

**NOTES** of the **CUSTOMER SERVICES KEY AREA GROUP MEETING** held in the Council Chamber on **MONDAY 2 SEPTEMBER 2019** at 19.00 hours.

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

Robert Eggleston  
Peter Chapman  
Ann Eves  
Janice Henwood

**Also present:** Steve Cridland, Chief Executive Officer

*\* Denotes non-attendance*

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19:00 hours)

13. **OPEN FORUM**  
Nil

14. **APOLOGIES FOR ABSENCE**  
Graham Allen, Emma Coe-Gunnell White, Simon Hicks

15. **SUBSTITUTES**  
Robert Eggleston for Kathleen Willis  
Peter Chapman for Lee Gibbs  
Ann Eves for Simon Hicks  
Janice Henwood for Graham Allen

16. **DECLARATIONS OF INTEREST**  
Nil

17. **NOTES OF MEETING**  
The Notes of the meeting of the Customer Services Key Area Group held on Thursday 20 June 2019, having been previously circulated, were **AGREED** and signed by the Chairman as a correct record.

18. **TPO'S ON TREES**

Concern was expressed about the loss of trees along Church Road and Church Walk and it was noted that WSCC criteria are that trees seen by the public and which are under threat should be considered for a TPO. Identified trees should be brought to the attention of the Maintenance Section Head to submit a report for consideration by the Planning Committee.

**RECOMMENDED:**

1. That a Tree Protection Order be applied for all remaining trees in Church Road and Church Walk including the Memorial Ground.
2. That TPO's be applied for by the Council where recommended by the Tree Warden or councillors for their ward.

19. **CHURCH WALK IMPROVEMENTS**

The Group noted that 4 trees had been removed in Church Walk due to the damage caused by roots. It was felt that other alternatives such as a bench around the tree should have been considered. It was felt that the trees should be replaced using the WSCC Donate a Tree scheme at a cost of £150 a tree. Janice Henwood agreed to identify trees from the list of suitable trees. The trees should be planted in the autumn.

It was felt that more investigation was needed before a decision is made regarding the future of the Stone garden.

**RECOMMENDED:**

That 4 trees be purchased through the WSCC Donate a Tree scheme and be planted in Church Walk it being noted that and on this occasion WSCC have agreed to remove and reinstate the paving..

20. **PETANQUE**

It was noted that the Lottery Fund had agreed to fund half the estimated amount of £26,000. This was subject to the project being run by MSDC as they are the landowner. Discussions with MSDC are ongoing and there is every reason to believe that the project will go ahead.

**For Noting**

21. **DARE TO DREAM**

The list of aspirations put together by staff members and Councillors was considered. While this would be considered at the Strategic Development KAG, members were asked to consider projects that could fall into the realm of Customer Services. It was felt that MSDC should be approached to discuss possible cooperation and providing resources.

A list of bands that would otherwise be playing at the Martlets should be compiled as well as children's entertainment and exhibitions. This could be funded by the funds provided for the relocation of activities in the Martlets.

NewRiver was not opposed to an indoor market and the old Iceland or Lidl shops could be suitable. An approach should be made to NRR. A table tennis area combined with other leisure offerings could be investigated. Sussex Oakleaf would be a suitable tenant for one of the shops depending on the rental.

It was noted that MSDC was reviewing its parking strategy. The meeting felt that 2 hours of free parking would make a big difference. One retailer has stated that they would not come to Burgess Hill with the current parking restrictions in place.

An ice rink would be a lovely project but very expensive.

The Bus Forum should consider free busses or providing busses on a reimbursement basis. The Market Place should look at providing electric vehicle charging points.

Robert Eggleston represents the Council on the Growth Area Group and would take suggestions to this group for consideration.

## 22. **SPACE AND CONNECTIVITY PROJECT**

It was noted that this project was underway and that consultants had been appointed by WSCC and MSDC to plan and cost the various schemes previously identified. It was expected that this would take a few more months.

The managers of this project should be asked to consider a traffic light system at or around the new Lidl store in Leylands Road. Lidl management will be approached to improve their carpark by introducing arrows to control traffic flow.

### **Recommended:**

1. That the managers of this project be asked to consider a traffic light system including priority/lanes for cyclists at or around the junction of Mill Road, Freaks Lane and the entrance to the new Lidl store in Leylands Road.
2. That Lidl management be approached to improve their carpark by introducing arrows to control traffic flow.

Meeting terminated at 20:00