weeks in advance along with the reasons for their removal.

Discussion led to whether there were any tree wardens in Burgess Hill and it transpired that the two that there were had retired unbeknownst to the Town Council. The Group agreed that a maximum of two should be appointed and that interest expressed by a member of the public should be followed up. Janice Henwood, a former Town Council Tree Warden nominated Jonathan Bryant to be the Town Council Tree Warden. This was agreed and the recommendation to go forward to the Full Council meeting on July 15th

RESOLVED that:

Mr Jonathan Bryant be approached to be the Town Council
Trees Warden

Meeting terminated at 20:15.