

**NOTES** of the **CUSTOMER SERVICES KEY AREA GROUP MEETING** held in the Council Chamber on **Tuesday 18 February** at 19.00 hours.

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**Present:** Robert Duggan Chairman  
Simon Hicks\* Vice Chairman  
Lee Gibbs (19.10)  
Kathleen Willis\*  
Graham Allen\*  
Emma Coe-Gunnell White

Peter Chapman  
Ann Eves  
Sylvia Neumann  
Janice Henwood

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

*\* Denotes non-attendance*

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(19:00 hours)

41. **OPEN FORUM**  
.No questions were asked.
42. **APOLOGIES FOR ABSENCE**  
Simon Hicks, Kathleen Willis
43. **SUBSTITUTES**  
Peter Chapman for Kathleen Willis
45. **DECLARATIONS OF INTEREST**  
Nil
46. **NOTES OF MEETING**  
The Notes of the meeting of the Customer Services Key Area Group held on Thursday 9 January, having been previously circulated, were **AGREED** and signed by the Chairman as a correct record.
47. **PETANQUE**  
The CEO reported that a meeting with MSDC will be held to discuss

the need for planning permission. In all probability this would only be needed for lighting and the shelter and if so the possibility of constructing the facility over two phases will be discussed.

The Group Noted the report

48. **PLACE AND CONNECTIVITY PROJECT**

Following the presentation from Members and Officers from MSDC to the Town Councillors and members of the Residents' Forum on 11/2/20, the Town Council thanks MSDC for their presentation on the anticipated expenditure that will derive from the Northern Arc development, particularly under the heading of Place and Connectivity. This Key Area Group would like to make the following observations:

1. We note the questions that arose during the presentation that reflect Burgess Hill residents' concern about the current levels of traffic congestion in the town, which many find unacceptable. While the Northern Arc will generate funding that may be used to mitigate the additional impact of the development itself, this by definition cannot fully address the current problems.

2. We look forward to hearing in more detail the proposals to improve bus services and infrastructure and how this can be shown to reduce car travel throughout the town.

3. We are disappointed to hear that an adequate case for a Bus Gate on the Freeks Lane development could not be made to WSCC. This will have a serious impact on the quality of life of residents in Maple Drive, who will be forced to accept a large influx of traffic, particularly to the new secondary school, if there is only limited modal change to cycling, walking and bus transport in the Freeks Lane development.

4. We welcome the opportunities that have been identified to create a superior standard for cycling and walkways within the development. However we would like to express our concern that it may not be feasible to safely adapt the existing approaches to railway stations [Fairplace Hill, West St, Royal George Rd, Leylands Rd, Maple Dr, Mill Rd, Station Rd etc] to make adequate provision for 2-way cycle routes, either segregated from or integrated with vehicle and pedestrian traffic; that S106 money spent on such projects in their current form will not give good value for money. We ask for greater aspiration to achieve the goal of integrating such alternative modes of transport.

5. We ask MSDC Northern Arc Steering Group to give urgent consideration to the proposal for traffic lights at the junction of Mill Road and Leylands Road and press the case with WSCC as previously requested by this Group.

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

Permission has previously been given to I-Transport to install a cycle path across the Western Boundary of Batchelors farm at no cost to the Council. This was subject to suitable gates and signs being installed, care being taken not to disturb the habitat of the Brown Streak Butterfly and additional fruit trees being provided and planted. There is room for 4 fruit trees in the orchard area while around 9 Oak trees could be planted along the railway boundary.

I-transport had submitted a draft Call Option Agreement and a Licence to carry out works for agreement.

**Resolved:**

That the Call Option Agreement and Licence to Carry Out Works be agreed subject to the inclusion of a suitable clause to provide 4 fruit and 9 Oak trees, signage, suitable gates to prevent motor cycle access and that protection of the habitat of the Brown Streak Butterfly be protected.

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

The email from SSE was considered. SSE may not renew the licence to suspend hanging baskets from its standards on Church Walk, however it was uncertain whether these are of the type that were causing concern. More investigation in this regard would take place.

Meeting terminated at 19.16