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27 March 2024

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

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

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 APRIL
2024 at 18:30** 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](#)

Each member of the public is permitted to speak once in respect of business
relevant to the Town Council or of local concern to the residents of the town at
the discretion of the Chairman (during the Open Forum). They can also
speak during the meeting (on topics relating to the published agenda and any
other business raised during the meeting) as the agenda debate is progressed.

Speakers are encouraged not to speak for more than three minutes, at the discretion of the Chairman or nominee (including the Chair of any other meeting of the Council).

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**

5. **NOTES OF PREVIOUS MEETING**

To consider the Notes of the Meeting of the Customer Services Key Area Group held on 23 September 2023 (previously distributed).

6. **LAND HIRE - UNLOST DEN CO.**

6.1 A proposal has been received from Unlost Den Co. regarding the long-term hire of a small 5m x 5m area of land at Batchelors Farm.

6.2 Unlost Den Co. is a secret network of nature-based office spaces for conscious founders and creatives to escape, focus and make positive work happen. This may include authors, artists, podcasters, creatives and other individuals who wish to pursue an alternative way of working. All Dens are centred around having idyllic countryside views, are fully mobile and off grid. They are designed to have everything needed for year-round focused, peaceful and productive days (during normal office hours).

Unlost Den Co. is looking for land owners who are interested in gaining an additional income stream without having to build or maintain anything. They are looking to start from early/mid 2024.

Land owner requirements:

- Utilise a small (5m x 5m) area of periphery land in a suitable location; suggested citing next to the Community Orchard
- Business hours access to a basic toilet facility within a 5-minute walk of Den location; Unlost Den Co. will provide a compostable toilet, only accessible by members via a code system and which is held within an in-keeping rustic wooden hut, cited in a hidden/private area of Batchelors Farm. Both the compostable toilet and Den will fall under a weekly maintenance/cleaning schedule by Unlost Den Co.

Benefits:

- An easy, low impact way to diversify income; initially receiving either a 15% share of rental profit (current rental profit on average £17,000 per annum) or a flat rental fee of £2,000 per annum
- Utilisation of an unused peripheral area of land
- Land guardianship; providing an opportunity for prospective users to enjoy the idyllic views and surrounding area and promote wellbeing
- Create a positive community of like-minded individuals

- Unlost Den Co.'s mission is to create a thriving network of purpose driven founders, across Sussex
- Potential further future income from other nature-based ventures

To see a visual representation of the den, see attached Appendix 1

6.3 **RECOMMENDED**

For consideration.

RISK: The security of the Den and compostable toilet would need to be considered. Unlost Den Co. has £5 million Public Liability Insurance, which covers fire, theft, or damage that may occur to the Den or compostable toilet. The Den additionally carries a tracking device to aid in its recovery if a theft occurred. Unlost Den Co. would take on full responsibility and provide a full risk assessment to the Town Council.

7. **HELP POINT FUNDING REPORT**

- 7.1 Mid Sussex District Council provide circa £23k funding towards the running costs of the Help Point and Tourist Information Centre each financial year. See Appendix 2 for the 2023/24 Help Point funding report, detailing the work the Help Point undertakes as part of this continued partnership.

7.2 **RECOMMENDED**

For noting.

RISK: The £23k of partner income relating to the Help Point Contribution received from MSDC which is an annual agreement, should be considered a risk as it could be withdrawn in the future.

8. **HEDGEHOG HIGHWAY PROJECT**

The following letter has been received and is put before council for consideration:

"I'm writing to tell you about my Hedgehog Highway Project, which over 230 Parish, Town & Community Councils are taking part in. Many more are adding it to their next council meeting agendas.

Please read about the project here: [Hedgehogs R Us Highway Project - Hedgehogs R Us](#) See Appendix 3

The attached letter & the following video should also tell you all that you need to know: [Highway Video](#)

Please would you be so kind as to add it to the agenda of your next meeting?

I really hope you choose to take part as together we can make the whole of the UK hedgehog friendly!

Follow the project on Facebook: Hedgehogs R Us.

Thank You!

Linda, HRU.

RECOMMENDED

Council is asked whether it wishes to support this project by purchasing goods at a cost of £150 which could be sold in the Help Point. No funds have been specifically allocated for this.

RISK: The items may not sell.

9. FOLDERS MEADOW PLAY AREA

- 9.1 At the Customer Services Key Area Group meeting held on 17 January 2023, it was agreed to install a 'Dizzy' roundabout and a '4 in a row' play panel play at Folders Meadow Play Area, funded by S106 monies. This was not done as existing equipment was repaired.

The Town Council has been made aware there are additional S106 monies available, making a grand total of £44,999.02 allocated to play and kickabout equipment at Folders Meadow Play Area. This means the Council is able to relook at what new play and kickabout equipment to install at this play area.

Folders Meadow Play Area (Folders Meadow Playing Field) is owned by 'Fields in Trust', Charity Number is 291856 and the land is managed by Burgess Hill Town Council.

- 9.2 It is suggested the following items are installed at the site to complement the existing equipment and enhance the play experience:
- a basketball net, goal and side panel with cricket wicket/targets, including wet pour base and markings, or, a standalone basketball net with wet pour base and markings;
 - an inclusive wheelchair seesaw or a similar piece;
 - interactive play panels such as four in a row, tic tac toe (depending on cost it may be possible to have 3 or 4 panels);
 - an additional piece of gym equipment; and,
 - a 20m zip wire/cable way.

It is suggested the basketball net goal, with or without the side panel with cricket wicket/targets, and the zip wire/cable way are located on the grass strip adjacent to Folders Lane on the south side of the play area, with the items positioned so they are parallel with the road.

Appendix 4 illustrates the proposed play/kickabout equipment.

During installation, sections of the play area will need to be coned off for health & safety reasons, however the site will remain open so children can enjoy playing.

- 9.3 Neighbouring schools, Birchwood Grove CP School and Woodlands Meed School/College were informed the Town Council is going out to tender to install some new play/kickabout equipment at this play area, and wanted to give the children/students an opportunity to give their thoughts on what was being proposed.

Notices and illustrations of the proposed play/kickabout equipment were also displayed at each of the entrances to the play area giving users and neighbouring residents a change to give their comments.

Appendix 5 is a summary of the comments received.

9.4 **RECOMMENDED**

- a) the suggested items of play/kickabout equipment contained within the report is supported;
- b) the Town Council commences with the tendering process; and,
- c) the Town Council liaise with Mid Sussex District Council to release the £44,999.02 S106 funds to the Town Council.

RISK: subject to the tender submissions and costs, it may not be possible to install all items contained within the report. The Town Council will be responsible for ongoing maintenance, repairs and replacements.

10. **NEW BUS SHELTER, KEYMER ROAD**

10.1 The Town Council has been approached by Robert West (Civil & Structural Engineers) acting on behalf of their client regarding the proposed S278 application for works on Keymer Road and Folders Lane that includes a proposed bus shelter. WSCC has advised they will not take ownership of the bus shelter infrastructure and the Town Council is asked if it will take on ownership and maintenance moving forward once it has been installed.

See Appendix 6 illustrating the proposed location of the new shelter on Keymer Road. The Town Council has requested it has an input in the choice of shelter.

10.2 It is suggested a one-off contribution of £275 be requested to cover the cost of the Town Council's Maintenance Team cleaning the shelter, health & safety inspections, and 10% towards for minor maintenance. Robert West has advised that their client would be agreeable to pay this one-off contribution.

10.3 It is noted the Town Council is currently working in partnership with West Sussex County Council on the procurement of Phase 2 bus stop infrastructure improvements in Burgess Hill, which will see 6 of the 9 shelters owned by the Town Council replaced and an additional 10 new shelters. If Council agrees to take ownership of the Keymer Road shelter, this will mean its bus shelter assets will increase from 9 to 20.

In addition, the Town Council had previously been approached by Homes England regarding taking on 22 new shelters on the Brookleigh (Northern Arc) development. No formal request has yet been received.

10.4 **RECOMMENDED**

The Town Council agree to take ownership of the new bus shelter on Keymer Road, subject to receipt of a one-off contribution of £275.

RISK: The Town Council will be responsible for ongoing maintenance and costs for repairs and replacements. Bus shelters are currently inspected and cleaned twice per year so additional shelters will add additional work to the maintenance team's schedule.

11. ALLOTMENT ADDITIONAL PROVISION REQUESTS

11.1 Over the past month four requests have been received to address the shortfall of provision of allotments as a matter of urgency.

11.2 The Town Council has no other land suitable for allotments and to purchase additional land is very expensive. If and when the new site at Nightingale Meadows is developed this should reduce the waiting list significantly and there is also a proposal for an additional site within the Brookleigh housing development. It is unlikely that the Nightingale site will be developed in the next few years. Once more information is known regarding time frames it is suggested that a small working group consisting of councillors and allotment holders be formed to ensure the project is run to everyone's satisfaction.

11.3 See attached appendix 7 for waiting list numbers as at 12th March 2024 and rental costs from 1st April 2024.

11.4 An allotment site is planned for Brookleigh but not enough is known about it at this stage to be able to comment.

11.5 For information:

When an application is received, it is checked to see whether the resident or anyone from their property already has a plot, and they are not already on the waiting list. Once this check is complete, they are added to the list for all sites requested and an email is sent confirming they have been added to the list and giving an approximate waiting time.

When an applicant reaches the top of the waiting list, they are contacted to confirm that they would still like to be considered for the next available plot. This reduces the time a plot sits empty when it is relinquished.

When offering a plot, the applicant is first contacted by telephone and if contact cannot be made an email is sent. If no response is received within 24 hours, a letter is sent giving 2 weeks for the applicant to confirm their interest. The 2-week period is due to previous experience of applicants being on holiday and the communication not reaching them in time and the plot being offered to the next person.

If the applicant has applied for multiple sites, they can choose to take the plot offered or be removed from that waiting list and remain on the list for the other sites. If they accept the plot offered, they are removed from all other sites waiting lists.

Over time, we have reduced many of the 5 rod plots to 2.5 rod to help reduce the waiting list. It was previously decided some years ago, to keep some 5 rod plots at each site.

The waiting list time varies for each site depending on the size of the site and location in town.

Chanctonbury site has 64 plots and the person at the top of the list applied 25/05/2022.

Eastdale site has 13 plots and the person at the top of the list applied 06/05/2020.

Gatehouse Lane site has 40 plots, 32 of which are available for Burgess Hill residents and 8 for Hurstpierpoint residents. This arrangement is due to the site being located in the parish of Hurstpierpoint. The person at the top of the list applied 25/05/2022.

Junction Road site has 46 plots and the person at the top of the list applied 20/11/2021.

Leylands Road site has 60 plots and the person at the top of the list applied 20/03/2022.

Poveys Close site has 40 plots and the person at the top of the list applied 15/04/2022.

11.4 **RECOMMENDED**

1. That the Town Council note the contents of this report and the four residents who have asked for additional allotment provision be advised that we are unable to provide additional sites at this time.
2. That once it is known when the Nightingale Meadows site is going to be developed, a working group consisting of councillors, officers and allotment holders be formed to ensure the site is developed to everyone's satisfaction.

RISK: Allotment sites are run at a loss by council. Additional sites will increase this loss which may be disproportionate to the benefit provided to all residents.

12. **BEE MASON GREEN CIRCLE ARTWORK**

Please see appendix 8.

RISK: The artwork deteriorates again in the future.

13. **REQUEST FOR INTERVENTION: MAPLE DRIVE PAVEMENT PARKING**

Appendix 9 refers.

CEO Comment: It is clear that the residents are annoyed by the pavement parking when BHFC has home matches. From previous experience the planting of plastic stakes will not work as motorists ignore them and drive over them. This leaves the area looking unkempt. Birdmouth fencing is the best solution but expensive, as mentioned in the last KAG meeting, the only other alternative will be to concrete substantial wooden stakes in at 1.5m intervals. Whilst this could be done inhouse, it still carries a cost and following a meeting with BHFC they have offered to carry out the installation if the Town Council supplies the materials. This would be subject to the relevant permissions from WSCC and the workers having the correct training to work on the highway.

Following the last Customer Service KAG it was noted that sufficient funds are available in the Community Infrastructure Fund. A precedent will be created for other people to request similar intervention elsewhere around town.

FOR CONSIDERATION

RISK: The problem will not go away. Fans arriving for a game will seek out parking elsewhere and further complaints and requests can be expected.