

NOTES of the **CUSTOMER SERVICES KEY AREA GROUP MEETING** held online on **Thursday 10 September 2020** at 19.00 hours.

Present: Robert Duggan Chairman
Joseph Foster Vice Chairman
Lee Gibbs
Kathleen Willis
Graham Allen
Emma Coe-Gunnell White

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

Also present: Steve Cridland, Chief Executive Officer

** Denotes non-attendance*

(19:00 hours)

71. **OPEN FORUM**
No members of the public spoke.
72. **APOLOGIES FOR ABSENCE**
All present
73. **SUBSTITUTES**
Nil
74. **DECLARATIONS OF INTEREST**
Nil
75. **NOTES OF MEETING**
The Notes of the meeting of the Customer Services Key Area Group held on 28 July 2020, having been previously circulated, were **AGREED** and will be signed by the Chairman as a correct record.

76. **PAINTING OF VIRGIN MEDIA CABINETS**

Virgin Media had submitted a memorandum of understanding setting out the conditions under which they would permit their street boxes to be painted. The conditions were not entirely acceptable and an amended version was considered. In addition it was suggested that in order to make the MOU more secure the following sentence be included: "Regarding the project to paint Virgin Media owned street cabinets in the Town of Burgess Hill and, in consideration of the payment of £1.00 by Burgess Hill Town Council to Virgin Media (receipt of which is acknowledged)"

Discussion around the merits of paying artists or not was had with some feeling that this was a privilege and an honour and would make the artist better known. Others felt that it would take time and artists should be remunerated. £50 per cabinet was agreed. Artists could refuse a fee.

It was suggested that the search for artists be broadened and that students be encouraged to submit designs. It would be an opportunity for up and coming artists to make a name for themselves.

RESOLVED:

1. That the memorandum of agreement as amended between the Town Council and Virgin Media for the decoration of Virgin Media cabinets around town be agreed and the CEO be authorised to sign the agreement.
2. That the cost of providing paint for approved designs be borne by the Council to a maximum of £500.
3. That a sub-committee of Cllrs Joe Foster, Matthew Cornish, Janice Henwood, Emma Coe-Gunnell White and Robert Duggan be appointed to approve designs prior to submitting them to Virgin Media for approval.
4. That artists be paid £50 per cabinet up to a maximum of £1000.
5. That the CEO develop criteria and parameters around which designs would be considered.
6. That artists from inter alia schools and colleges be invited to participate.

77. **BATCHELORS FARM MANAGEMENT PLANS**

The management plan for Batchelors farm has been updated and was considered by the Group. The Group expressed their thanks to both the consultant and Sarah Hughes for their efforts to manage Batchelors farm successfully. A copy of the plan should be given to the Green Circle Network and if possible a Friends of Batchelors Farm Group should be established.

RESOLVED:

1. That the management plan for Batchelors Farm be approved and

implemented.

2. That the possibility of making Batchelors Farm a Local Nature Reserve be further explored and if possible implemented.
3. That the management plan be shared with the Friends of the Green Circle Network and a Friends of Batchelors Farm group be established.
4. That the consultant and Sarah Hughes be thanked for their efforts to manage Batchelors Farm successfully.

Meeting ended 19:45

Meeting terminated at 18.50