

NOTES of the **CUSTOMER SERVICES KEY AREA GROUP MEETING** held online on **Tuesday 28 April 2020** at 18.00 hours.

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

Peter Chapman
Ann Eves
Sylvia Neumann
Janice Henwood
Matthew Cornish
Robert Eggleston
Tofojjul Hussain
Joseph Foster

Also present: Steve Cridland, Chief Executive Officer

** Denotes non-attendance*

(19:00 hours)

51. **OPEN FORUM**
.No questions were asked.
52. **APOLOGIES FOR ABSENCE**
Nil
53. **SUBSTITUTES**
Nil
54. **DECLARATIONS OF INTEREST**
Nil
55. **NOTES OF MEETING**

The Notes of the meeting of the Customer Services Key Area Group held on 18 February 2020, having been previously circulated, were **AGREED** and signed by the Chairman as a correct record.

56. **PETANQUE**

The CEO reported that the presence of roots from a Monterey Pine at the proposed Marle Place site had ruled the site out for a petanque rink. An alternative site at Fairfield Recreation ground had been put forward for consideration as an alternative. MSDC is currently considering this.

The Group Noted the report

57. **PLACE AND CONNECTIVITY PROJECT**

There was no update, however concern was expressed about whether consultation would take place. Homes England was opening consultation on the Northern Arc. The CEO undertook to contact MSDC in this regard.

58. **PAINTING OF VIRGIN JUNCTION BOXES.**

Virgin has agreed that the grey boxes that have appeared around town could be painted provided they were informed as to which ones and could approve the designs. Ward councillors will be asked to identify boxes. Local artists could be asked to design and paint the boxes. It was suggested that the designs be relevant to the location of the box eg the box outside Anthony Hole & Son could feature a bicycle, while a box near a field could feature wild flowers. Schools could also be asked to submit designs. They could be used as markers for features. There is sufficient budget for this but there is the possibility that it could be incorporated into the Place and Connectivity project.

Resolved:

1. That ward councillors identify Virgin boxes to be painted.
2. That local artists be invited to submit designs appropriately themed to the location.
3. That costs to paint the boxes be covered by existing budget or if possible, be incorporated into the Place and Connectivity project.

59. **SANDPIT**

The discussion around this item took place under the confidential section of the agenda. There was confusion over whether payment was in the form of a donation or a service contract. The Council is paying for a service. It was felt that community groups generally should in future be offered the opportunity to quote. The increase over last year was mainly because it was a longer period this year.

Concern was expressed about the amount of time which had been taken up by this matter especially as officers had delegated authority to make arrangements for the sandpit in terms of Standing Orders and

the project was within budget. Councillors were asked to read SOs and acquaint themselves with the provisions therein. Some councillors felt they had not been involved in the project and that scrutiny was required. It was pointed out that Councillors could at any time inspect accounts and ask questions of officers without calling a meeting which took time and resources especially during the current state of lockdown. Councillors signed cheques and all expenditure was open for inspection and totally transparent. The matter had shown a distrust of officers and a lack of understanding of procedure. A powerpoint presentation will be distributed to explain the processes followed before incurring expenses.

Resolved:

That Burgess Hill Radio be contracted to open and close the Sandpit on weekends at a cost of £900 and that other community groups be offered this contract in future.

Meeting terminated at 18.50