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27 August 2019

To: **MEMBERS OF THE CUSTOMER SERVICES KEY AREA GROUP,
BURGESS HILL TOWN COUNCIL**

A **MEETING** of the **CUSTOMER SERVICES KEY AREA GROUP** will be held in the Council Chamber on **2 September 2019** at **19:00** hours, when your attendance is required.

Steve Cridland
Chief Executive Officer

****PLEASE NOTE THE START TIME OF THE MEETING****

Filming, [recording](#) of Council meetings and use of social media:
During this meeting [members](#) of the public [may](#) film [or](#) record the Committee and officers from the public [area only](#) providing it does not disrupt the meeting. [The Confidential section](#) of the meeting [may](#) not be filmed [or](#) recorded.
If a member of the public objects to being recorded, the person(s) filming must stop doing so until that member of the public has finished speaking.
The use of social media is permitted but members of the public are requested to switch their mobile devices to silent for the duration of the meeting.

AGENDA

1. **OPEN FORUM**

Members of the public are invited to put questions or to draw relevant matters to the Council's attention. Each member of the public is allowed to speak once only in respect of a business item on the agenda (whether in the Open Forum or during the meeting) and shall not speak for more than three minutes at the discretion of the Chairman.

If it appears that the number of speakers is likely to unreasonably delay the disposal of business items on the agenda the Chairman may direct that a member of the public submits a question or comment in writing which shall be answered in due course.

2. **APOLOGIES FOR ABSENCE**

3. **SUBSTITUTES**

4. **DECLARATIONS OF INTEREST**

In respect of any matter on the agenda.

5. **NOTES OF PREVIOUS MEETING**

To consider the Notes of the Meeting of the Customer Services Key Area Group held on 20 June 2019.

6. **TPO'S ON TREES**

Cllrs Henwood and Eves have suggested that the Town Council apply for Tree Preservation Orders to be placed on the trees in Church Walk namely the White Beam trees at the memorial garden, the Oak tree in front of the Dragon and Peacock and the White Beam trees in front of Weatherspoons.

There are many other trees around town that would be worth preserving and which do not have a TPO on them. It is suggested that the Tree Warden and Councillors bring to the attention of the Maintenance Section Head any trees which they feel should be protected by a TPO in order that the necessary application can be made.

For Consideration

7. **CHURCH WALK IMPROVEMENTS**

Cllrs Henwood and Eves have suggested that the four Silver Birch Trees which were removed along Church Walk be replaced. WSCC has a scheme whereby they will supply and plant a tree for £150 under the Donate a Tree Scheme. They would not normally remove and reinstate paving but are willing to assist on this occasion. Given the amount of work involved this appears to be the most beneficial price. The cost to Council would be £600. Sufficient funds are available for this on the Street Scene/ Minor Works reserve (3025). It should be noted that the Space and Connectivity programme is considering improvements to

Church Walk and Church Road. It would therefore be appropriate to discuss this with them before planting.

The Stone garden at the end of Church Walk is to many unsightly and a waste of space. Others believe it is an important part of the Town. The suggestion is made that an approach be made to MSDC to remove or relocate this sculpture. If this area was freed up there is potential for activities and other developments to take place.

For Consideration

8. **PETANQUE**

An application for £26,000 was made to the Lottery fund to sponsor the development of a Petanque terrain in Marle Place Park. The Lottery Fund has responded and agreed to fund half the amount sought. Discussions with MSDC have indicated that they would probably part fund this project. The Lottery Fund requires the landowner to be the responsible party for any development. Discussions are taking place with MSDC around how this might work as they are the landowner. Quotes have been obtained for the project and the amount mentioned will provide the terrain, two benches, a shelter and a power point provided the power to the lights is still working.

For Noting

9. **DARE TO DREAM**

As part of the Bridge the Gap initiative, staff and members were asked to submit ideas of how they felt the town might be improved. Some really good ideas were received and the schedule of suggestions is attached for consideration. While this initiative falls under the Strategic Development KAG, there are some ideas which could be taken on board by the Customer Services KAG and members are asked to identify projects which they believe are feasible and fall within the KAG's remit. This will then be taken forward to the Strategic Services KAG.

For consideration

10. **SPACE AND CONNECTIVITY PROJECT**

MSDC and WSCC continue to work on this project and are busy with an audit of projects and working with consultants. At this stage there are no further updates.

For Noting