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13 June 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 **20 June 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.

A G E N D A

1. **APOLOGIES FOR ABSENCE**

2. **APPOINTMENT OF DEPUTY CHAIRMAN**

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 28 February 2019.

6. **ALLOTMENT SECURITY**

- 6.1 Requests are received from time to time to improve security at the allotment sites. This is usually following a burglary from one of the sheds which might house garden implements, rather than produce on the allotment. Burglaries that the Council is aware of over the past two years are as follows:

Junction Road	–	4 in 2017, 2 in 2018, 3 in 2019
Leylands Road	–	5 in 2017, 1 in 2018, 1 in 2019
Chanctonbury Road	–	1 in 2018, 1 in 2019
Poveys Close	–	1 in 2019

- 6.2 The cost to improve security would be quite high and disproportionate to the value of the items stolen. Estimated costs are as follows:

Junction Road	£995 + VAT
Leylands Road	£945 + VAT
Chanctonbury Road	£1195 + VAT
Poveys Close	£5465 + VAT

- 6.3 It should be noted that the tenancy for an allotment is on average £25.25 which includes the cost of water, a skip once a year, administration and maintenance of pathways. Total income for 2018/19 was £6489.

Expenditure

Site rental for Gatehouse Lane and Chanctonbury sites	£750
Water	£1900
Skips	£1280
Administration/Site Inspections	£4980
Maintenance of pathways and hedges	£2100
General repairs	£350
Total expenditure	£11360

- 6.4 It is suggested that if allotment tenants want additional security the annual charge be increased commensurately to cover the costs. There is no requirement of the Council to provide security or even fencing. The tenancy agreement states that tenants manage their allotment at their own risk.

RECOMMENDED:

The Group's views are sought.

7. NOEL GREEN PARKING

- 7.1 A request has been received from a resident living in Noel Green to convert an area of grass verge in to resident's parking. The proposed area is located outside house numbers 8 and 9 and measures approximately 11m x 5m and would create 3 or 4 off road parking spaces. The parking spaces would operate on a 'free for all' basis and not allocated to individuals/properties.



- 7.2 In 2016, in response to complaints from Noel Green residents regarding vehicles parking on the grass verge and roundabout at the end of the cul-de-sac, white marker posts were installed on both of these areas. Unfortunately some of the white marker posts on the verge section were damaged/pushed over so wooden posts were installed in 2017. Both sets of marker posts were funded by the Town Council and cost approximately £1,000.
- 7.3 The grass verge forms part of West Sussex County Council's Highways boundary. In principle the Area Manager Highways (Mid Sussex) would support this request to create a parking area using grasscrete (grass reinforcement), subject to a residents' consultation and funding sourced. Highways do not have funds available to cover the cost of these works so the Town Council would have to fund the project.

- 7.4 The proposed area will involve removing a Lime and Mountain Ash trees and an established Verbena shrub plus also the existing wooden posts. The cost to install grasscrete as per WSCC's specification will cost approximately £11-£15,000.

RECOMMENDED:

- a) The Group's views are sought;
- b) Request the Finance Key Area Group allocate £15,000 to this project.

Risk Implications – further requests of this nature may be received and any ongoing maintenance/upkeep of the grasscrete would have to be funded by the Town Council.

8. ALLOTMENTS ON FUTURE BURIAL SITE PLOT

- 8.1 A suggestion has been made to develop allotments on the future burial ground site next to the Burgess Hill Burial Ground. This has been considered in the past but complications set out below have made the idea impractical.
- 8.2 The current waiting list for allotments is 92, but this does not mean that people will want to go to the new site suggested. Most allotment holders like to be close to their allotment which alleviates the need to drive. The breakdown is as follows:

- 23 already have a plot and want another one at the same site
- 25 only want Junction Road site
- 5 only want Poveys Close site
- 12 only want Chanctonbury Road site
- 4 only want Eastdale Road site
- 15 only want Leylands Road site
- 1 only wants a very small plot
- 4 only want Gatehouse Lane site
- 3 will go to any site

There are therefore 7 people on the waiting list who may be interested in this site.

- 8.3 Further issues to consider include very limited parking and the effect a busy and perhaps untidy allotment site would have on the serenity of the burial ground, especially during a burial. This solemn occasion could easily be disturbed by noise from allotment holders. This site is quite distant from the nearest houses with a busy road between.

8.4 Care would need to be taken in terms of law that if an allotment site is developed it is done on the understanding that it would be for a limited period only.

8.5 Points for Members to consider:

Screening

Appropriate screening required to separate the Burial Ground from the proposed allotment site (this screening will need to go around the whole of the site, not just the boundary between the Burial Ground and allotment).

Appropriate land gap required between the Burial Ground and allotment area.

Parking

There is very limited parking at the Burial Ground and the current provision must be retained solely for funerals and bereaved families visiting the Burial Ground. Any new allotment site would require, therefore, its own dedicated car park.

Access

- There is only one access point to the land as a whole which is from the Jane Murray Way into the Burial Ground car park. It could be considered inappropriate to allow the Burial Ground car park to be used as a thoroughfare to gain access to the proposed allotment site.
- The car park situated externally to the Burial Ground (owned by MSDC and used by dog walkers and users of the Green Circle Network) could potentially be used by allotment holders, however this would encourage allotment holders to use the Burial Ground car park as a thoroughfare to gain access to the allotment site. As noted above, this could be inappropriate.

A dedicated access road, from Jane Murray Way, would ideally need to be built which would be across land not belonging to BHTC.

Restrictive covenants

The purchase of the land from MSDC by BHTC has restrictive covenants:

- *“Not to erect any building or structure on the property except footpaths, roadways and associated curbing, fencing, gates and water points”*. As it stands, therefore, the provision of sheds would be prohibited.
- *“Not to use the Property for any other purpose other than predominantly as a cemetery and ancillary thereto for the grazing of cattle and sheep”*.

An application would need to be made to MSDC to have these covenants amended/removed and the Land Registry Certificate updated.

Condition of Land

There would be capital costs to convert a field into an allotment site which would include drainage, watering points, plot markings and pathways.

Security

On occasion some of our existing allotment sites have suffered from criminal damage and theft. With such a remote location, additional consideration would need to be given to the level of security to be provided, for example, the type of fencing/boundary around the allotment site. The police have previously closed the Burial Ground parking after hours due to loitering in the area. In addition allotment tenants may require deer and rabbit proof fencing.

Period of Tenancy

Over the 15 years since its opening (in 2004), some 45% of the Burial Ground has been used. Assuming the same level of usage and mix of plot types, this would suggest around another 15 years before the adjacent spare land is required for an extension of the current Burial Ground. To allow for the time period to develop the site into a burial ground, any allotment tenancy should be no longer than 15 years with a 6 month notice period exercisable by BHTC to terminate the tenancy should the land be required earlier.

Location of proposed allotment site

It is difficult to predict the popularity of the site as it is located on the outskirts of the town and is only readily accessible by people in their cars, particularly if taking equipment back and forth. Experience of other allotment sites has shown that sites more central to the town are popular and have waiting lists, whilst the site on the outskirts (Gatehouse Lane), although full, does not have much of a waiting list.

Cost

Each of the points above attracts a certain level on costs that would run into many thousands. Consideration will need to be given as to where the funding would come from and whether there would be enough of a benefit, taking into account the location and length of tenancy, to justify such an expense

- 8.6 Perhaps rather than developing this as an allotment site, the possibility of leasing the field to a farmer or even Plumpton College for grazing be investigated.

RECOMMENDED:

- a) The Group's views are sought;

9. PLACE AND CONNECTIVITY PROGRAMME UPDATE

- 9.1 MSDC and WSCC have received £10.9million from the LEP for the above project which will encourage greater use of walking, cycling and public transport by residents, businesses and visitors by improving connectivity across the town and enhancing the public realm while supporting the delivery of the Burgess Hill Strategic Growth Programme.
- 9.2 Burgess Hill Town Council was approached for support and to identify projects which it might be able to manage. Appendix 1 sets out the projects identified. The previous Council was supportive of the Town Council's involvement provided the Council was remunerated for official's time. MSDC has responded to say that no funding is available for this.
- 9.3 The main projects which are being researched and planned by MSDC and WSCC are:
- Improvements to Burgess Hill Station
 - Improvements to Wivelsfield Station
 - Improvements to Queen Elizabeth Avenue
 - Developing a cycle route between Burgess Hill and Haywards Heath
 - Improvements to Church Road and Church Walk.

MSDC has been approached to provide an information session on these projects.

RECOMMENDED:

That Council decision 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

- 10.1 A member of the public has asked for support from the Town Council to promote the recycling of plastic wrapping. This is also known as TerraCycling. A central collection point is needed. It is not known at this stage how the wrapping is collected from that point and what happens to it. The Council is asked to consider how best this might be done.

RECOMMENDED:

- a) The Group's views are sought;

11. PETANQUE

11.1 The Council was approached some 7 months ago to support a group of the U3A which is keen on developing a local petanque court. The group has some 30 players and currently plays at Haywards Heath or Handcross.

11.2 A suitable site has been identified at Marle Place Park. The grass area next to the tarred area is the ideal size and could be developed into a standard court for around £25,000. The park belongs to MSDC and they were approached for assistance and an offer made to manage the construction on their behalf. They agreed to develop the area and indicated that it would be ready for summer. With the local election resulting in a shakeup of the MSDC Cabinet it is unclear as to when the construction of the facility might take place and the only response received from an enquiry is that it would go into the forward programme for site improvements. This ambiguous response could mean that it would take years which is a pity as it is a simple and relatively easy project to deliver.

RECOMMENDED:

- a) The Group's views are sought;

12. REPLACEMENT OF TREES IN CHURCH WALK

12.1 Trees in Church walk were recently removed for health and safety reasons when the surrounding pavement lifted due to roots.

12.2 WSCC Highways have patched the affected areas with tarmac and will replace the paving when they are satisfied that the ground has consolidated.

12.3 WSCC Highways have said that they may consider replacing the trees if the opportunity arises, possibly in planters.

RECOMMENDED:

- a) The Group's views are sought.