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19 July 2023

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

Chris Cherry (Chairman), Diane Black, Matthew Goldsmith, Tofojjul Hussein,
Simon Hicks, Bob Foster, Adam White

A **MEETING** of the **CUSTOMER SERVICES KEY AREA GROUP** will be held
in the Council Chamber, 96 Church Walk, Burgess Hill, RH15 9AS **on 24 July
2023 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. **DECLARATIONS OF INTEREST**

5. **NOTES OF PREVIOUS MEETING**

To consider the Notes of the Meeting of the Customer Services Key Area Group held on 17 January 2023 (previously distributed).

6. **APPOINTMENT OF DEPUTY CHAIRMAN**

The Group is asked to appoint a Deputy Chairman.

7. **CHURCH CLOCK REFURBISHMENT**

The clock faces at St Johns Church are in need of painting/ enamelling. This becomes apparent when the sun shines on the clock face. The town council is responsible for maintaining the clock.

The CEO has approached a panel beater in town to see whether they could paint it, however the clock faces would need to be removed and taken to a booth in order to do this. It requires a specialist.

A quote has been obtained and along with scaffolding the estimated cost is £25,000

The Church has asked the council to consider this.

Council previously agreed to fund this if the CEO was unable to source funding. An application was made to the Heritage Lottery Fund but was turned down. In addition, the CEO has made approaches to charities which indicated that they would consider the work, however they would only do so if the church applied. The church is applying to these same charities for funding for other projects and felt that these projects would be compromised if they applied for the clock refurbishment as well.

Because of the current economic climate, it is suggested that this project be delayed for the current year and considered by the Finance KAG for inclusion in the next financial year

RECOMMENDED:

That the council consider providing the sum of £25,000 on the 2024/25 budget to resurface the 4 faces of the clock at St John's church.

RISK IMPLICATION: If maintenance is not carried out the condition of the clock faces will deteriorate and cost more.

8. **FOLDERS MEADOW REPLACEMENT EQUIPMENT**

At the last Customer Services Key Area Group meeting held on 17 January 2023, minute number 137, it was recommended:

1. That further investigation be carried out to establish whether the broken piece of equipment could be repaired;
2. That if the piece of equipment cannot be repaired then a 'Dizzy' roundabout be installed at a cost of £3,035 plus installation and delivery, and that application be made for Section 106 funding to cover the cost; and,
3. That if there is any Section 106 funding remaining, the "4 in a row" piece of equipment be purchased and installed at a cost of £1,625 plus delivery.

Below is an update from the Head of Projects:

The rock n' bowl was broken at the time of the last KAG report and we did not think it could be repaired, however following a site visit with a play equipment contractor who was quoting for a wheelchair accessible roundabout to replace the rock n' bowl, we subsequently found out that the rock n' bowl could be repaired. It has now been repaired, costs covered from the repairs and renewals budget. As a result, this negated the need to replace the rock n' bowl with the 'Dizzy' roundabout.

The Head of Projects had proposed a new wheelchair accessible roundabout be installed at Folders Meadow, however there were insufficient Section 106 funds available, and Members did not wish to top up the difference.

The Head of Projects has now established there are further Section 106 funds available for play equipment in addition to the existing £4,579 previously reported. The total funds currently available for play equipment is £30,620.57. This will now enable the Town Council to proceed with installing a wheelchair accessible roundabout as well as other accessible play equipment at Folders Meadow.

Members should note that not all of the Section 106 funds have to be spent now and any remaining could be utilised at a later day to replace old equipment at Folders Meadow, as and when needed.

There are also £14,378.85 Section 106 funds available for kickabouts, some of which could be used to cover the cost of replacing the existing football goals at Folders Meadow.

RECOMMENDED:

The Head of Projects proceed with applying to MSDC to release Section 106 funds to the Town Council to install a wheelchair accessible roundabout and other accessible play equipment, and replace the existing football goalposts.

RISK IMPLICATION: None

9. **2 x NEW TREES FOR LEYLANDS ROAD**

See Appendix I

The cost to purchase and plant these 2 trees from WSCC is £472,40. Since the sponsorship of the orchard has been so successful, some of the funds saved from this project could cover the costs of the street trees.

Recommended

That 2 street trees be purchased from WSCC to be planted at the junction of Leylands and Wyberle roads at a cost of £472,40.

RISK IMPLICATION: The trees might die.

10. **REQUEST FOR CHANGE OF ALLOTMENT TENANCY AGREEMENT REGARDING PONDS**

See Appendix II

RECOMMENDED:

That the Allotment tenancy agreement not be amended to allow ponds.

RISK IMPLICATION: Unhappy tenant

11. **ADDITIONAL SPEED INDICATOR DEVICE**

See Appendix III

RISK IMPLICATION: Nil

12. **ADDITIONAL TIERED PLANTERS FOR CHURCH WALK**

See Appendix IV

RECOMMENDED:

That provision be made for a further 2 tiered planters to be purchased for Church Walk in the 2024/25 financial year

RISK IMPLICATION: Vandalism