

**NOTES** of the **CUSTOMER SERVICES KEY AREA GROUP MEETING** held in the Council Chamber on **THURSDAY 7 NOVEMBER 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  
Matthew Cornish

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

\* *Denotes non-attendance*

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19:00 hours)

23. **OPEN FORUM**

A member of the public commented on the proposed welcome signs saying that some looked somewhat busy and would be difficult to read by a motorist. A simple welcome sign would be better. She then asked whether New River had been asked to assist with the costs of the Christmas lights switch on. She then lent her support for the possible purchase of land in Oak Hall Park.

24. **APOLOGIES FOR ABSENCE**

Lee Gibbs  
Graham Allen

25. **SUBSTITUTES**

Peter Chapman for Lee Gibbs

26. **DECLARATIONS OF INTEREST**

Simon Hicks stated that he was an allotment holder.

27. **NOTES OF MEETING**

The Notes of the meeting of the Customer Services Key Area Group held on Thursday 2 September 2019, having been previously circulated, were **AGREED** and signed by the Chairman as a correct record.

28. **PETANQUE**

The meeting noted that progress was being made on the Petanque project and that MSDC had agreed to part fund it. The project was waiting final approval from the Lottery fund.

29. **WELCOME TO BURGESS HILL SIGNS**

The current Welcome to Burgess Hill signs are shabby and given the amount of development taking place in the town should be replaced with something more inspiring. Various designs were considered by the Group as well as the costs. Peter Chapman proposed the sign with Martlets on a green background. He made other suggestions for the possible improvement and he was invited to discuss these with the member of staff whose design it was. The Group agreed that he be allowed to effect some minor changes including the possible darkening of the green background and investigate whether the sign would be visible at night ie could the wording and Martlets be made with reflective paint.

Members pointed out that the quote provided for three elements to the sign whereas there are 4. They agreed that Abbeville should remain on the sign. The CEO said he would follow this up.

**RESOLVED**

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 should the quote have to be increased to accommodate 4 strips this be agreed.
3. That the design appended to the Notes be approved subject to minor changes to colour being made.

30. **SPACE AND CONNECTIVITY PROJECT**

The meeting noted that there was no further update available but that the project was continuing. Janice Henwood asked that trees on Church Walk be included and that the path around the perimeter of West Park Reserve be upgraded.

31. **CHRISTMAS LIGHTS TENDER 2020 – 2024**

Only two tenders had been received despite a variety of firms having been invited to tender. The Group agreed to appoint the same contractor as before as he had given good service and was the

cheaper option.

**RESOLVED**

That the cheaper of the two quotes received be accepted and that the contractor be appointed to supply Christmas lights at a cost of £8,875 per annum for the period 2020-2024.

32. **CHANCTONBURY ALLOTMENT SITE ENCROACHMENT**

There is a possibility that neighbouring property owners have encroached onto the allotment site. As the site does not belong to the Council but to Network Rail it is important that the Council protects it. It was noted that in addition to the cost of surveying the site there may be legal costs if there is encroachment and steps have to be taken to align boundary fences.

**RESOLVED**

That a professional land surveyor be appointed to survey the boundaries of Chanctonbury Allotment site at a cost of £1,900 and that if neighbouring properties are found to have encroached upon the site steps including legal steps be taken to remedy this.

33. **ALLOTMENT SECURITY**

The results of a survey to improve security at allotments were noted. Further work will be done around improving security at Poveys allotments. The improvements previously recommended will now be carried out and the costs recovered over the coming years.

34. **MANAGEMENT PLANS**

It was felt that management plans to scrutinise work undertaken on Council sites were useful and should be kept up to date. An action plan including checklists of what needs to be undertaken should be included. The plan may be of use in promoting the land to users. It is important that staff take ownership of such plan and fully understand it. All maintenance should be recorded against the requirements of the plan. A report on how the plan has been implemented and followed should be made to the Customer services KAG on an annual basis.

**RESOLVED**

1. That the management plans for Batchelors Farm and West Park Reserve be reviewed and adapted where necessary at a cost of £2,500.
2. That the plans include checklists and processes which are measurable and that an annual report on how the plans have been implemented be made to the Customer Services KAG.

35. **LAND FOR SALE**

The item was withdrawn

Meeting terminated at 19.50

