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10th July 2025

To: **MEMBERS OF THE STAFF AND MEMBER DEVELOPMENT KEY AREA GROUP**

A **MEETING** of the **STAFF AND DEVELOPMENT KEY AREA GROUP** will be held in **The Council Chamber** on **MONDAY 21st JULY 2025 at 19.00 hours**, when your attendance is required.

Copied to all members of the Council for information

Julie Holden
Chief Executive Officer

****PLEASE NOTE THE START TIME OF THE MEETING****

Filming, recording of Council meetings and use of social media: there is a notice displayed in the Council Chamber setting out the Councils protocol for filming at meetings.

A G E N D A

1. OPEN FORUM

Members of the Public are permitted to speak in accordance with [standing order 3.8.](#)

2. ELECTION OF VICE CHAIR

3. APOLOGIES FOR ABSENCE

4. SUBSTITUTES

5. DECLARATIONS OF INTEREST

6. CHAIRMAN'S ANNOUNCEMENTS.

7. **NOTES OF THE MEETING OF 17TH MARCH 2025**

To note the previously circulated minutes of the meeting from 17th March.

8. **TRAINING**

Since April 2025 the training as shown at Appendix A has been undertaken by staff and Councillors, a new training requirement has been the ACT counter terrorism awareness in readiness for compliance with Martyn's Law.

The Appraisal scheme identifies new training for staff along with standard training for staff on GDPR, manual handling etc and expiration of existing certificates for competence operating machinery, first aid etc.

GDPR training is being arranged for all staff and Councillors for this year due to the changes in the AGAR requirement next year. While Councillors cannot be required to attend this will be offered to all to ensure that they are familiar with their responsibilities regarding their official email address and retention of data.

The new Worknest contract allows unlimited training for staff in the first year on inhouse training and this is being taken advantage of.

RECOMMENDATION: This report is for noting

Environmental Implications: well trained staff and councillors are able to consider implications for policy and service delivery which have environmental implications.

Financial Implications: There are none as the budget has adequate allowance to cover the cost.

Community Safety Implications: Not training staff in fire and first aid could have implications for the public safety. The Council complies with legal requirements for occupying a building and employing staff.

9. **COUNCILLOR ATTENDANCE AT MEETINGS**

The attendance of Councillors at the 2024/25 civic year of meetings is shown at Appendix B. This is for noting.

10. **COMPLAINTS AND COMPLIMENTS**

The complaints and compliments have been received by the public since the last report are shown at Appendix C. This is for noting

11. STRUCTURE AND STAFF MOVEMENTS

Purpose of Report : To consider the structure and some gradings in view of current work-loads

Background:

New legislation and work growth

The Council are being required to look at a number of changes to legislation and take them on board with our procedures and workstreams

Terrorism (Protection of Premises) Act 2025 - this requires the Council to consider any facility that holds more than 100 people, or event where more than 100 people will gather, there are separate levels of requirements depending on the number which takes a big step at 800 people. Our significant events during the year have more than 800 people in attendance and therefore security, police and MSDC liaison and additional precautions have resulted in the planning for these events to be increased.

Employment Law - while the Worknest contract means that the summaries of legal changes are sent to us and training seminars for briefing are available this still takes some time and there have been a number of new acts regarding the national minimum wage, national insurance and maternity payments which came in from April. The *Equality (Race and Disability) Bill* is expected later this year and will include more rights for affected workers. While nothing has an immediate effect on the Council, we need to be aware of the changes and update policies regarding employees to stay compliant. All of this work sits with the CEO who in turn briefs the management team for awareness and any changes to processes, payroll etc.

AGAR (Annual Governance and Accountability Return) - Assertion 10 next year brings in a requirement to state compliance with GDPR, Website Accessibility and digital governance. GDPR and other legislation compliance needs testing. We are saying we are compliant, but now we need to demonstrate this to an auditor before we tick that box. So we need to review procedures and policies, risk assessments and training need to be updated and regularly reviewed to kept on track for future assurances.

Local Government Reorganisation – The legislation is expected to create the new unitary and Mayoral authorities for Sussex. We don't yet know what this will look like. However, with the authorities becoming bigger it is likely that they will be more "remote" with various departments moving around the County for streamlines administration rather than everything being delivered from Haywards Heath. We have long felt "a long way from Chichester" regarding working with the County Council officers. It is hard to see how these changes certainly in the longer term will not result in remoteness. The existing unitary authorities already demonstrate devolving powers to the Town and Parish Councils as they are no longer able to be run from the central unitary.

A white paper is expected this year regarding the role of Town and Parish Councils in context of local government reorganisation and devolution. We will await to see what this entails.

Considerations:

Following the new Chief Executive Officer taking up post and some known staff changes. An opportunity to consider the staffing levels duties and grades within some teams has arisen.

The Chief Executive has observed that three of the teams were understaffed, but steps had been taken to address the resources in one team (the Operations and Maintenance Team) during 2024 to allow for the engagement of one further outside team member and through loss of other staffing roles an additional part time administrative support. This team are now settled and the vacancy being filled. Once the new staff member is in place and trained it is expected that all work will be able to be addressed timely. At present works under the "Better Burgess Hill" banner, are not able to be routinely addressed and are reactive rather than proactive. This would include identifying; street name plates for replacement, left behind WSCC and utility signs and barriers, advertising signage and flyposting etc. The areas of the public realm where Council have identified that they wish to see a quicker response.

It is also noted that the team having grown to a split site management and the change to a proactive rather than reactive approach, the Managers grade should need reconsidering and it is recommended to lift the current grade cap at from SO1 to SO2. This will be an incremental step allowing the present incumbent to continue progressing on an annual basis. It is recommended that this postholder be awarded an increment from 1st August.

The Corporate Services Team

This team have been stretched since the loss of the 30 hour role was recruited at 19.5 hours due to an internal promotion. The team lost 9 hours in total following the moves in the team. These 9 hours it became clear were unable to be absorbed, as the team found no time to train the new staff member and the increased demand in areas such as committee support which had been transferred from the community engagement team has lead this team to struggle to meet all tasks when any absence occurred. It was also identified that the organisation was muddling through with HR needs and H&S matters, with these falling to the Chief Executive & RFO when time allowed. While the basics were covered, best practice was not being followed nor enough time devoted to ensure that work was followed up, such as PDP and training, tasks which are essentially admin tasks were ultimately overlooked. New legal requirements in H&S such as Martyn's Law, GDPR have not been prepared for and this work is now behind. This team will also face changes when the Head of Corporate Services retires later this year. The current incumbent is the focus for all of the work in this team, To rectify this the Admin Support Officer role has been recruited at a 30 hour per week position which will correct the position with the overall hours in the team.

RECOMMENDATION: All of the above changes are accommodated in the existing budgets, and are therefore operational issues. KAG are asked to note these.

Community Engagement

This busy team is increasing the number of events each year and from next year should it be successful (and indicators are suggesting it will be) the festive market will become a new annual event and transfer to this team from the Head of Projects. But this is only part of their role. Community Engagement includes the liaison with District and County wide remits of community safety and health, as a result our head of community engagement attends and develops various meetings at strategic to delivery level on these matters. Part of the teams role is to look for the gaps in our community and see how and if they can be filled. We have been looking at language and cultural barriers to improving our community cohesion and ensuring that young, elderly, carers and SEN community needs are met along with affordable cultural and family activities.

We have become concerned that the Council has not looked at community resilience for a while. While we have an emergency plan for the Town Council business, we as the town council have a role to play in community emergency planning. The District Council is the organization that would respond with emergency shelters etc. but in reality the Town Council (especially once we move to the unitary authority) will be looked to from the community and will be a conduit from the district to ensure that local groups are able to respond, the knowledge of key holders and contacts to get messages out to the community will be vital and this is information we currently hold, although not in a coordinated way.

The team should also undertake the Pub Watch and Shop Watch roles that are currently sat with the Head of Projects (which falls better to community engagement) and she has scarce time to undertake the duties of these two community groups. These have fallen to the Town Council since inception and if we don't carry out the admin the likelihood is that the groups will stop. Both of these are important network of information working alongside the police's DISC system and encourage the licence holders to work together.

The Head of Community Engagement working with the CEO, have concluded with the changes to come in through Local Government reorganization, it may well be that this Town Council will need to take a more prominent lead on emergency planning for the community, ensuring that a local network of suppliers and keyholders etc are all in place should there be a major incident potentially, climate related (flooding, significant power cuts during winter), civil or hostile related attacks. For example should all networks go down due to cyber terrorism the co-ordination of support to Burgess Hill from a Unitary Council will become difficult. The Town Council has an emergency plan affecting the running of the town council, although this should be reviewed and practiced, but we do not have a plan for the greater community of Burgess Hill. While the Town Council would not be the "Gold" command, if Gold command were unable to react quickly, it would be the town council who were looked to and the Town Council should be readying us for this.

An example of the was the pandemic and lockdown. West Sussex County who were responsible for rolling out the governments aid to the vulnerable, were not organized for weeks, while the town and parish councils were organising help lines, shopping and response for those who needed it within 24 hours of the lockdown being called, working with community groups and co-ordinating systems

with supermarkets, pharmacies and volunteers. Should anything similar happen again we should be prepared with a plan to be able to react quickly, demonstrating preparedness and leadership.

By reallocating some tasks from other the corporate team to the community engagement team and from the Head of Projects there is a case to recruit a new post in the Community Engagement Team, taking the pressure off the other teams allowing them to ensure that all tasks are completed timely, while stepping up our resilience and delivery of services. The Community engagement team can also take on the Mayoral diary duties from the corporate team which would allow the taking on of the training, ongoing HR admin such as payroll changes and PDP reminders. It would also be a better fit in having tasks dealt with in the most appropriate section.

Head of Corporate Services

The current incumbent has indicated his intention to retire this year in November / December. As such this has been an opportunity to look at his role. As discussed above there is little opportunity to reduce the hours of the role, indeed at 33.5 hours per week we may have difficulty in recruiting this and recommend that it be re-advertised at 37 building back in a little resilience in this role.

The role is currently paid at PO3, by removing the RFO responsibility and putting that in to the CEO. The day-to-day work would still be done by the Finance Officers and Head of Corporate Services but the *responsibility* would shift to the CEO which is not uncommon for a Town Council and actually requires the CEO to be more involved with the Finances, Risk Register, Budgeting and AGAR return than currently. The Chief Executive while not a qualified accountant has several qualifications that cover local government finance and there is not actually any requirement for the RFO to be financially qualified. This could be re-advertised at PO2/3 which would hopefully bring an in-year saving against current salary for the post for a number of years. Replacing the responsibility of the RFO would be re-titling this post Head of Corporate Services / Deputy Clerk. There is still significant responsibility in this post including the Burial Ground, Finance, Freedom of Information & Data Protection and IT as well as being recognized as the Deputy Clerk for when the Proper Officer (CEO) is absent. With the HR and H&S moving in here this may be a more appropriate role to support the corporate services of the Council.

While a saving should be achieved through the recruitment of the new Officer, starting the process from August means that we should be able to recruit and start a new officer in time to have a handover with the current incumbent. This would probably mean no in year saving, but a saving would follow in the following years' salary budget. The recruitment of the new Head of Corporate Services should therefore be accommodated within existing budgets.

IT Support

While it is not essential that it is addressed this year, the IT support at the council is somewhat lacking, the day to day addressing of issues falls to the Head of Corporate Services.

There is no formal IT replacement or upgrade plan, however, hardware e.g. PCs/Monitors etc tend to get renewed when they start to reach their end-of-life (3-

5 years) and/or are replaced as they break. Photocopiers and telephones are under contract with external suppliers with equipment being refreshed at the end of the contract (5-7 years).

Major software upgrades such as the windows operating system and MS Office are, ordinarily, determined by the software infrastructure supplier (Microsoft).

The town council employs an external IT support company which covers support and maintenance of the on-site server, firewall, ups and the switch gear. Currently, the purchase and install of PCs, monitors and other small scale hardware/software items are completed in-house, officers are investigating the costs to move this work to an external company.

There is limited use of AI (artificial intelligence) in the Council which helps with writing reports and potentially minutes (although minutes are not transcripts but a record of decisions made). Still there are potential efficiencies that can be achieved and build resilience back in to the Council. This project will be brought forward once the Christmas Market is completed and the Projects Manager has more time to consider IT as a whole and what is needed.

Summary

The Heads of Service and all team members have been going above and beyond their contracted hours, or, and in some cases still finding that work cannot be completed timely due to the pressure of day-to-day work that was understaffed. By getting the staffing levels correct the managers have the opportunity to consider implementing ways of making the team more efficient and looking for other areas to improve our service to the community of Burgess Hill. IT is one area where there simply isn't time to explore and implement new systems; the Mobile Maintenance Team had approval to implement a handheld electronic reporting system which still has not been implemented as there is no time to learn the system, set it up and teach it to others. The Worknest IT system has been introduced by the Chief Executive (taking up many hours) and taking longer than it could have done should other resource have been available to help. It was contracted in February and rolled out in May/ June although the original target was April.

The Council will always look for efficiencies and ensuring best value, however it has been cut back to the point that we are not proactive and forward looking, but chasing tail to keep on top of the existing workstreams. Good practice is not being followed and staff are ultimately trading on goodwill to fill in the gaps that are not currently provided. To provide the Council that Burgess Hill deserves, we need to invest in our staffing levels to ensure that we are able to grow and meet the demands that will be needed as local government reorganization continues. Should Council not be minded to approve the recommendations, new tasks will not be able to be taken on and the Council will be running the risk of not being up to date with effective emergency response or IT defense and staff morale will be expected to fall as training and review are not managed effectively in a programmed manner. Staff morale can result in loss of good staff if they become disillusioned with their employer or feel that their good nature has been taken

advantage of. This remains a high risk for the Council who currently employ some exceptional staff members.

Town Warden

This is not included in this review, but is an area that the Council wish to look at in 2025/26. A separate report will be forthcoming along with potential funding streams for that role.

RECOMMENDATIONS :

- 1) Move the RFO responsibility to the Chief Executive, the CEO role would be awarded an increment for this added responsibility as the CEO would then hold all of the statutory roles that can be undertaken by a Local Council. If Council were minded to lift the restriction of the progression on the CEO scale rather than award an increment at the time of the change of responsibility, this would be acceptable to the CEO and would not affect the budget this year, it would allow the CEO to progress the remaining two increments on her scale in due time, budgeted for annually.
- 2) Recruit a new Head of Corporate Services/ Deputy Clerk at PO2/3 to create a saving once the current Head of Corporate Services/RFO has retired.
- 3) Recommend to Finance KAG for allocation in the 2026/27 budget for the recruitment of a new post for the 2026/27 budget in the Community Engagement Team to increase capacity for existing and new events and to allow for the movement of duties to include Emergency Planning, Mayors Secretary, Community Safety (including pubwatch and shopwatch). This post is not currently allowed for in the budget and unlike the other recommendations cannot be absorbed by other changes. This post should be advertised at a scale 5. Scale 5 Salary is currently £28,163-£30,559 (pay award pending) with oncosts (NI, pension, training etc) this would be an increase in the budget overall for this post of £35,000- 38,000.
- 4) The Key Aera Group are asked to confirm that while the recruitment of a new post and other matters are subject to ratification at Council the recruitment of the role for the Head of Corporate Services, due to expediency, needs to start immediately.

Risks:

Environmental Implications: there are none

Financial Implications: none other than identified in the report. The costs around a revised IT provision will need to be explored and brought to Finance KAG for further consideration and potential budgeting.

Public Safety: not providing a community resilience plan may result in panic or harm to the public in the case of an emergency situation if the current District or new Unitary authority are not able to respond timely. Public safety would then be a concern.

Appendix A

Alice Bannister	Managing People	online webinar - SLCC	£70.00	29th May / 5th June 2025
Julie Holden	Level 6 community Governance year 1:2	SLCC	£4000	February/ May /September study days
Kayleigh Elliott-Davidson	Website training	f 2 f - Wes Earp	£90	18/03/2025
Jen O'Grady	Website training	f 2 f - Wes Earp	£90	18/03/2025
Julie Holden	H&S in workplace	worknest webinar	0	27.03.25
Alice Banister	Licencing -- sale of alcohol	f2f with licensee (inhouse)	0	07.01.25
Jo Wood	Licencing -- sale of alcohol	f2f with licensee (inhouse)	0	07.01.25
Jen O'Grady	Understanding of impact of Frailty	Attended conference 3 April 2025	0	03/04/2025
Alice Banister	management and leadership level 3 (ILM)	3 1/2 days plus support 12 weeks via rewards training BHPA member discount	£499	starts 12th May 2025
Jen O'Grady	Engaging Communities without the headache	breakthrough communications - online	0	19.06.25
Julie Holden	FOI	worknest online	0	29.04.25
Julie Holden	personal DP	worknest online	0	29.04.25
Julie Holden	GDPR	worknest online	0	29.04.25
Sarah Hughes	FOI	worknest online	0	29.04.25
Jen O'Grady	food safety hygiene 2	worknest online	0	30.04.25
Valentina Gaggero	food safety hygiene 2	worknest online	0	30.04.25
Kayleigh Elliott-Davidson	food safety hygiene 2	worknest online	0	30.04.25
Julie Holden	ACT Awareness (Counter Terrorism)	Protect UK webinar	0	01.05.25
Jen O'Grady	ACT Awareness (Counter Terrorism)	Protect UK webinar	0	05.05.25
Gill Tubbs	ACT Awareness (Counter Terrorism)	protect UK webinar	0	06.06.25
Julie Holden	devolution seminar - powershift	NALC	£65	23.06.25
Valentia Gaggero	ACT Awareness (Counter Terrorism)	Protect UK webinar	0	11.06.25
kevin Keogh	ACT Awareness (Counter Terrorism)	Protect UK webinar	0	09.06.25
Bob Anderson	ACT Awareness (Counter Terrorism)	Protect UK webinar	0	09.06.25
Mark Unicombe	ACT Awareness (Counter Terrorism)	Protect UK webinar	0	09.06.25
Josh Willis	ACT Awareness (Counter Terrorism)	protect UK webinar	0	09.06.25
Sarah Thomas	ACT Awareness (Counter Terrorism)	Protect UK webinar	0	06.06.25
CIrs				
Diane Black	Councillors and Council Powers	WSALC - online	0	27.03.25
Trevor Hines	Councillors and Council Powers	WSLAC online	0	12.06.25
Trevor Hines	intro to planning	WSLAC online	£45.00	30.06.25
Brenda Williams	Chairs training	WSLAC online	0	29.07.25

KAG membership: Stuart Condie (Chair) , Matthew Cornish, David Eggleton, Tofojjul Hussain, Andy Stowe and Adam White

Appendix B

2024/25 Councillors in order: Graham Allen, Diane Black, Stuart Condie, Matthew Cornish, Cedric de Souza, Robert Eggleston, David Eggleton, Anne Eves, Bob Foster, Jon Gardner, Matthew Goldsmith, Janice Henwood, Simon Hicks, Mohammed Hossain, Tofujjul Hussain, John Orchard, Andy Stowe, Brenda Williams, Peter Williams & Adam White.

		Graham Allen **	Diane Black	Stuart Condie	Matthew Cornish	Cedric de Souza	Robert Eggleston	David Eggleton	Anne Eves	Bob Foster	Jon Gardner	Matthew Goldsmith	Janice Henwood	Simon Hicks	Mohammad Hossain	Tofujjul Hussain	John Orchard	Andy Stowe	Brenda Williams	Peter Williams	Adam White
May-24																					
Planning Committee	13-May	x	✓		✓			✓				✓	✓			✓	✓			✓	
Grants Awards Panel	23-May				x							✓	✓		✓				✓	✓	
Jun-24																					
Planning Committee	03-Jun	x	✓		✓			✓	✓				✓			✓	✓				✓
Comm Engagement KAG	10-Jun		✓			x			✓	✓	✓		✓		✓			✓	✓		✓
Finance KAG	24-Jun	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Extra Ordinary Council Meeting	24-Jun	✓	✓	✓	✓	✓	x	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Planning Committee	25-Jun	✓	✓		✓			✓					✓			✓	x			✓	
Jul-24																					
Strategic KAG	09-Jul																				
Planning Committee	15-Jul	x	✓		✓			✓					x	✓		✓	✓				✓
Council	22-Jul	✓	✓	✓	✓	✓	✓	x	✓	✓	x	✓	✓	✓	x	✓	✓	x	✓	✓	✓
Aug-24																					
Planning Committee	05-Aug	✓	✓		✓			✓	✓				✓			✓	✓	✓			
Strategic KAG	13-Aug					✓	✓	✓		✓			✓				✓	✓			
Planning Committee	27-Aug	✓	✓		x			✓	✓				✓			x	x			✓	✓
Sep-24																					
Planning Committee	16-Sep	✓	x		✓			✓					✓			✓	✓				✓
Council	23-Sep	✓	x	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Oct-24																					
Planning Committee	07-Oct	x	✓		✓			✓					✓	✓		✓	✓				
Grants Awards Panel	14-Oct				✓							✓	✓		✓					✓	
Community Engagement KAG	17-Oct		✓			x				✓	x		✓	✓	✓				✓	✓	✓
Planning Committee	28-Oct	✓	✓		✓			✓					✓			✓	✓				
Nov-24																					
Strategic KAG	04-Nov		✓			x	✓	✓		✓			✓			✓	✓	✓	✓	✓	✓
Finance KAG	13-Nov																				
Planning Committee	18-Nov	✓	✓		✓			✓					✓			✓	✓				✓
Council	25-Nov	x	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dec-24																					
Planning Committee	09-Dec	✓	✓		✓			✓					✓			x	x				✓
Jan-25																					
Planning Committee	06-Jan	✓	✓		✓	✓		x					✓			✓	✓	✓			
Customer Service KAG	15-Jan		✓		✓		✓		✓			✓		✓		✓	✓				✓
Council	27-Jan	x	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Planning Committee	28-Jan	x	✓		x			✓					✓			✓	✓				
Feb-25																					
Planning Committee	17-Feb	✓	✓		✓			✓	✓				✓	✓		✓	✓	✓			✓
Strategic KAG	24-Feb		✓		✓	✓	✓	✓	✓	✓			✓				✓	✓	✓	✓	✓
Mar-25																					
Council	03-Mar	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Planning	10-Mar	✓	✓		✓			✓					✓			✓	✓				✓
Staff and member dev KAG	17-Mar		✓	✓	✓	✓		✓					✓					✓			✓
Customer Service KAG	24-Mar		✓				✓	✓	✓			x	✓			✓	✓	✓			✓
Planning	31-Mar		✓		✓			✓	✓		✓		✓			✓	✓	✓			
Apr-25																					
Community Engagement KAG	7th April		✓			x				✓	x							✓	✓		✓
Planning	22nd Apr		✓		✓								✓	✓		✓	✓				✓
Graham Allen resigned 16th March 2025																					

KAG membership: Stuart Condie (Chair) , Matthew Cornish, David Eggleton, Tofujjul Hussain, Andy Stowe and Adam White

Appendix C

Complaints received since the last KAG

6	17/06/2025	The decision for the CEO to solely decide on allowing the Constitutional Club to use the former Royal British Legion land for a 'charity' music event is unethical and undemocratic	17/06/2025	email	30/06/2025	Stuart C	Rejected
7	27/06/2025	How the fact of a complaint was known about outside the council	30/06/2025	email	09/07/25	Stuart C	Rejected

Compliments received since the last KAG

21	27.03.25	Email	Sarah Thomas	Many thanks as well to your colleagues who look after the front desk for their work. Best wishes, Richard.
22	22/4/25	In-Person	Help Point	Burial Ground: Carol stated it was really nice to visit her loved one in such well looked after surroundings.
23	02/05/2025	Phone	Jen O'Grady	Resident called in to thank staff for efforts of tea party, complimenting the decoration of the hall and all the effort to create a good event.
24	05.05.2025	Email	Louise Carmichael	The internment last Friday was lovely. Can you pass on the family thanks to you and your staff for how it was prepared for us to say goodbye
25	09/05/2025	Email	Jen O'Grady	Just wanted to say a big thank you and all the helpers for yesterday's VE Day lunch and entertainment, especially the people who made my special lunch it was excellent I even got cake which I, wasn't expecting as it is not easy making cake without eggs . What a lovely way to celebrate our freedom Pray all the other events went well I am over 90 so couldn't attend. Bless you all Ann X
26	09/05/2025	Email	Jen O'Grady	Can I just express my thanks, along with the other five St. Wives ladies, and to say what a lovely afternoon we had.

27	09/05/2025	Email	Jen O'Grady	I just wanted to say a heartfelt thank you for having us yesterday at the VE Day celebration in Burgess Hill. It was a truly lovely event – so well organised and meaningful. The group from the Language Café had a wonderful time. They were really curious to learn more about the significance of the day, and it was a great opportunity for them to connect with local history and traditions. Everything was beautifully arranged, and the atmosphere was full of heartfelt moments. It was an emotional and memorable experience for all of us, and we're so grateful to have been part of it. Thank you once again for including us
28	09/05/2025	Email	Jen O'Grady	I just wanted to say a huge well done to you and your team for putting on a massive day on Thursday! So sorry we could not be a part of the afternoon and evening celebrations but it was a joy and privilege to be part of the street party. Thank you for all the hard work put in to honouring and recognising such a significant day.
29	09/05/2025	Email	Jen O'Grady	Firstly thank you for yesterday, it was an honour to participate and see everyone really enjoying the event, well done to you and your team.
30	09/05/2025	Email	Jen O'Grady	It is us that should thank you most sincerely for putting on a most spectacular lunch for VE Day. You have worked so hard putting on the whole event and it was very much appreciated. Please could you thank your whole time who also worked so hard in serving us all at the lunch. The cacophony of chatter amongst us all reminiscing with the older generation with stories as to when they were on day 80 years ago yesterday. The singers from Southway School and Burgess Hill School were wonderful and enjoyed the sing song. I for one was not born until 2 years later but my father had been in the Royal Airforce but was too young to serve but my grandfather was at Dunkirk but never spoke about it as he had very bad injuries to his legs. We thoroughly enjoyed the children's games especially the Stocks which was a big hit. As ever we will be there to support Burgess Hill Town Council going forward and will see you on Wednesday.

31	09/05/2025	Email	Jen O'Grady	<p>To Jen and all the events team.</p> <p>I would like to say a huge thank you to you all for all your hard work in putting on such wonderful events to mark such an important day.</p> <p>We went to the kings weald VE tea party day and had an amazing time. Such a lot of work was put in by you all and thank you for keep filling up our tables teapots.</p> <p>The tea party that you put on in town was so lovely to see although not part of it personally my brother-in-law Fred was and he had a brilliant time even appearing on meridian news. Jen offered me cake as well bonus.</p> <p>In the afternoon we went to the park and enjoyed a very varied range of entertainment which was so enjoyable.</p> <p>We didn't stay for the becon lighting as we got cold sadly.</p> <p>Many people run down our council but yesterday you all went out of your way to make it a day to remember.</p> <p>So thank you all so very much for all your very hard work.</p> <p>Regards Valerie Avery.</p>
32	10/05/2025	Email	Jen O'Grady	<p>Thanks Jen, It was fun putting these together and again demonstrates that everyone pitching in means we can achieve so much more. Well done to you and the team for all your work and organisation, it's great working together with everyone.</p>
33	10/05/2025	Email	Council email address	<p>Many thanks for inviting us to the lunchtime celebration on VE Day. We all enjoyed the lunch as well as the entertainment a lot of planning has gone into it and we both are very grateful to you all.</p>
34	09/05/2025	Social Media	Public on FB - response to VE Day event	<p>Absolutely Brilliant BHC</p>
35	09/05/2025	Social Media	Public on FB - response to VE Day event	<p>MSOPC had a wonderful time, thank you so much for inviting us.</p>
36	09/05/2025	Social Media	Public on FB - response	<p>Best thing I've seen in Burgess Hill in a long time - clapping hands emoji</p>

			to VE Day event	
37	09/05/2025	Social Media	Public on FB - response to VE Day event	How lovely
38	09/05/2025	Social Media	Public on FB - response to VE Day event	Absolutely brilliant - well done BHTC
39	09/05/2025	Social Media	Public on FB - response to VE Day event	Thank you to BHTC for a lovely time and all the hard work you put into it.
40	09/05/2025	Social Media	Public on FB - response to VE Day event	Doing what BHTC DOES BEST...WELL DONE TO ALL INVOLVED.
41	09/05/2025	Social Media	Public on FB - response to VE Day event	It was an excellent event put on by Burgess Hill Town Council. Lovely food and wonderful entertainment from Burgess Hill Girls and Southway school. Thank you everyone.
42	09/05/2025	Social Media	Public on FB - response to VE Day event	Amazing and the weather was fair too. This is what community is and celebrating VE Day like this a wonderful job done by BHTC.
43	09/05/2025	Social Media	Public on FB - response to VE Day event	Thank you for a lovely evening it was lovely to see so many people out
44	09/05/2025	Social Media	Public on FB - response to VE Day event	How wonderful
45	12-May	Email	Jen O'Grady	Well done to you and the team for all the hard work!
46	12/05/2025	Email	Help Point Team	I have settled my bill for use of the Small Meeting Room yesterday (bank transfer made by my partner last night in my behalf). I would like to reiterate my thanks to the three ladies (2 were working on reception and the third was connected with hire or accounts)for their kind help which averted a major crisis arising from my forgetting my purse and phone.

47	09/05/2025	Email	Jen O'Grady	It was a lovely day Jen. You and your colleagues should give yourselves a big pat on the back. Thank you all. Lesley.
48	09/05/2025	Email	Jen O'Grady	Well done to you and your team for yesterday it was well supported and offered plenty for people to get involved in. I had plenty of positive comments from members at the end of the evening that it was a good community event. Just a pity that it got so cold so early on, yet the week before was so different. In particular can I give Kevin a shout out for the support he gave us with the gate as he ensured it was done safely but also in a relaxed manner that got the best out of the members, even when I had to see the last off the field as they were enjoying the end of the music.
49	09/05/2025	Email	Jen O'Grady	Julie, Jenny & team, BHTC should be applauded on a really great VE Day celebration yesterday. It was really fab that Burgess Hill Rotary was able to be involved in your activities. As you can see, I played an 11 year old at chess and he thrashed me, and I had to have sponges thrown at me in the stocks. Thank you very much for the opportunity
50	09/05/2025	Email	Jen O'Grady	On behalf of our members who attended the VE day party, we wholeheartedly thank you for the very enjoyable event. Please convey our appreciation to Good Oaks Homecare for the fare, to the young ladies of Burgess Hill School for Girls for their excellent table waiting (some with forties hairstyles), and to the entertainers, especially to all the school children who sang with such animation and gusto. A credit to the teachers. We of course were all babies during the war, the party gave us opportunity not only to celebrate but also appreciate the efforts, bravery and privations of all that achieved the victory. Many many thanks, Adrian Brown, group volunteer.
51	09/05/2025	Email	Jen O'Grady	Thank you Jen, I have forwarded to all our members. We really enjoyed the event and it was nice to be involved in a Town event. Hopefully, we can work on other events with you, but appreciate that it might not always be possible.
52	10/05/2025	Email	Jen O'Grady	Thank you so much to you and your team - and to everyone involved - in delivering such a fantastic day for our community
53	13/05/2025	Email	Jen O'Grady	Thanks for your and your team's hard work organising the VE day lunch. We all really enjoyed it..

54	13/05/2025		Jen O'Grady	It was such a pleasure to be part of another wonderful community event. Everyone did their part with enthusiasm and the event organisation was executed perfectly. Thanks Jennifer and all of your team. Hope to be involved in the future.
55	13/05/2025	Email	Jen O'Grady	Thank you and your team for the great work you all did on V E Day. The day seemed to be enjoyed by all who attended. The morning service was very moving and well organised. The afternoon tea was a lovely social meeting with lovely entertainment and enjoyable food. The evening event in the park went so very well we all enjoyed our games on the Lions area. Walking round all the other stalls seemed to be enjoying what they were doing and the public all seemed to be having fun. Please pass on my thanks to your great team who did you proud. And of course a big thanks to you who must have put in so much hard work to make the whole day the success it was. Best wishes, John x
56	19/05/2025	Email	Jen O'Grady	thanks for all you did to make the VE day go so well, you and all the team worked incredibly hard for the town and the community.
57	14-May	In-Person	Help Point	asked us to pass his compliments – he said “thanks for a fantastic day last Thursday, he really enjoyed it.”
58	30/06/2025	In-Person	Help Point	Asked us to pass his compliments to Julie Holden for "compering the Summer Fayre so brilliantly".