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13 February 2020

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 **18 February 2020** 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.

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**A G E N D A**

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 9 January 2020.

6. **PETANQUE**

 The project has been delayed again as MSDC are determining whether or not planning permission is needed. Three tenders were received and the lowest tender is well within the budget.

 **For Noting**

7. **SPACE AND CONNECTIVITY PROJECT**

 No further update available

**For Noting**

**8. OFF ROAD CYCLE ROUTE BETWEEN HASSOCKS AND BURGESS HILL**

Permission was previously given to I-Transport to install a cycle path across the Western boundary of Batchelors Farm as depicted on the plan attached at no cost to the Council provided:

* Suitable gates are installed to prevent motor cycle access
* Signs warning pedestrians be installed
* Care is taken not to disturb the habitat of the Brown Streak Butterfly
* Additional fruit trees be provided and planted in the orchard area.

I-Transport are happy with these conditions and have provided a draft licence (attached) for the Council to consider. They have offered to pay for the Council to obtain legal assistance if the Council feels this is necessary. They have asked for suggestions on the number and type of trees to be planted. The orchard area is fairly full and only 4 more trees can be accommodated there. The number will be dependent on the size and area but it is suggested that xx be planted and that 4 Oak trees be planted to replace one that was removed during the railway improvements. This should be included under 2.2 of the licence.

It should be noted that the bridleway may only be constructed in 2 years’ time.

For consideration.

9. **ATTACHMENTS TO CAST IRON STREET LIGHTS**

The following notification has been received from SSE the owner of the cast iron lamp poles along Church Walk. This means that the Council will not be allowed to hang flower baskets along Church Walk anymore.

SSE have been working closely with Local Councils recently after a serious incident occurred where a cast iron street light structurally failed in Gosport.

The cause was found to lie beneath ground level, so could not be seen, and under the base plate, meaning that the usual structural calculations could not identify any thickness defects.

With the above in mind, and along with the increasing age of most cast iron columns in Hampshire and Southampton, we will no longer be able to give approval for third party attachments on **ANY** cast iron columns.  This will include, festive lighting, hanging baskets, banners, cameras or any additional signage.

Cast iron columns can be difficult to identity.  Some cast iron style columns may look like cast iron but are actually steel with embellishments added to give the illusion of age.  Steel columns with embellishments may still be used if accompanied with the appropriate BSEN40 calculations which should be undertaken by a qualified structural engineer.

 For Noting