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29 June 2022

To: **MEMBERS OF THE CUSTOMER SERVICES KEY AREA GROUP,  
BURGESS HILL TOWN COUNCIL**

Robert Duggan, Joe Foster, Lee Gibbs, Kathleen Willis, Graham Allen, Mustak Miah

A **MEETING** of the **CUSTOMER SERVICES KEY AREA GROUP** will be held in the Council Chamber, 96 Church Walk, Burgess Hill, RH15 9AS on **4 July 2022** 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](#)**
2. **[APOLOGIES FOR ABSENCE](#)**
3. **[SUBSTITUTES](#)**

#### 4. ELECTION OF VICE CHAIRMAN

The Group is asked to elect a vice chairman

#### 5. DECLARATIONS OF INTEREST

#### 6. NOTES OF PREVIOUS MEETING

To consider the Notes of the Meeting of the Customer Services Key Area Group held on 24 February 2022 (previously distributed).

#### 7. UNKNOWN TOMMY STATUE



The following request has been received from a member of the public:

“Since 2018 i.e. on the anniversary of the end of WWI I have been asking Burgess Hill Town Council to erect a “There, but not there” man within the town centre, possibly in the Memorial Gardens close to the Council Offices and Help Point.

My requests have been to no avail, however, **last year I was verbally promised** that the Council would give consideration to erecting this simple, but meaningful statue to those who died in this conflict, which, I believe,

is also a tribute to those who gave their lives in later conflicts. This year in particular, the Falklands War, was remembered by many of us still alive.”

The cost of the statue is £175 excluding delivery and installation. It is made of aluminium and supplied by the RBLI. There are sufficient funds in the street scene/ minor works fund for this purchase.

The local branch of the RBL was contacted for their comments which are as follows:

“We did talk about it and the committee was divided as it is about just remembering the army where as both wars were fought by all 3 services.

However if BHTC wants to put one in the memorial garden we would not object, perhaps it could be there for the Remembrance period when there is less chance of it getting vandalised, rather than all the year round?”

For consideration

8. **CLEAR CHANNEL: DEED OF VARIANCE AND BUS SHELTER**

**THIS ITEM MAY BE WITHDRAWN PENDING THE OUTCOME OF A MEETING ON PLACE AND CONNECTIVITY**

The following proposal to upgrade the bus shelter in Church Road has been received from Clear Channel (Appendix 1)



Subject to planning approval Clear Channel will continue their investment plans to upgrade Church Road.

The 2 shelters in the picture we plan to convert to a 6 bay landmark living roof shelter (subject to site survey)

As outlined in our meeting we will be requesting a digital advertising panel to also be included, so that it can help support the wider contract.

This new shelter and digital screen will be made available to the Council as an un sold space to help your marketing team support key events around the town.

Without the digital screen included the investment cannot be made at this location.

At this stage I would like you to see what the committee board think of this proposal and if we should proceed to your planning department.

I will then arrange a detailed site survey to take place of the location which will be submitted to your planning team for consideration.

Subject to the Market performance we can also then look at shelter 45 Church Road and hopefully upgrade this in due course.

Council has previously asked for these types of bus shelters to be powered by solar panels. Clear Channel responded to this request by saying the power generated by a solar panel was insufficient to power the data panel.

### **DEED OF VARIANCE**

The Council renewed its contract with Clear Channel in 2019. They have requested that their contract (Appendix 2) be renewed with a variance (Appendix 4) to amend and extend the contract to 2028

Recommended:

1. That the proposed bus shelter in Appendix 1 to the report be approved and that the request by Clear Channel to replace two shelters in Church Road with this shelter be approved subject to planning permission being granted.
2. That the Deed of Variation set out in Appendix 4 be approved and the agreement with Clear Channel to supply certain bus shelters be renewed until 2028.

## 9. **SPEED INDICATOR DEVICE**

The Council has until recently been loaned a Speed Indicator Device (SID) by Highways. Highways recently took the device back for calibration and repair and it is unlikely to be returned.

While it is generally thought that a SID serves a positive purpose by reminding drivers of their speed, it also encourages some wayward drivers to speed excessively in order to measure their speed.

There is a high demand for the SID to be displayed around town. Various models are available, however the models supplied by Westcotec (Appendix 5) are recommended.

The sign which indicates the speed limit and the drivers speed is the sign that officers feel is the best option at a cost of £2995 plus VAT. The Lithium battery option at an additional cost of £580 is felt to be the better option. In addition, the data collection unit costing £250 is needed. In total £3,825.

No specific funding has been provided for this equipment and it is suggested that if council approves the purchase it be debited against Street Scene activities/ minor works fund.

**RECOMMENDED:**

That a speed indicator device depicting the speed limit and the drivers speed be purchased from Westcotec at a price of £3,825 including a lithium battery and data collection pack and be paid for from funds in the street scene/minor works fund.