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31 December 2020

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 online on **6 January 2021** at **19:00** hours, when your attendance is required.

Steve Cridland  
Chief Executive Officer

**Following government advice on social distancing, essential Council Meetings will be held virtually during the Covid-19 period. All papers will be published on our website as usual. Members of the public can attend the meeting by using the Zoom link that will be placed on the town council's website and social media shortly before the meeting takes place.**

**\*\*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.

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## **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 (in the Open Forum) 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 5 November 2020 (previously distributed).

6. [COMMUNITY ROAD VERGE PROGRAMME](#)

A suggestion has been received from Cllr Anne Eves to re-wild certain verges around town. This means that those verges or sections of verges are no longer mown but are instead sown with wild flowers which are pollinators to promote bees and other insects. This is a project being led by West Sussex highways and they have offered to meet with the council to discuss further. The CEO in a previous position tried to promote a similar project and discovered that planting wild flowers is not always successful and it is suggested that advice be obtained from West Sussex ahead of purchasing seed. The team from West Sussex has agreed to attend this meeting.

Suggestions for verges include:

Leylands: Chestnut Close (already happening, blue heart in place, roped off)

Corner of Bramber Way and Forge Way, a large verge with a tree at the back. Corner of Mill Rd & Millers Way.

In St Andrews: Cants Lane, opposite where The Vineries meets Cants Lane. There's a cut-through there to Tilers Close, which would look beautiful if just the path were mown and the rest were given over to wild flowers.

Councillors are invited to identify areas which they feel they would like to see rewilded ahead of the meeting. A map of the verges under the control of West Sussex is attached.

One question is whether WSCC would finance the wild flower seed.

For consideration.

7. [FURTHER UPDATES](#)

- PETANQUE: The planning application submitted will be decided on 25 January 2021. If approved, the construction of the Petanque rink will commence as soon as the contractor can start.
- BATCHELORS FARM NATURE RESERVE: MSDC has responded to say that they are looking into whether they will delegate authority to the Town Council to apply. No further response has been received from reminders in this regard.
- VIRGIN BOX ARTWORK: No response has been received from reminders in this regard.

**CONFIDENTIAL**

8. [AMENDMENT TO CLEAR CHANNEL AGREEMENT](#)