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22 February 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 28 February 2019 at **18:00** 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. **APOLOGIES FOR ABSENCE**

2. **SUBSTITUTES**

3. **DECLARATIONS OF INTEREST**

In respect of any matter on the agenda.

4. **NOTES OF PREVIOUS MEETING**

To consider the Notes of the Meeting of The Customer Services Key Area Group held on 10 May 2018 (copy previously circulated).

5. **REPLACEMENT OF COUNCIL CHAMBER TABLES**

5.1 The tables in the council chamber are showing signs of wear as they are frequently moved to accommodate various meetings and other activities. Some have been repaired more than once and it will soon be difficult to repair further breakages. The current tables are very heavy and cumbersome to move. Different hirers require different configurations which has resulted in more table movements with consequential wear and tear.

5.2 The chamber is being used more and more as it is hired out to a variety of organisations thus earning the Council income (£5,400 to date). The amount of income derived from hiring out the chamber has provided almost enough to pay for new tables. In order to make moving the tables easier it is suggested that new tables with folding tops, modesty panels and wheels be purchased to replace the existing tables.

5.3 Quotes have been obtained which indicate that flip top tables with modesty panels are available from £3,200.67 through to over £11,000 depending on quality and finish. A suitable set of tables has been found from a local supplier who has quoted £5713.88 for mobile flip top Kite tables with modesty panels for the same configuration currently used.
<https://www.youtube.com/watch?v=-115r0LCkvQ>

5.4 The tables have been inspected by the Leader of the Council who is satisfied that an Oak MFC finish (as opposed to a more expensive Oak veneer) with modesty panels will suit the needs of the Council. The cost of these tables is £5713.88 plus VAT. The company has quoted a further £600 to remove the existing tables however there may be cheaper ways of disposing of the tables possibly even selling them.

RECOMMENDED:

1. That the tables in the council chamber be replaced at a cost of £5713.88 and be funded from savings made on the current budget and income from hiring out the chamber.

2. That the existing tables be disposed of by selling them, donating them to a charity or dumping them at a cost not to exceed £600.

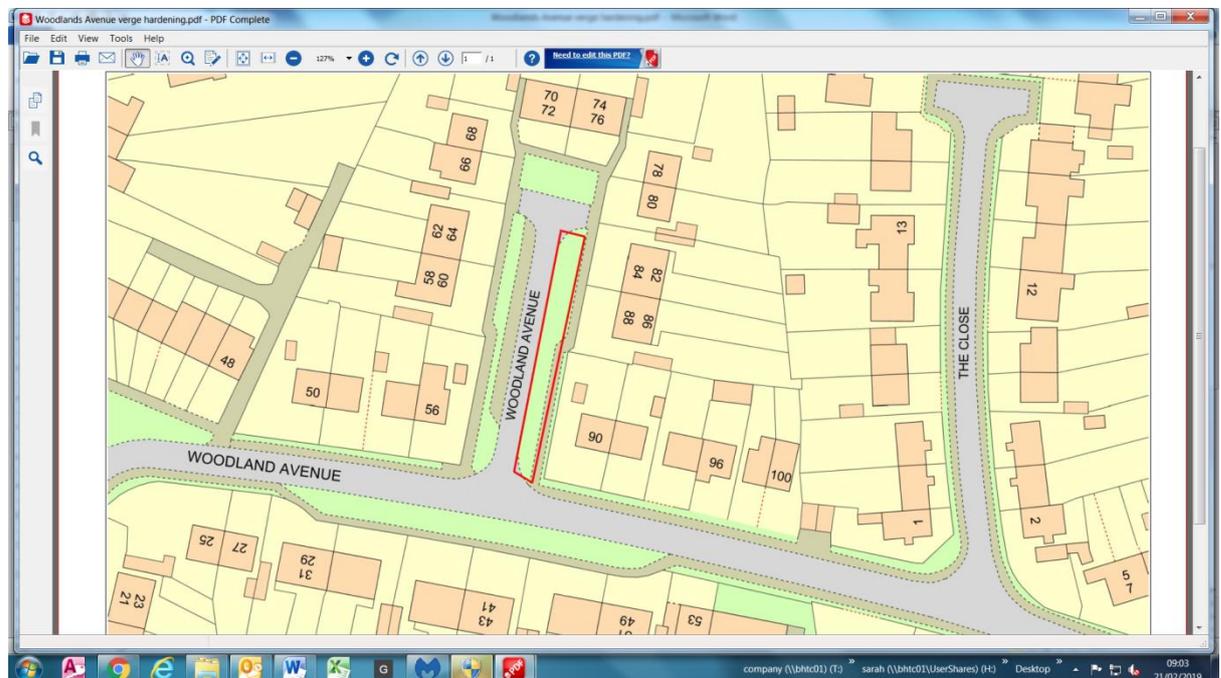
6. REGISTRAR: USE OF SURGERY

- 6.1 The WSCC Registrar of births and deaths provides a 4 hour weekly service to the residents of Burgess Hill from the surgery at the Help Point.
- 6.2 The cost of the surgery has previously been included in the partnership funding received from WSCC to provide services on their behalf. The partnership has now ended and WSCC has been contacted to inform them of the hire costs for the surgery. They have responded by saying that they are unable to pay for the surgery and since it is unlikely that they will find alternative premises they will conduct the surgery from Haywards Heath from April 2019.
- 6.3 It would be unfortunate for residents if the service was lost, however providing the surgery at no cost would create a precedent as other users pay for it.
- 6.4 Council is asked to weigh up the value of the Registrar against the precedent that could be created. It is possible that the Registrar could be accommodated elsewhere in due course and an option would be to extend the booking for a year at no cost and review the situation then.

FOR CONSIDERATION

7. UPGRADE TO VERGE: WOODLAND AVENUE

- 7.1 Residents are parking on the verge along Woodland Avenue. The verge is consequently very rutted and ugly as it becomes churned up during wet weather. The verge is very wide and parking is needed. It is suggested that the verge be upgraded to allow parking by installing a product called Grasscrete. This is a hard plastic honeycomb which will support cars while allowing grass to grow. The Highways authority supports the idea but has no funds available.
- 7.2 It is estimated that some 75 square metres should be upgraded and the cost of the product plus installation is around £5000. A more accurate figure will be available at the meeting. Sufficient funds have been budgeted for minor works such as this.



RECOMMENDED:

1. That approximately 75 square metres of verge along Woodland

2. Avenue be upgraded by installing Grasscrete at a cost of to enable parking on the verge.
3. That the upgrade be undertaken subject to the issuing of a licence by the Highways authority.