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25 October 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 **7 November 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. **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 2 September 2019.

6. **PETANQUE**

Progress is being made with MSDC agreeing to fund half the costs (£13k) of the proposed Petanque court. The Lottery fund is now completing its side of the agreement and it is hoped that a start will soon be made. Two quotes have been received. MSDC will be the main party but have agreed that the Town Council will take charge of the construction of the court. U3A have also agreed to pay for the usage of the court.

For Noting

7. **WELCOME TO BURGESS HILL SIGNS**

Some time ago a considerable amount of work was done to develop new Welcome to Burgess Hill signs. With the funding of the Space and Connectivity programme requiring match funding, the section 106 funds earmarked for this project were used as part of that match funding and the project stalled. The Space and Connectivity Programme is now underway and welcome signage has been agreed as one of the many projects which will benefit the town.

The report that went to the Customer Services KAG at the time (2017) was as follows (revised prices have been inserted)

- 7.1 Visitors to Burgess Hill are currently informed of their arrival (where there are still boards) by a large square black and white sign asking them to drive safely. These are hardly inspiring and it

is suggested that a friendlier welcome sign be placed at each of the 6 entrances to the town.

7.2 Attached as appendix 1 are various designs for a new sign. Some signs depict modern businesses, the history and prominent features of the town and an example of the architecture in the centre of town while another simpler yet equally effective design is of the Martlets. It is hoped that by providing an attractive entrance sign visitors and residents will feel that Burgess Hill is a town with character. Councillors are asked to select a sign

7.3 The price of 7 sets of 3 signs is made up as follows:

Total price calculated as follows:-

1 No. Tooling and set up cost	£890.56
7 No. Sets of 3 signs @ £2038.85 each	£14271.95
7 No. pairs of posts @ £361.79 pair.....	£2532.53
<u>Total price of</u>	<u>£17,695.04 +</u>
<u>£155.00 carriage (estimate) and VAT.</u>	

Signs are cast in one piece in solid rigid polyurethane with detail such as letters, Martlets, coat of arms and border in relief. All painted green (we will send you some colour ref/swatches) and gold with crest and Martlets painted full colours.

The Top sign measures 1500 x 915mm and the Slip signs measure 1500 x 185mm per sign. Posts are aluminium, 76mm diameter, sand blasted and painted to match the signs. Channel fixing on the reverse of the signs with clips around the posts.

In addition there will be a cost to install the signs by a private contractor. The cost of this will be £1000.

There are 7 entrances. MSDC has supported the project in principle and Highways have no problem with replacing the boards.

RECOMMENDED:

1. That the Welcome to Burgess Hill entrance signs be replaced at a cost of £18,850,04 subject to design approval from Highways and MSDC approving funding.
2. That a design be selected from the designs set out in Appendix 1.

8. SPACE AND CONNECTIVITY PROJECT

MSDC and WSCC continue to work on this project and are busy with an audit of projects and working with consultants. At this stage there are no further updates.

For Noting

9. CHRISTMAS LIGHTS TENDER 2020-2024

9.1 The purpose of this report is to consider the tendering exercise carried out for the provision of the town's Christmas Lighting display. The existing contract comes to an end this year and it is proposed to consider a further five year contract in order for the Council to benefit from lower costs due to the extended period.

9.2 An analysis of the tender submissions received is listed below and the detailed submissions will be available at the meeting. Members should be aware that the current budget for Christmas Lighting is £9,250. Whilst the Town Council's Standing Orders state that a minimum of three invitations are sought for an estimated value of between £25,000 to £100,000 nine companies were asked to submit a quote in order to rigorously test the market. 7 companies did not return a submission.

Year	A	B
2020	£8,875	£13,671
2021	£8,875	£13,671
2022	£8,875	£13,671
2023	£8,875	£13,671
2024	£8,875	£13,671

9.3 Both companies have included in their submissions the ability to hire equipment annually, the installation and dismantling of the schemes and the storage of the Burgess Hill Town Council (BHTC) owned festive displays. Full adherence to Health and Safety and Highways requirements is a prerequisite of the contract. All companies were offered a site visit prior to submitting their tender document and asked to include examples of festive lighting schemes that they could provide.

9.4 An analysis of the tenders is as follows:

Company A – has submitted the lowest quote, includes tree lights and storage free of charge and is the Town Council's current contractor. This company has provided a reliable and fast call out service and has historically worked to the budget available and has the ability to change the designs annually.

Company B – this quote is 54% higher than Company A and tree lights would be an additional charge of £35 +VAT per set of 10m LED strings, plus transformer £37 +VAT each. This company offers the ability to

change the designs annually though only provided 4 examples in the tender, some of which are not the correct size as per the specification. This company only has £5m Public Liability Insurance.

9.5 Both companies have advised they will use a HERS (Highway Electrical Registration Scheme) accredited sub-contractor to undertake the connections and electrical tests of the festive lights in Queen Elizabeth Avenue. This is a prerequisite by West Sussex County Council's PFI street lighting contractor to attach third party equipment, i.e. festive lights to the lighting columns.

9.6 **RECOMMENDATION**

As there is a major difference in the costs submitted by companies A and B the Group is recommended to continue with the existing contractor and award the Christmas Lights Contract to Company A.

10. **CHANCTONBURY ALLOTMENT SITE ENCROACHMENT**

10.1 The Chanctonbury allotment site has houses along one of its boundaries. One owner has recently erected a shed and a fence which does not appear to follow the existing fence line and which officials believe is encroaching upon the allotment site. There is a possibility that other property owners have also encroached.

10.2 A letter has been sent to the property owner but he disputes the allegation that he has encroached on the allotment site. The only sure way to determine the boundary is to survey the site which will cost £1,900. If the survey shows that the property owner has indeed encroached then in all probability legal action will need to be taken to force the property owner to move the fence.

10.3 The allotment site is the property of Network Rail and the concern is that if nothing is done the Council may at some time in the future be liable for compensating Network rail for the encroachment. The cost of such compensation is unknown.

10.4 The KAG is asked to consider whether spending money on a survey and legal costs (unknown) is worth what it might cost to possibly compensate Network Rail in the future (also unknown). Principle vs cost.

For Consideration

11. **ALLOTMENT SECURITY**

11.1 Following a consultation with all allotment tenants to find out whether they are supportive of improving security and whether they would be

willing to accept an increase in tenancy fees to pay for improvements to allotment sites, the results are as follows:

Chanctonbury Road, Eastdale Road, Junction Road and Leylands Road have voted in favour of the improvements at a total cost of £3624+VAT.

Gatehouse Lane & Poveys Close have voted against the improvements.

For noting.

12. MANAGEMENT PLANS

12.1 Following a review of the Town Council's Environmental Charter it was highlighted that we have no current management plans for Batchelors Farm and West Park Reserve. The previous management plans were used effectively for the management of grassland, hedgerow and trees, wetland, interpretation and habitat creation and access.

12.2 The main objectives of the management plans are:

- To maintain and enhance biodiversity.
- To provide areas where local people can enjoy wildlife.
- To provide safe areas for informal recreation.

12.3 With any management plan it is important to review progress and ensure that the management is meeting site objectives. Both plans are overdue a review and to have this work carried out would cost in the region of £2.5k.

12.4 The KAG is asked to consider the necessity of reviewing the management plans and if recommended to proceed that this work be undertaken in the new financial year to allow for budgeting.

For consideration

13. LAND FOR SALE

13.1 A piece of land at Oak Hall Park will be auctioned on 11 November 2019. The details of the land are attached as Appendix 2. The guide price for the land is £1000. By purchasing the land the Town Council will take on the responsibility of maintenance. In addition to the price of the land, there will be transfer and other legal costs.

13.2 The land incorporates a Public Right of Way which is protected.

13.3 The Chairman of the Customer services KAG has commented as follows:

I think this goes beyond being a question simply about rights of way. We need to bear in mind that the path and the bridleway are both an

important segment and 'spoke' of the Green Circle, and indeed with established rights of way are an important asset to the community. So my enquiry is not directly about the land's (unquestionable) status as a right of way.

While I see no obvious or immediate advantage in the council taking ownership, there might be an advantage, for example, in having control of its upkeep for the benefit of residents, and so possibly to avoid the disadvantage of having to depend on another owner for its upkeep. Putting this another way: what is the motivation of the present owners to sell it? Are they seeking to offload some liability that comes from owning it? While we as its new owners also might not welcome such liability it might be in our better interests as owners to manage that liability for ourselves.

Such changes of ownership surely do not occur often, but when they do I would have thought they warrant serious consideration and we might benefit from listening to the advice of others, so I would like to ask WSCC And MSDC (and the Green Circle Steering Group?) if they have any recommendation.

13.4 The following comment has been received from a member of the Green Circle:

This 'L'-shaped parcel of land is well supplied with trees, including quite a few **elms** on the east-west section. Furthermore, these trees and the strips of land form a useful *wildlife corridor* linking the small parcel of **ancient woodland** on the west side of the railway (at OS grid ref 31451845, centre of attached image) to the back gardens of Pinehurst and Oak Hall Park, and link eastwards to the wildlife corridor of Birchwood Grove Road.

This following statement is from WSCC 's THE WEST SUSSEX LANDSCAPE - Land Management Guidelines - Sheet LW10 - Eastern Low Weald: "Where appropriate, increase tree cover in and around villages, agricultural and other development and on the rural urban fringe of suburban areas and Burgess Hill, including along the approach roads to settlements and along busy urban routes including the A23 Trunk Road." This could be taken as a presumption against felling trees on this parcel of land (indeed, tree-planting is encouraged).

Ideally a condition of sale of this parcel of land should require that tree cover should be maintained or increased, and the understorey of shrubs and herbs retained. I don't know whether the planning authority could do this. Purchase by the council would be a good option, but I can understand that they would not be keen on any maintenance costs.

12.3 Comments are awaited from MSDC and WSCC.

For Consideration