

Tel: (01444) 247726
Fax: (01444) 233707
Email: council@burgesshill.gov.uk
Website: <http://www.burgesshill.gov.uk>



21st October 2025

To: **MEMBERS OF THE CUSTOMER SERVICES KEY AREA GROUP.**

A **MEETING** of the **CUSTOMER SERVICES KEY AREA GROUP** will be held in the Council Chamber on **Tuesday 28th October 2025 at 19:00** hours, when your attendance is required.

Copied to all members of the Council for information

Julie Holden
Chief Executive Officer

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.

AGENDA

1. [OPEN FORUM](#)
Members of the Public are permitted to speak in accordance with [standing order 3.8.](#)
2. [APOLOGIES FOR ABSENCE](#)
3. [SUBSTITUTES](#)
4. [DECLARATIONS OF INTEREST](#)
5. [CHAIRS ANNOUNCEMENTS](#)
6. [NOTES OF 16th JUNE 2025 MEETING](#)

To consider the Notes of the Meeting of the Customer Services Key Area Group held on 16th June 2025 (previously distributed).

7. HELP POINT SHOP REPORT

- 7.1 **Purpose of the report:** to update members with a report on the Help Point Shop activity, from 01 April 2025 – 30 September 2025
- 7.2 Further to questions raised at the KAG of 16th June 2025 a full report providing information on transactions, sales amounts and numbers of traders selling in the shop, has been undertaken - see Appendix 1

RECOMMENDATION: This report is for noting

Risks:

Environmental implications: There are none

Financial implications: 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the Help Point Contribution received from MSDC which is an annual agreement, should be considered a risk as it could be withdrawn in the future.

Community Safety implications: The Help Point is a safe space and the Help Point use the Mid Sussex Business Crime Partnership DISC system

8. MAINTENANCE TEAM REPORT

- 8.1 **Purpose of report:** This report is to update members on the work carried out by the Maintenance Team, in addition to the routine maintenance schedule, since the last meeting held in June 2025, and planned works. There are three matters for decision as highlighted in Appendix 2 on pages 8&9.

RECOMMENDATION: This report is for noting with separate decisions for the recommendations as outlined in the Appendix.

9. REMEMBRANCE PLAQUE FOR GENERAL JOHN HALL

Purpose of Report: To agree to the return of the Plaque for display in the Park Centre.

- 9.1 The plaque, remembering General Hall was originally placed in the St Johns Institute (now the park centre), in memorial. Gen. Hall was a friend of Emily Temple the benefactress of the St Johns Institute. The plaque has been displayed alongside the art work that depicts Miss Temple on the Green Circle following it being retrieved from the basement in Cyprus Hall. A sign is erected by the plaque to explain its history.
- 9.2 The Park Centre have made an approach to the Town Council asking whether the plaque can be returned to them for display in the building for which it was initially commissioned. They have kindly advised that they have the services of an experienced volunteer who can safely remove the plaque from its fixing, therefore incurring no cost to the Council for the removal. We will need to remove the sign and make good the earth after the removal of the plaque to ensure that there is no trip hazard, but this should be minimal inhouse cost.

RECOMMENDATION: To agree that the plaque can be returned to the Park Centre, for public display in the building.

RISKS:

Environmental: There are none

Financial: minimal in-house costs, accommodated within existing budgets to make good the ground space after the plaque removal and to remove the green circle explanatory sign.

Community Safety: providing the site is made safe following the removal there is none.

10. **POLICY FOR THE LETTING OF COUNCIL OWNED LAND**

10.1 **Purpose of the report:** Following from the June KAG, where a policy was asked to come forward, this report is to consider a policy for the use of Council land by third parties for the purpose of community events or other such uses. KAG are asked to confirm that charges should be made for private or commercial use of the land, but not for community or charitable use. A draft policy and example of fees and charges has been drawn up by officers and is at Appendix 3

Recommendation: To consider and approve the draft policy at Appendix 3 for adoption.

Risks:

Environmental: There are none

Financial: There are none

Community safety: Any hirers will have to provide their risk assessments and adequate considerations of the public's safety if holding an event or activity on the Council held land.

Help Point Shop Report – 01April to 30September 2025

Burgess Hill Town Council – Help Point

1. Overview

The Help Point Shop provides a retail space for local makers, small businesses, and community groups to sell their items on a sale or return basis. We process payments on their behalf - for those tenants paying shelf rental we do not take a percentage of their sales, there are also a number of tenants on a commission-based arrangement. A small selection of items is also sold directly from our own stock which we purchase.

2. Sales Summary

The table below shows a breakdown of all transactions processed through the tills between 1 April and 30 September 2025:

Category of transaction	Quantity	Cost Price (£)	Sales Exc. VAT (£)	VAT Total (£)	Total (£)
Traders					
Sale or Return	376	N/A	3947.78	19.33	3967.11
BHTC					
BHTC Stock – Vatable	361	162.87	272.64	90.10	362.74
BHTC Stock – Non-vatable	77	98.91	107.72	-	107.72
Other transactions (Allotments/Burial/Halls/Fayre)	61	N/A	6029.45	-	6029.45
Invoices	4	N/A	808.63	-	808.63
Totals	879	261.78	11,166.22	109.43	11,275.65

3. Financial Breakdown

Shop Income summary

- Total number of items processed through the till: 879
- Total money processed through the till: £11,275.65

- Total sales of all shop items : £4,437.57 -

(sales total for commission items = £1,163.61, sales total for paying tenants = £179.50, sales total for tickets = £2,624.00)

- Total Sale or Return commission retained: £116.36
- BHTC stock sales (vatable + non-vatable): £470.46
- Cost of BHTC stock: £261.78
- Net income from BHTC stock: £208.68

Total income retained by the shop (commission + profit on stock): £325.04

4. Tenants and Commission Arrangements

The Help Point Shop currently has the following tenant and commission arrangements for the Sale or Return stock:

- 8 regular shop tenants who pay a monthly rental fee of £12.67.
- 3 community groups selling on a 10% commission basis:
 - Burgess Hill Artists
 - Burgess Hill Community Crafters
 - The Shed
 - 3 companies selling alcohol on a 10% commission basis
 - 2 independent card sellers (historical tenants from prior to refurb) on a 10% commission basis
 - 1 Glass maker (historical tenant from prior to refurb) on a 10% commission basis
 - 10 authors selling on a 10% commission basis.

5. Summary

During this reporting period, the Help Point Shop has continued to support local businesses and community groups by providing a cost-effective retail space. A total of 879 transactions were processed, of which 814 related specifically to shop sales (excluding other Council transactions such as allotments, halls, and fayre payments), generating over £4,000 in sales. The shop retained £325.04 in income from commission and stock profit, with additional income from shop rental of approx £456.00 in this period.

The shop provides a valuable space in the community for local businesses/makers/artists / community groups to display and sell their items at an affordable price point. Items which are stocked by us the Town Council are all local produce so once again promoting business and revenue within the local area. There are also a small number of Burgess Hill souvenir items available which enhances our Tourist Information point. The shop is also a point of sale for tickets for numerous events/ concerts in the town run by churches/ community groups/ charities and the BHTC Community engagement team.

The Help Point shop is not a profit-making commodity, it does however produce a small income which feeds back into the Town Council.

1. There are 2 x new members of staff in the Maintenance Team. 1 to fill the new position agreed by Council and 1 to replace a member of staff that resigned. Additionally, 1 of the team is reducing to a 4-day week from the beginning of November.
2. The final 2 new noticeboards that were made by The Monday Group have now been installed in the allotment sites.
3. The creation of a wooden walkway in West Park Reserve, over an area that historically floods each year, has now been completed by The Monday Group, working together with our Maintenance Team.
4. The programme of restoring benches in Church Walk is ongoing.
5. A quarterly meeting was held on 2nd September 2025 of the Allotment working group which includes allotment stewards, the Chair of Burgess Hill Allotment Association, a representative from Burgess Hill Horticultural Society, Cllr Janice Henwood, Cllr Anne Eves, Cllr John Orchard and Sarah Hughes. The group meet to share information and discuss any issues which have arisen on the various allotment sites.
6. There was an attempted break in at Cyprus Road Storage Facility on 9th September. Damage was caused to the roller door and quotes have been received to a) repair the roller door and b) brick up this entrance as no longer needed since the ride-on mower is now stored at the depot. We will be going with option b as much cheaper.
7. Regular monthly meetings have now been set up with Glendale Contractors to discuss any issues in a timely manner. Hedges are due to be cut w/c 20 October.
8. Painted shed at Chanctonbury Allotments with wood protector.
9. Installed new wooden shed at Junction Allotments.
10. Facilitated visit of Woodlands Mead School students to Chanctonbury Allotments.
11. Cleared cut grass from BHTC verge rewilding areas and removed signage.
12. Turfing graves at Burial Ground.
13. New planters for the Stone Garden have been installed.
14. The Berlingo van has recently failed its MOT, one of the reasons being very high emissions. When taken to the garage for investigation in to the high emissions, it was discovered the Body Control Unit (BCU) was not working and therefore it would need to be looked at by a Citroen dealer. A booking has been made for the beginning of November with a dealer and in the meantime, we are temporarily hiring a van from Parkers Van & Car hire.

It is a possibility that it will not be financially viable to repair the Berlingo van and therefore Parkers Van & Car hire have been asked to quote for a long-term lease van, as we currently do for our caged tipper van.

15. One quote of £23,688.05 + VAT has been received for the replacement bridge at the southern end of Batchelors Farm. A further quote is awaited and this item will be on the agenda for the next Finance KAG.
16. During routine maintenance checks at Batchelors Farm by the Maintenance Team, it was noted that the surface of the middle bridge had deteriorated and needed repairs. The Maintenance Team will be working with The Monday Group to carry out the necessary repairs at the end of October.

17. A memorial bench has been installed in the orchard at Batchelors Farm in memory of Mike Greenfield. This was paid for by Burgess Hill Rotary.
18. Batchelors Farm – hedge cut being carried out by a local farmer in October, in line with the current Management Plan.
19. A crack has been noticed at the top of one of the large Help Point windows. A quote of £1,550 + VAT has been received to replace this pane of glass. For comparison, this is only £136 more than when we had to replace one of these windows back in 2021. A company has been contacted regarding repairing the glass, to prevent the crack from spreading, but they advised that unfortunately there is no repair, the only thing they could advise is duct tape over the crack, until we can get the pane replaced. An order will now be raised to replace the glass.
20. The roof repairs and external decorating are now complete at 96 Church Walk. Scaffolding should be removed during w/c 27 October.
21. This year's tree survey results have been received and any works required on H&S grounds will be actioned inhouse, where possible, or by a tree surgeon.
22. 2 Oak trees at Batchelors Farm have lost large limbs and these have been dealt with by a local tree surgeon.
23. Reset several loose bricks around various safety surfaces at Folders Meadow.
24. Whilst carrying out routine inspections at Folders Meadow the Maintenance Team Supervisor has identified the need to carry out repairs to the safety surfaces of the older equipment. A quote has been received for £11,145 + VAT and the majority of the cost of this work will be covered by the contingency fund that was started this year. Works will take place in April 2026.
25. All allotment annual invoices have been sent, along with an updated Tenancy Agreement, as agreed by Council.
26. Fire risk assessment carried out at 96 Church Walk by external contractor. We are awaiting the final report with any actions that are required.
27. Carry out a grit bin audit to establish which bins need refilling by WSCC prior to the winter.
28. The annual Winter Management Plan has been reviewed by officers, which includes routes that local farmers/contractors will clear in the event of a 'disruptive snow incident' as well as where hippo bags of grit will be distributed and also the level of grit in each grit bin around town so they can be refilled by WSCC where necessary before the winter. A supply of 10 hippo bags of grit will be delivered to the Bolney Depot for use by the Maintenance Team during snowy/icy conditions.
29. A new lease is in the process of being signed for Gatehouse Lane Allotments. This will extend the lease until December 2030.
30. Work has been undertaken at Alexandra Road Open Space to tidy up the area and make it easier and safer to maintain moving forward. Some residents expressed their concern regarding the reduction in the height of the surrounding hedge however this work has been carried out to keep the hedge at a manageable height of approx. 6ft, rather than its original height of 10-12ft.
31. Remedial works to street nameplates including cleaning and adding new 'T' signs where needed. If any Councillors are aware of any street nameplates that are faded or broken, please report these to the Help Point so we can take action.
32. Installing new and replacement street nameplates.

33. The current Service Level Agreement with MSDC to carry out the repair and renewal of street nameplates is due to expire at the end of March 2026. Contact has been made with MSDC to confirm they would like to continue with the agreement.
34. Poveys Allotment fencing. Sections have deteriorated and need replacing. The Maintenance Team can carry out the work and the estimated cost for materials is £3,546 + VAT. This work can be carried out in the new financial year from the existing budget, partly due to the saving made from not providing skips.
35. The Maintenance Team have undertaken Martyn's Law training.
36. Support for Summer Fayre.
37. Support for Teddy Bear's Picnic.
38. Installed boards at entrances to the town to advertise Holiday Activities.
39. Organizing construction/dismantle of sand pit and opening/closing Monday-Friday for 6 weeks.
40. Assisted with installing Railway 200 boards at various locations.
41. Support for Wowser Wednesday inflatables event.
42. Liaison with Head of Projects regarding Burial Ground extension.
43. Allotment viewings for prospective new tenants.
44. Mark from the Maintenance Team has painted the fence by the Children's Area in the Burial Ground to resemble colorful pencils. This brightens the area and has been well received by visiting relatives.
45. Support for VJ Day event.
46. Cleaning and re-oiling Help Point desk and counter.
47. Replaced damaged bird mouth fencing at Sidney West.
48. Cleared vegetation from this year's section of the water meadow at Batchelors Farm.
49. Re-stained gates at War Memorial.
50. Support for Silver Sunday Tea Party.
51. Coulstock Roundabout replaced edging boards that had rotten.
52. A member of the team attended a familiarization course on trailer towing at Plumpton College.
53. We currently only have 2 members of staff that have the C1E classification on their driving license to allow them to tow the large trailer, which is used for transporting the ride-on mower. This will need addressing in the future and other members of the team will need to undertake training and a test to receive this classification on their license. Training and testing to achieve the C1E classification is estimated at £1,200 per person and will be a phased approach.
54. The wording on a plaque mounted on the wall at the western end of the Stone Garden has become so faded it can barely be read. A quote of £350 + VAT has been received from a local monumental mason for cleaning and repainting the 200 letters.

Recommendation – Councillors views are sought on whether to proceed with this enhancement to the Stone Garden.

Risks:

Environmental implications: There are none.

Financial implications: There are none however, it should be noted the plaque does not belong to the Town Council.

Community Safety implications: There are none.

55. New management plans are due in 2026 for Batchelors Farm & West Park Reserve.

Recommendation – Use the knowledge gained from the current management plans to renew the plans inhouse for the next 5 years, with the intention of an ecologist producing new plans at the end of that period which will save approx. £2,500.

Risks:

Environmental implications: not continuing with a management plan can result in failure of site objectives; maintaining and enhancing biodiversity, providing areas where local people can enjoy wildlife and to provide safe areas for informal recreation.

Financial implications: Creating a saving in the 2025/26 budget.

Community Safety implications: There are none.

56. An option of French drains has been investigated for the old RBL site however, Southern Water have advised we cannot link French drains to an existing sewer. Other options will need to be investigated. One thought is to fill the existing ditches and monitor over the winter, as the ground has now settled more and the grass has grown, which may prevent repetition of some of the previous issues. Also, drainage contractors carried out work to the pipes back in 2023 and it is not known whether these works alone are sufficient to have remedied the potential flood risk.

Recommendation – Fill the existing ditches and monitor.

Risks:

Environmental implications: If the drains are not sufficient, further problems with soil being washed onto the road below could occur during heavy rainfall.

Financial implications: There are none.

Community Safety implications: There would no longer be ditches on the site and therefore the risk of residents injuring themselves would be reduced, allowing removal of the barriers.

Policy Title: Letting of Council Land Policy
Adopted by: Burgess Hill Town Council
Date of Adoption:
Review Date:
Responsible Officer: Chief Executive Officer

1. Purpose

This policy sets out the principles and procedures for the letting (licensing, or temporary use) of Burgess Hill Town Council-owned or managed land to external parties. It aims to ensure that such lettings are managed transparently, fairly, and in a manner that protects the public interest and aligns with the Council's strategic objectives.

2. Scope

This policy applies to all land owned or managed, by Burgess Hill Town Council that may be made available for:

- Temporary events (e.g., markets, festivals, community events)
- Commercial activities (e.g., food trucks, pop-up retail)
- Short-term hires or occupations

This policy does not apply to the letting of rooms at the Council Offices, Sidney West Centre nor other buildings owned or managed by the Town Council.

It does not apply to leases, residential property lettings, road closures, or statutory land access (e.g., utility works), which are governed by separate authorities, policies or legislation.

3. Policy Principles

The Council will consider applications where land lettings:

- Provide community, economic, or environmental benefit
 - Are consistent with the intended use of the land
 - Do not negatively impact public access, safety, or environmental quality
 - Are subject to fair and transparent processes
 - Achieve a fair market return unless otherwise approved for community purposes
-

4. Types of Lettings

Lettings may include:

- **Licence Agreements:** For short-term or periodic use (e.g., event organisers)
- **Casual Hire:** For one-off or limited duration use

- **Community Use Agreements:** For non-profit or charitable organisations, subject to discounted terms
-

5. Application Process

All applicants must submit a formal application providing:

- Details of the proposed use
 - Duration and frequency of use
 - Evidence of insurance (including public liability)
 - Risk assessments (if applicable)
 - Organisations governing document eg constitution
 - Any other supporting documentation as required
-

6. Assessment Criteria

Applications will be assessed on:

- Compatibility with the land's designated purpose
 - Impact on surrounding community and environment
 - Applicant's ability to manage the use safely and responsibly
 - Potential benefits to the community or local economy
 - Rent or fee offer (where applicable)
-

7. Fees and Charges

- A schedule of fees shall be maintained and reviewed annually.
 - Fees will be waived or reduced for eligible community or charitable uses.
 - Commercial users are generally expected to pay full market rates.
 - An Administration charge will be payable in every circumstance of £20 plus VAT (or as amended and advertised on the Council website of fees and charges)
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8. Legal and Insurance Requirements

All approved users must:

- Enter into a formal written agreement with the Council
 - Hold appropriate public liability insurance (typically a minimum of £5 million)
 - Comply with all relevant laws, permits, and Council bylaws
-

9. Delegations and Approvals

- The Chief Executive or their nominated officer is authorised to effect this policy under Standing Order 5b.

- Day-to-day administration is delegated to the Chief Executive or their nominated Officer.
 - Licenses involving significant commercial value must be approved by Council resolution
-

10. Monitoring and Enforcement

- The Council reserves the right to inspect the land during the letting period
 - Breach of conditions may result in termination of the agreement and/or enforcement action
 - Users are responsible for reinstating the land to its original condition and ensuring all litter and surplus materials are removed.
-

11. Review and Amendment

This policy will be reviewed every three years, or sooner if required by legislative changes or operational needs, changes to the policy will be returned to the appropriate KAG or Council for approval.

Example Fees and Charges

For private use of Council owned land - parties / events -

Former RBL land - £50 for up to 4 hours £100 up to 12 hours

West Park Reserve - £25 for up to 4 hours

Batchelors Farm - £100 for up to 4 hours £250 up to 12 hours

Longer periods of time (up to 48 hours) will be available by arrangement and suitable consideration.

For commercial use of Council Owned Land - filming / photoshoots etc

Former RBL land - £100 for up to 4 hours £250 up to 12 hours

West Park Reserve - £100 for up to 4 hours

Batchelors Farm - £250 for up to 4 hours £500 up to 12 hours

Longer periods of use will be available by arrangement and suitable consideration and may be subject to Council resolution.