



TELSCOMBE TOWN COUNCIL

To: Chairman and Members of the
Amenities & Civic Centre Committee:-
Cllr D Brindley *Deputy Mayor*, Cllr C Clarkson *Chairman*,
Cllr C Gallagher, Cllr D Judd *Mayor*, Cllr L O'Connor,
Cllr B Page, Cllr C Robinson,
Cllr A Selby *Vice-Chairman* & Cllr A Smith

Telscombe Civic Centre
360 South Coast Road
Telscombe Cliffs
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14th March 2023

Dear Sir/Madam

You are hereby summoned to attend a meeting of the **Amenities & Civic Centre Committee** in Room 1 at Telscombe Civic Centre on **Monday 20th March 2023** at 7.30pm for the purpose of transacting the following business:-

Yours faithfully

Stella Newman
Town Clerk/RFO

AGENDA

1. Public question time - members of the public are welcome to attend and may ask questions relevant to the Committee at the commencement of the meeting for a period of fifteen minutes.
2. Apologies for absence and substitutions
3. To receive Members' declarations of interest in relation to matters on the agenda
4. To approve minutes of the meeting held on Monday 23rd January 2023 – *see attached*
5. To note action list and agree any further actions required – *see attached*
6. To note Income & Expenditure figures to 28th February 2023 – *see attached*
7. To review/update the Business Plan – *see attached*
8. To note amenities complaints since last meeting – *see attached*
9. To consider works to trees in Chatsworth Park that are encroaching a resident's property – *see attached*
10. Update on high priority items listed on the Access Report for Telscombe Town Council's green spaces – *see attached*
11. To review the Chatsworth Park & Copse Management Plan – *see attached*
12. Update on weekly playground inspection reports & agree any possible actions – *see attached*
13. To discuss way forward with wet pour surfaces in the three playgrounds – *see attached*
14. To consider extending Wander Coffee's concession – *see attached*
15. To consider adding hedgehog homes in Chatsworth Park – *see attached*
16. To consider where to place the 'superbin' in Chatsworth Park – *see attached*
17. To consider reducing the height of trees to the north side of Robert Kingan Playground – *see attached*
18. To review the warm space hub scheme at the Civic Centre – *see attached*
19. To consider estimates for roofing repairs at the Civic Centre – *see attached*
20. To consider new phone system and broadband for the Civic Centre – *see attached*
21. Future Events update/agreement – *see attached*
22. Urgent matters at the discretion of the Chairman for noting or adding on a future agenda

The Council, members of the public and press may record/film/photograph or broadcast this meeting when the public and press are not lawfully excluded. Any member of the public who attends a meeting and objects to being filmed should advise the Clerk (in advance) who will ensure they are not included in the filming.

Date for next meeting of the Committee – 5th June 2023



TELSCOMBE TOWN COUNCIL

Minutes of a meeting of the AMENITIES & CIVIC CENTRE COMMITTEE held on Monday 23rd January 2023 in Telscombe Civic Centre at 7.30 pm.

COMMITTEE MEMBERS PRESENT: - Councillors C Clarkson *Chairman*, C Gallagher, B Page & A Selby *Vice-Chairman*

Also Present: - Stella Newman, Town Clerk & RFO
Bianca Buss, Amenities Officer (*minutes*)

1639. PUBLIC QUESTION TIME

There were no members of the public present.

1640. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies were received from Cllr Brindley who had a work commitment, Cllr Judd who had a physio appointment, Cllr Robinson who was unwell and Cllr Smith who was away. These reasons were accepted by the Committee. Cllr O'Connor was not present and had not provided apologies.

1641. TO RECEIVE MEMBERS' DECLARATIONS OF INTEREST IN RELATION TO MATTERS ON THE AGENDA

None.

1642. TO APPROVE MINUTES OF THE MEETING HELD ON 28th NOVEMBER 2022

It was proposed by Cllr Selby, seconded by Cllr Gallagher and unanimously **RESOLVED** that the minutes of the meeting held on Monday 28th November 2022 were a true record of the proceedings and were signed as correct by the Chairman, Cllr Clarkson.

1643. TO RECEIVE ACTION LIST

The action list was noted as follows:

Date Meeting	Issue Detail	Action Owner	Update	Due Date
27.1.20	Min 1251, p 3129 – To consider disposal of pool table	SN	Second-hand value to be ascertained and table then advertised for sale. <i>Agreed at Sept ACC to advertise pool table for sale at price Town Clerk felt reasonable. Sale price yet to be ascertained.</i>	May 2023
21.03.22	Min 1523, p 3638 – Update on tree survey actions and to agree way forward with tree works	BB	EH Treecare have been advised by ecologist they can proceed with tree works to areas near badger setts providing the methodology does not change and excavations & heavy machinery is not used.	Mar 2023



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1643. Action List (Contd)

Date Meeting	Issue Detail	Action Owner	Update	Due Date
21.03.22	Min 1524, p 3639 – Urgent Matters, bee homes	CCL	Meridian School have created the bundles and Cllr Clarkson will place them in the park in spring.	Mar 2023
30.05.22	Min 1542, p 3679 – To consider estimates for tree works in Chatsworth Park	BB	EH Treecare have been advised by ecologist they can proceed with tree works to areas near badger setts providing the methodology does not change and excavations & heavy machinery is not used.	Mar 2023
30.05.22	Min 1552, p 3681 – To consider quotes for café feasibility study	SN/BB	Stickland Wright have provided their drawings and breakdown of the stages. Working group to meet in Feb to discuss next steps.	Complete
30.05.22	Min 1559, p 3682 – Urgent Matters – funds for grounds maintenance works	SN	SN to write a report on recommendation for virement of funds in March if required.	Mar 2023
25.07.22	Min 1565, p 3714 – Update on Develop Outdoors request to build a permanent shelter in Chatsworth Park	BB	Develop Outdoors still working on the shelter & fence – delays due to the weather.	Mar 2023
25.07.22	Min 1572, p 3715 – To discuss findings from the preliminary bat roost assessment in Chatsworth Park	BB	Tree surgeon has advised will be unable to complete works without a dusk emergence and dawn re-entry bat survey. Obtaining prices for 5 trees listed as having high bat roost potential as per report from Middlemarch.	Mar 2023
25.07.22	Min 1573, p 3716 – To agree for a wildflower pond and second hibernacula being added in Chatsworth Park	CCL	CCL to obtain funding for pond. Ecologist has recommended the pond is doubled in size.	See new agenda item
25.07.22	Min 1574, p 3716 – To consider two wildflower meadow locations in Chatsworth Park	CCL	The wildflower meadow by the old carpark will be completed in autumn. A large amount of bramble cut back will also need to be undertaken.	Sep 2023
25.07.22	Min 1577, p 3717 – To consider accepting oak tree saplings	BB	The one surviving sapling was not planted in the park but will be planted in autumn 2023.	Sep 2023



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1643. Action List (Contd)

Date Meeting	Issue Detail	Action Owner	Update	Due Date
26.09.22	Min 1599, p 3743 – Update on Management Plan and agree works required	BB	Specification Document drafted for quotes to clear the vegetation bordering 2 properties by 2m. Residents written to but no reply to date.	Mar 2023
26.09.22	Min 1600, p 3743 – To consider planting at bottom of ‘Pigs Hill’ in Chatsworth Park	BB	Estimates to be obtained in a phased approach to cut back the vegetation to the tree line, rotavate and grass seed the area, a walkway to be added with bark chippings held in place with logs, shrubs to be planted and bench installed. Specification doc with Town Clerk for approval	Mar 2023
26.09.22	*Min 1606, p 3744 – To consider way forward with planting a hedgerow at the Copse	CCL	Planting of the hedgerow was undertaken by volunteers early January. Saplings were planted in the grass verge and not the Copse boundary.	Complete
28.11.22	Min 1616, p 3786 – To consider using the Civic Centre as a warm space/hub	CR	Room 1 at Civic Centre is currently being used as a warm space 1.30-4.30pm every Thurs, from 05.01.2023. Scheme to be reviewed at March’s A&CC mtg.	Mar 2023
28.11.22	Min 1620, p 3787 – Update on high priority items listed on the access report for Telscombe Town Council’s green spaces	SN	3 out of the 4 information boards have been added to Chatsworth Park. 4 th is yet to be installed due to location issue.	Mar 2023
28.11.22	Min 1621, p 3788 – To consider way forward with Chatsworth Park access survey results	BB SN CCL	Working group meeting due on 18/01/23 to discuss findings & draft action plan. An update will be given at this mtg. SN has contacted resident to advise TTC investigating pathways through the park. Mud was cleared from the pathway at the bottom of Pigs Hill by Chatsworth Park volunteers, but keeps being washed back.	Mar 2023 Complete Complete



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1643. Action List (Contd)

Date Meeting	Issue Detail	Action Owner	Update	Due Date
28.11.22	Min 1624, p 3788 – To consider further works to wet pour surfaces in Chatsworth Park South and Robert Kingan Playgrounds	BB	Agreed that works are not undertaken to either location and re-looked at in the New Year.	Mar 2023
28.11.22	*Min 1625, p 3788 – To consider removal of climbing apparatus in Chatsworth Park South Playground	BB	Countrywide Contractors quoted a cheaper price to remove the climbing apparatus and a Purchase Order has been issued.	Mar 2023
28.11.22	Min 1626, p 3789 – To consider replacement log on wooden trim trail at Chatsworth Park South Playground	BB	A Purchase Order has been sent to Playsafe to replace the stepping log.	Mar 2023
28.11.22	Min 1627, p 3789 – To consider price to paint ball wall in Chatsworth Park	SN	Checks to be made with TTC insurers if artist covered. <i>Insurance due for renewal so will have to wait until new insurance agreed before we can check.</i>	March 2023
28.11.22	Min 1628, p 3789 – To consider adding bat boxes in Chatsworth Park	BB	Cllr Clarkson and Amenities Officer are scheduled to meet in Chatsworth Park on 20/01/2023 to consider locations.	Mar 2023
28.11.22	Min 1629, p 3789 – To consider a new wildflower meadow in Chatsworth Park	CCL	Cllr Clarkson will arrange for the new wildflower meadow to be created at the February volunteer session.	Mar 2023
28.11.22	Min 1630, p 3789 – To note removal of Russian Vine to an area within Chatsworth Park	BB	Resident contacted to check if the area is still clear of the vine, but no response received.	Complete
28.11.22	Min 1632, p 3790 – To consider works to tree 86 in the Copse	BB	EH Treecare have now completed works in this location.	Complete
28.11.22	Min 1633, p 3790 – To discuss way forward with obtaining estimates for works in Chatsworth Park	BB BB	Access working group to decide way forward re steps next to north playground when they meet on 18/01/23. Update will be provided at this meeting. Estimate received for works bordering a property in Kirby Drive.	Mar 2023 See new agenda item



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1643. Action List (Contd)

Date Meeting	Issue Detail	Action Owner	Update	Due Date
28.11.22	Min 1634, p 3790 – To consider replacing battery and pads to defibrillator at Civic Centre	SN	SN to purchase new battery and adult pads. <i>Battery now working ok and pads to be purchased near expiry date.</i>	Complete
28.11.22	Min 1636, p 3791 – To consider adding an annual 3-hour duration test of the emergency lighting to the Securitel service schedule and agree works required following fire alarm service visit	SN	Securitel informed re annual 3-hour emergency lighting test. Westview Electrical Ltd have replaced the emergency lights and fire isolation key switch.	Complete

*Min 1606, p 3744 - The saplings were planted in the grass verge and not on the Copse boundary as agreed by Committee. The Town Clerk advised that they should have been planted where agreed by Committee and not in the grass verge as this is outside of the Copse boundary and not owned by the Town Council and recommended that the saplings should not remain where they are. Cllr Gallagher agreed that it should be put right. She suggested that as the hedging is currently the size of whips, they could be taken back in the spring and that the broken fence and current dead hedging be removed at the same time. Cllr Gallagher also stated that the Saltdean Community Charity have some grant money and may be able to pay for a professional gardener to undertake the work.

*Min 1625, p 3788 - It was noted that the damaged climbing frame at Chatsworth Park South Playground had now been removed by the contractor.

1644. TO NOTE INCOME & EXPENDITURE FIGURES TO 31ST DECEMBER 2022

The Town Clerk's report detailed any significant differences between budget and actual spend figures, along with the full income and expenditure list detailing the current budget lines for the Committee and Earmarked Reserves. The income and expenditure figures for Amenities of £19,938 expenditure and income of £4,672 and Civic Centre expenditure of £30,214 and income of £20,851 at 31st December 2022 were **noted** by the Committee.

1645. TO REVIEW/UPDATE THE BUSINESS PLAN

The Business Plan was **noted** and it was agreed no updates were necessary.

1646. TO NOTE AMENITIES COMPLAINTS SINCE LAST MEETING

The list of complaints was **noted** by the Committee. The Amenities Officer advised that complaint numbers 44, 45 and 46 have since been completed as the black material on complaint numbers 44 and 45 had been removed and all three complaints had also been raised at the access working group meeting for further discussion. It was therefore proposed by Cllr Page, seconded by Cllr Selby and unanimously **RECOMMENDED** that these three complaints are shown as completed.



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1647. UPDATE ON HIGH PRIORITY ITEMS LISTED ON THE ACCESS REPORT FOR TELSCOMBE TOWN COUNCIL'S GREEN SPACES

The Committee **noted** the updates on the 16 urgent items on the access report. A working group met recently and the Amenities Officer advised that it was agreed that priority be given for the improvement and maintenance of the path surfaces at the bottom of Pigs Hill leading into Park Avenue where mud washes over the pathway and to the north of the park, where membrane is starting to show. A copy of the notes from the working group meeting and further actions were emailed to Committee members prior to this meeting, including arranging a site visit with a contractor, so they can provide advice going forward.

1648. UPDATE ON WEEKLY PLAYGROUND INSPECTION REPORTS

The playground inspection report was **noted** by the Committee. Cllr Gallagher asked if it had been agreed for benches to be replaced and the Amenities Officer advised that repairs only had been carried out. It had been agreed at the previous Committee meeting to re-look at the damaged wet pour across the three playgrounds in the New Year. The Amenities Officer confirmed that of the 6 wet pour findings listed on the report, five were highlighted as low risk and the remaining item, located in the north playground, was reported as a medium risk. The Town Clerk had previously suggested that as the medium risk wet pour finding was minimal gapping next to the pathway, that it could be filled with tarmac instead of wet pour as had been done previously. The Amenities Officer had made enquiries with Sutcliffe Play concerning the fall height from the apparatus in this location, to see if it will affect the decision to fill the gapping with tarmac, and is awaiting their response. Following consideration, it was agreed for Committee members to undertake playground visits in the spring and it was proposed by Cllr Clarkson, seconded by Cllr Selby and unanimously **RECOMMENDED** that the wetpour issues be considered at the next meeting.

1649. UPDATE ON MANAGEMENT PLAN

The Amenities Officer's report relating to inspections on several pathways and routes through Chatsworth Park was considered by the Committee. Mud was visible on pathways located at zones 8, 18 and 20 on the management plan and there were several large pot holes present at the entrance to the car park. Cllr Clarkson thanked the Amenities Officer for attending the sites and advised that volunteers will continue to sweep mud from these three locations at their sessions.

The Committee discussed the continuous issue with potholes at the car park entrance and potential long term solutions, including obtaining grants for re-surfacing. Cllr Gallagher asked if a contractor could also visit the car park and provide advice on a proposed way forward, when undertaking a site visit to the bottom of Pigs Hill and pathways to the northern end of the park. It was therefore proposed by Cllr Gallagher, seconded by Cllr Selby and unanimously **RECOMMENDED** that the Amenities Officer obtains estimates for a more permanent solution for repairing/replacing the car park surface, and that in the short term, prices are also obtained to fill the pot holes with MOT at the entrance to the car park.

1650. TO RATIFY BULB PLANTING IN CHATSWORTH PARK ALREADY UNDERTAKEN BY DEVELOP OUTDOORS

The report from the Amenities Officer stated that Develop Outdoor students had planted bulbs in Chatsworth Park, as part of the park management. The bulbs were planted at the northern end of zone



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1650. To ratify bulb planting in Chatsworth Park already undertaken by Develop Outdoors (Contd)

bed 3, by the foot entrance from Chatsworth Park road. Following consideration, it was proposed by Cllr Page, seconded by Cllr Clarkson and unanimously **RECOMMENDED** to **RATIFY** the bulb planting and that the grounds maintenance contractor is advised to remove this area from their grass cutting schedule.

1651. TO CONSIDER INCREASING THE SIZE OF THE WILDLIFE POND IN CHATSWORTH PARK

The Committee considered Cllr Clarkson's request to increase the size of the wildlife pond in Chatsworth Park. It was agreed at May's committee meeting that it would be approximately 2m x 2.5m, mostly shallow with a small well in the middle with the largest depth being 60cm and the location was agreed at July's committee meeting. Cllr Clarkson advised that he had met with an ecologist who works with both the District and County Council and they suggested that the pond is doubled in size and is protected with a dead hedge with the location being ideal. The pond will be filled naturally with rainwater and the dead hedge will be approximately 0.5 metres high to stop dogs and people easily accessing it. The dead hedge will be woven and can be undertaken by Develop Outdoors students. Funding has been obtained from the House Project and Telscombe Residents Association (TRA) and a landscape gardener has volunteered their services and a digger to assist in this project, which will be carried out in March. Following consideration, it was proposed by Cllr Page, seconded by Cllr Gallagher and unanimously **RECOMMENDED** that the pond be doubled in size to approximately 4m x 5m, protected with a dead hedge and work be undertaken in March, with use of the landscape gardener's digger.

1652. TO CONSIDER ESTIMATE FROM COUNTRYMANS FOR WORKS BORDERING A PROPERTY IN CHATSWORTH PARK

The report from the Amenities Officer was considered by the Committee. Cllr Selby and the Amenities Officer met with Countrymans Contractors Ltd on site to discuss a way forward with potential works to re-grade and reduce a bank in Chatsworth Park, bordering a property in Kirby Drive. Countrymans noted there were several self-seeded trees next to the border that would need removing for them to be able to re-grade the bottom bank.

Countrymans provided an estimate of £2,530 plus VAT to fell 2 Sycamore trees, grade out the bottom bank by 1.5-2 metres level with the bottom of the fence line, woodchip to be spread along the bank and deadwood to be cut into manageable lengths and stacked on the verge. Countrymans confirmed a third Sycamore tree may also require removal if its roots affect the re-grading of the bank and this will be at an additional cost of £380 plus VAT. Following consideration, it was proposed by Cllr Gallagher, seconded by Cllr Selby and unanimously **RECOMMENDED** that Countryman's quotation of £2,530 plus VAT be accepted and if the third Sycamore tree also needs to be removed, that this be undertaken at an additional cost of £380 plus VAT.

1653. FUTURE EVENTS UPDATE/AGREEMENT

The Committee noted that the Town Council should not hold any events from mid-March 2023 until Town Council elections are held on 4th May 2023, due to the pre-election period. It was also noted that the Telscombe Residents Association (TRA) would like to hold a joint race night with the Town

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1653. Future Events Update/Agreement Contd)

Council on Saturday 18th November 2023. It was proposed by Cllr Gallagher, seconded by Cllr Selby and unanimously **RECOMMENDED** that the TRA are contacted to ask for more information on how the event will be run and what support they would like from the Town Council, and a decision be made following their response.

1654. URGENT MATTERS AT THE DISCRETION OF THE CHAIRMAN FOR NOTING

Cllr Gallagher reported that wood is being collected in Chatsworth Park by residents for their own use and she has added an article in the next Town Crier regarding the hazards of burning unseasoned wood and to ask that it is left for the important habitat in the park.

There being no further business the meeting closed at 8.40pm.

Signed, CHAIRMAN

NB Next meeting of the Committee - Monday 20th March 2023 at 7.30 pm

Agenda Item 5 - To note action list & agree any further actions required

Amenities & Civic Centre Action List for 20th March 2023

Date of Meeting	Issue Detail	Action Owner	Update	Due Date
27.1.20	Min 1251, p 3129 – To consider disposal of pool table	SN	Second-hand value to be ascertained and table then advertised for sale. <i>Agreed at Sept ACC to advertise pool table for sale at price Town Clerk felt reasonable. Sale price yet to be ascertained.</i>	May 2023
21.03.22	Min 1523, p 3638 – Update on tree survey actions and to agree way forward with tree works	BB	EH Treecare have undertaken works to all trees.	Complete
21.03.22	Min 1524, p 3639 – Urgent Matters, bee homes	CCL	Meridian School have created the bundles and they have been placed in the park.	Complete
30.05.22	Min 1542, p 3679 – To consider estimates for tree works in Chatsworth Park	BB	EH Treecare have undertaken works to all trees.	Complete
30.05.22	Min 1559, p 3682 – Urgent Matters – funds for grounds maintenance works	SN	SN to write a report on recommendation for virement of funds in March if required. <i>As at February, the nominal codes have not gone over budget and no virements are therefore required.</i>	Complete
25.07.22	Min 1565, p 3714 – Update on Develop Outdoors request to build a permanent shelter in Chatsworth Park	BB	Develop Outdoors are finalising works to the shelter & fence.	Complete
25.07.22	Min 1572, p 3715 – To discuss findings from the preliminary bat roost assessment in Chatsworth Park	BB	Tree surgeon undertook height and climbing assessment & no evidence of bats was seen. Works were therefore undertaken to the five trees.	Complete
25.07.22	Min 1574, p 3716 – To consider two wildflower meadow locations in Chatsworth Park	CCL	The wildflower meadow by the old carpark will be completed in autumn. A large amount of bramble cut back will also need to be undertaken.	Sep 2023
25.07.22	Min 1577, p 3717 – To consider accepting oak tree saplings	BB	The one surviving sapling was not planted in the park and will be planted in autumn 2023.	Sep 2023
26.09.22	Min 1599, p 3743 – Update on Management	BB	Specification Document with Town Clerk for approval to clear	May 2023

Agenda Item 5 - To note action list & agree any further actions required

Amenities & Civic Centre Action List for 20th March 2023

	Plan and agree works required		the vegetation bordering 2 properties by 2m. Residents written to but no reply to date.	
26.09.22	Min 1600, p 3743 – To consider planting at bottom of 'Pigs Hill' in Chatsworth Park	BB	Specification document with Town Clerk for approval to cut back the vegetation to the tree line, rotavate and grass seed the area, a walkway to be added with bark chippings held in place with logs, shrubs to be planted and bench installed.	May 2023
28.11.22	Min 1616, p 3786 – To consider using the Civic Centre as a warm space/hub	CR	Room 1 at Civic Centre is currently being used as a warm space every Thurs afternoon. Scheme to be reviewed at tonight's meeting.	See new agenda item
28.11.22	Min 1620, p 3787 – Update on high priority items listed on the access report for Telscombe Town Council's green spaces	SN	3 out of the 4 information boards have been added to Chatsworth Park. 4 th is yet to be installed due to location issue.	May 2023
28.11.22	Min 1621, p 3788 – To consider way forward with Chatsworth Park access survey results	BB	6 contractors have been contacted to see if they can attend site visit but no responses received to date.	See new agenda item
28.11.22	Min 1624, p 3788 – To consider further works to wet pour surfaces in Chatsworth Park South and Robert Kingan Playgrounds	BB	A way forward with wet pour works to be considered at this meeting.	See new agenda item
28.11.22	Min 1626, p 3789 – To consider replacement log on wooden trim trail at Chatsworth Park South Playground	BB	Playsafe Playgrounds have replaced the stepping log.	Complete
28.11.22	Min 1627, p 3789 – To consider price to paint ball wall in Chatsworth Park	SN/BB	Agreed to proceed & TTC insurers have agreed that artist will be covered. Risk Assessment drafted and works to be undertaken when weather improves.	July 2023
28.11.22	Min 1628, p 3789 – To consider adding bat boxes in Chatsworth Park	BB	8 bat boxes have been added to trees in the park.	Complete
28.11.22	Min 1629, p 3789 – To consider a new	CCL	Weed control fabric was pegged to the ground in February before	Complete

Agenda Item 5 - To note action list & agree any further actions required

Amenities & Civic Centre Action List for 20th March 2023

	wildflower meadow in Chatsworth Park		the ground is turned over & seeded.	
28.11.22	Min 1633, p 3790 – To discuss way forward with obtaining estimates for works in Chatsworth Park	BB	6 contractors have been contacted to seek their advice and attend site visit but no responses received to date.	May 2023
23.01.23	Min 1648, p 3817 – Update on weekly playground inspection reports	BB	A way forward with wet pour works to be considered at this meeting.	See new agenda item
23.01.23	Min 1649, p 3817 – Update on management plan	BB	6 contractors have been contacted to seek their advice and attend a site visit for a more permanent solution for repairing /replacing the car park surface, but no responses received to date. Prices are being obtained to fill the pot holes with MOT at the entrance of the car park in the short term.	May 2023
23.01.23	Min 1650, p 3818 – To ratify bulb planting in Chatsworth Park already undertaken by Develop Outdoors	BB	Countrymans have been advised to remove this area from their grass cutting schedule.	Complete
23.01.23	Min 1651, p 3818 – To consider increasing the size of the wildlife pond in Chatsworth Park	CCL	It was agreed that the pond be doubled in size, protected with a dead hedge and work to be undertaken in March with use of the landscape gardeners digger.	Mar 2023
23.01.23	Min 1652, p 3818 – To consider estimate from Countrymans for works bordering a property in Chatsworth Park	BB	Purchase Order for works has been issued to Countrymans, who plan to carry out the works on 17 th and 20 th March, weather permitting.	Mar 2023
23.01.23	Min 1653, p 3819 – Future Events update/agreement	BB	TRA have been contacted to ask for more details on race night & what support they would like from TTC.	See new agenda item

AGENDA ITEM	6
REPORT TO	Amenities & Civic Centre
REPORT FROM	Stella Newman, Town Clerk & RFO
MEETING DATE	20 th March 2023
SUBJECT	To note Income & Expenditure to 28 th February 2023

1. INTRODUCTION

Detailed income and expenditure sheets printed from our accounts package are attached for both the Amenities and Civic Centre Committees and also the Earmarked Reserves.

2. INFORMATION

The actual year to date figures at 28th February 2023 are:-

Amenities - Income of £5,237 and expenditure of £23,422.

Civic Centre – Income of £23,184 and expenditure of £35,276.

Explanations for major variations are as follows:-

Amenities Committee

1054-105 Income entertainment – The actual year to date figure of £955 comprises £790 from the summer fayre either through stalls or advertising from contractors and £117 from the inflatable bounce attraction and the balance of £165 from the Halloween event.

4363-105 Town entertainments – The majority of the expenditure relates to items for the summer fayre, but £376.77 is for the Civic Centre annual umbrella licence and annual premises licence. Although this budget line is showing as overspent by £232, it is offset by the income in 1054-105 from the summer fayre.

4098-201 Play equipment replacement – we have committed to put £14,000 into an Earmarked Reserve at year end to build up for major playground overhauls.

4101-201 Grounds maintenance – this is showing an available balance of £6,254, but contractors have now completed tree works in Chatsworth Park and their invoice has just been received. It is £8,340 net of VAT, and so the entire balance will be used to cover this, as well as some of our grounds maintenance earmarked reserve, 9035-910.

4108-201 Miscellaneous expenditure - £2,506 is for the information boards for Chatsworth Park, but it is offset by the funds received from the TRA under 1065-202. We are yet to receive the CIL grant from LDC for the information boards as their legal team have asked more questions about the project before releasing the funds (which have been answered), despite having agreed to our grant application.

1065-202 Income miscellaneous – the majority of the income is the licence fee paid for the café concession from April to February and the remainder is part of the donation from the TRA towards the information boards of £662. (The rest of the donation from the TRA is allocated to P&R for the Tye boards)

4360-202 Café concession - £2,500 is for the agreed feasibility study report.

Civic Centre Committee

1004-301 – income of £250 is the insurance claim settlement for the Civic Centre storm damaged roof (net of the £250 excess) and £377 is the old lift service contract refund.

4401-301 – General repairs – this has gone slightly over budget and in a report being taken to this meeting, I have recommended a virement of funds from 4411 Rates of £200 to cover this as there is spare capacity.

4403-301 Equipment maintenance – this covers maintenance contracts/work for the fire alarm, intruder alarm, fire extinguishers, lift, boilers & CCTV.

4404-301 External/internal decorating - £1,000 is payment for the downstairs front window painting. The remainder of the invoice being £860 was taken from the 9012-910 earmarked reserve.

4411-301 Rates – one more payment of £1,206 is due out in March and it will therefore be slightly under budget.

4412-301 Water and sewage – the water bill is paid in 2 parts which have both been made and is therefore £227 under budget.

4060-101 Loan Accounts – payments for the loan for the Civic Centre are made twice a year in May and November and as both payments have been made this nominal code is therefore £566 under budget.

Earmarked Reserves

9011-910 Park/playground refurbishment – the expenditure covers replacement parts including springs for all the trampolines, 3 new springies, 2 new swing seats, wetpour surface repairs and felt surface repairs.

9014-910 Telscombe Tye - £6,000 is for cutting of the Tye.

9027-910 Burial fees – £1,500 was the agreed instalment for the 2022/23 financial year to settle outstanding fees owed. We will transfer £850 into the ER at year end to cover the final instalment of £1,620 in the agreed repayment plan. We also incurred fees of £392 up until the end of the contract with them in December 2021, which will be paid in the 2024/25 financial year.

9035-910 Grounds maintenance – the expenditure is for the bat roost assessment/report & badger report which had not been budgeted for.

9037-910 CIL monies – The starting year balance of £10,059 was after deduction for payment for a new bus shelter at the northern end of Bannings Vale. LDC had agreed a CIL contribution towards this of £7,389.10 and payment was received in June & transferred to the

ER. Payments have been made for 2 pieces of new equipment in Robert Kingan playground and 2 pedestrian barriers outside Chatsworth South playground. We have now received 2 CIL payments from LDC which will be transferred into the ER at year end.

9040-910 Community Café – Payments from the ER are for the monthly portaloo hire. Wander Coffee are invoiced £40 a week to cover this and payments received (shown under nominal code 1065-202) will be transferred back into this ER at year end.

3. RECOMMENDATION

It is recommended to note the figures.

4. FINANCIAL IMPLICATIONS

Some nominal codes have gone over budget, but virements have been recommended for consideration at the March full Council meeting.

Detailed Income & Expenditure by Budget Heading 28/02/2023

Month No: 11

Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent
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Amenities**105 Town Events**

1054	Income entertainment	0	955	100	(855)		954.5%
	Town Events :- Income	0	955	100	(855)		954.5%
4363	Town Entertainment / Events	0	1,232	1,000	(232)	(232)	123.2%
4365	Entertainment consumables	0	56	100	44	44	55.9%
	Town Events :- Indirect Expenditure	0	1,288	1,100	(188)	0	(188) 117.1%

201 Parks, Open Spaces/Playgrounds

4098	Playground equipment Replacement	0	0	14,000	14,000	14,000	0	100.0%
4100	Playgrounds Spare Parts/Repair	0	1,746	2,000	254		254	87.3%
4101	Grounds Maintenance	178	3,746	10,000	6,254		6,254	37.5%
4104	Works contract 1, playgrounds	465	5,343	7,850	2,507		2,507	68.1%
4105	Works contract 2 -trees/hedges	0	2,095	2,600	505		505	80.6%
4106	Works contract 3 - small grd.	0	865	1,800	935		935	48.1%
4107	Playground inspections	390	2,572	2,700	128		128	95.3%
4108	Miscellaneous expenditure	0	2,506	0	(2,506)		(2,506)	0.0%
	Parks, Open Spaces/Playgrounds :- Indirect Expenditure	1,034	18,874	40,950	22,076	14,000	8,076	80.3%

202 Amenities General

1062	Income memorial benches	0	1,150	1,150	0			100.0%
1063	Income memory garden plaques	80	510	300	(210)			170.0%
1065	Income miscellaneous	160	2,622	0	(2,622)			0.0%
	Amenities General :- Income	240	4,282	1,450	(2,832)			295.3%
4351	Seats and Notice Boards	120	120	1,500	1,380		1,380	8.0%
4357	Memorial benches	0	576	1,150	574		574	50.1%
4358	Memory garden plaques	0	65	300	235		235	21.6%
4360	Cafe concession	1,250	2,500	3,500	1,000		1,000	71.4%
	Amenities General :- Indirect Expenditure	1,370	3,261	6,450	3,189	0	3,189	50.6%

Net Income over Expenditure

		(1,130)	1,021	(5,000)	(6,021)			
	Amenities :- Income	240	5,237	1,550	(3,687)			337.8%
	Expenditure	2,404	23,422	48,500	25,078	14,000	11,078	77.2%

Detailed Income & Expenditure by Budget Heading 28/02/2023

Month No: 11

Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent
<u>Civic Centre</u>							
<u>301 Civic Building</u>							
1000 Income Civic Centre -room hire	1,325	12,219	10,000	(2,219)			122.2%
1002 Income - C Centre FIT payments	0	5,379	4,800	(579)			112.1%
1003 Income - C Centre mast rental	0	4,959	6,615	1,656			75.0%
1004 Income miscellaneous	0	627	0	(627)			0.0%
Civic Building :- Income	1,325	23,184	21,415	(1,769)			108.3%
4401 General Repairs	378	2,167	2,000	(167)		(167)	108.4%
4402 Consumable Supplies	0	594	900	306		306	66.1%
4403 Equipment Maintenance	0	1,914	2,000	86		86	95.7%
4404 External/Internal Decorating	0	1,000	1,000	0		0	100.0%
4406 Refuse collection	25	1,010	1,100	90		90	91.9%
4407 Equipment	0	1,136	1,250	114		114	90.9%
4411 Rates	1,206	13,265	15,000	1,735		1,735	88.4%
4412 Water and Sewage	0	1,673	1,900	227		227	88.1%
4413 Electricity	0	1,091	2,550	1,459		1,459	42.8%
4414 Gas	647	2,131	3,250	1,119		1,119	65.6%
4419 Internal/external works	0	360	2,000	1,640		1,640	18.0%
Civic Building :- Indirect Expenditure	2,256	26,343	32,950	6,607	0	6,607	79.9%
<u>302 Civic Building Loan</u>							
4060 Loan Accounts	0	8,934	9,500	566		566	94.0%
Civic Building Loan :- Indirect Expenditure	0	8,934	9,500	566	0	566	94.0%
Civic Centre :- Income	1,325	23,184	21,415	(1,769)			108.3%
Expenditure	2,256	35,276	42,450	7,174	0	7,174	83.1%

Detailed Income & Expenditure by Budget Heading 28/02/2023

Month No: 11

Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent
<u>Earmarked Reserves</u>							
910 Earmarked Reserves							
9011 Park/Playground refurbishment	(334)	17,783	103,182	85,399		85,399	17.2%
9012 Civic Centre Maintenance	0	8,764	13,275	4,511		4,511	66.0%
9013 Information Technology	0	0	1,000	1,000		1,000	0.0%
9014 Telscombe Tye	180	6,180	57,850	51,670		51,670	10.7%
9018 Tye Signage Expenditure	0	176	1,743	1,567		1,567	10.1%
9020 Youth Projects Expenditure	0	0	3,018	3,018		3,018	0.0%
9021 Election Expenses	0	0	10,169	10,169		10,169	0.0%
9023 Street Lighting Expenditure	0	350	19,428	19,078		19,078	1.8%
9026 Councillor training	0	200	3,500	3,300		3,300	5.7%
9027 Burial fees	0	1,500	2,350	850		850	63.8%
9028 Bus shelters	0	687	6,763	6,076		6,076	10.2%
9029 Street furniture	0	0	3,000	3,000		3,000	0.0%
9030 CCTV	0	0	2,110	2,110		2,110	0.0%
9032 Website	0	0	1,420	1,420		1,420	0.0%
9033 Telephones	0	0	5,000	5,000		5,000	0.0%
9035 Grounds maintenance	0	4,416	9,396	4,980		4,980	47.0%
9036 Coastal Management	0	0	30,000	30,000		30,000	0.0%
9037 CIL monies	0	5,010	10,059	5,049		5,049	49.8%
9038 Neighbourhood Plan	0	110	2,161	2,051		2,051	5.1%
9039 Clifftop fencing	0	0	711	711		711	0.0%
9040 Community cafe	177	1,926	2,567	641		641	75.0%
9041 Tye management	0	213	3,413	3,200		3,200	6.2%
9043 Bridleway 8 gate key deposits	0	100	300	200		200	33.3%
9044 Wave Leisure	0	0	1,500	1,500		1,500	0.0%
Earmarked Reserves :- Indirect Expenditure	23	47,414	293,915	246,501	0	246,501	16.1%
Net Expenditure	(23)	(47,414)	(293,915)	(246,501)			
Earmarked Reserves :- Income	0	0	0	0			0.0%
Expenditure	23	47,414	293,915	246,501	0	246,501	16.1%
Grand Totals:- Income	2,461	316,266	296,595	(19,671)			106.6%
Expenditure	26,253	290,453	591,782	301,329	18,350	282,979	52.2%

AGENDA ITEM	7
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Stella Newman, Town Clerk & RFO
MEETING DATE	20 th March 2023
SUBJECT	To review/update the Business Plan

1. INTRODUCTION

A Business Plan update is provided on all Council and Committee agendas so that we can ensure we are working towards the agreed activities.

2. INFORMATION

A strategic review of the Business Plan was undertaken last year and the revised version approved by full Council on 20.7.22.

It was subsequently agreed that general comments within the ACC section will continue to be amended at Committee level. Some amendments have been agreed and the updated version 2.7 is attached.

3. RECOMMENDATION

That the Committee review and update any comments in the Business Plan as required.

4. ENVIRONMENTAL IMPACT

The Business Plan includes a climate emergency response.

5. FINANCIAL IMPLICATIONS

There will be financial implications we will need to consider for progressing elements of the plan.

Business Plan v 2.7

PART 2 of the business plan sets out a programme of work to be carried out between the dates shown including intervals of review and projected delivery dates adopted at Full Council TBA (soon). PART 1 working group Notes

SECTION I - AMENITIES & CIVIC CENTRE COMMITTEE						
Project	Objective	Activity	Responsible Person	Key Review Dates	Committee	Project Delivery Date
1	To survey the trees in Chatsworth Park and the Copse.	Arrange annual tree survey and report to be taken to A/CC committee meeting. Arboriculturist undertook survey & report dated January 2022. Bat roost survey carried out – 10 trees identified as having bat roost potential.	AO, TC	Yearly	ACC	Ongoing
2	Tree works to continue as required by the survey reports in Chatsworth Park and the Copse.	Once report on trees received, take to ACC Committee to agree works to be undertaken. 2022 – works agreed.	AO, TC	Yearly	ACC	Ongoing
3	Establish a maintenance and regular inspections for play equipment in the playgrounds in Chatsworth	Weekly playground inspections undertaken by LDC. AO/ACC to monitor the inspection reports and authorise repair and maintenance work as needed. Litter picking of park and playgrounds included in new 3	AO, TC & ACC & volunteers	6 monthly	ACC	Ongoing

2020 - 2021

2021 - 2022

2022 - 2023

V2.7 25/01/23

Business Plan v 2.7

	<p>Park & Robert Kingan & keep areas clean and tidy</p>		<p>year maintenance contracts which commenced on 1.4.21 Monthly volunteer litter picks organised in addition to contractors.</p>				
<p>4</p>	<p>New Council Contracts – Contract specification to pay the living wage to employees</p>	<p>Early appraisal of grounds maintenance contract renewal due in early 2023 for renewal in April 2024. Examine potential to combine all existing contracts.</p>	<p>Contracts for 3 years commenced 1.4.21. BUDGET IMPLICATIONS</p>	<p>TC & AO</p>	<p>3 yearly</p>	<p>ACC & FC</p>	
<p>5</p>	<p>New Café in Chatsworth Park Project</p>	<p>Examine the feasibility of building a new café in Chatsworth Park</p>	<p>Working group set up. Agreed at committee to trial a café concession to test market. Concession started April 2021 and agreed at ACC in Sept '21 to extend to March '22. Agreed at ACC in March '22 to further extend to Sept '22 & agreed at ACC in July '22 to extend to March '23. Covenants for Park examined by LDC lawyer & report received.</p>	<p>AO & TC</p>	<p>Ongoing</p>	<p>ACC</p>	<p>May 2023</p>

Business Plan v 2.7

			<p>Additional Cllrs & staff joined working group to take project forward.</p> <p>Agreed at full Council in Nov '21 to get feasibility study. Quotes received & agreed to get study undertaken.</p> <p>BUDGET</p> <p>IMPLICATIONS</p>			
6	<p>Declare Climate Change Emergency - Activity for ACC and FC</p>	<p>Declare Climate Emergency and aim for TTC to become carbon neutral by 2030.</p>	<p>Deliver a number of initiatives through the committee system.</p> <p>Proposed Tree Planting scheme with residents unable to proceed due to underground services & same applies to planting of bushes as an alternative. Aim to replace any tree cut down as part of Chatsworth Park maintenance. Council will aim to not monoculture greenspaces and invest in diverse species.</p> <p>Advertise the solar panels savings in CO2 and clean energy generation in quarterly newsletter.</p> <p>Explore the opportunities to provide EV charging point(s) at Civic Centre.</p> <p>Civic Centre now a Water Refill point.</p> <p>BUDGET IMPLICATIONS</p>	<p>TC & AO</p> <p>CR</p>	<p>ACC & FC</p> <p>ACC</p>	<p>Complete</p> <p>Ongoing</p> <p>Complete</p> <p>2023</p>

Business Plan v 2.7

			Single Use Plastics Policy adopted at Council meeting on 16.9.20. Joint working party set up with PeacehavenTC, as well as TTC's own separate committee which is Climate Change & Biodiversity Working Group.		Complete		
7	Emerging Cycle Schemes (including through Chatsworth Park)	In conjunction with the NP working group explore this possibility to encourage the use of cycles safely	Local residents consulted and not keen on cycle routes in park. Need to revisit & TTC to welcome discussion with residents on cycle routes across TC & PH as per emerging NDP. BUDGET IMPLICATIONS	AO	Ongoing Yearly	ACC ACC	2023 n/a
8	Chatsworth Park and The Copse Management Plan	To provide clear guidelines for park management.	Draft Management Plan and Boundary Policy agreed at ACC in Sept '21 & adopted at full Council in Nov'21. Take Ecological Report into consideration when decision making.	CCLK		ACC/FC	Ongoing
9	Youth Services	Look at expanding opportunities to provide youth services support in the Towns	Report to Committee members to inform the discussion on exploring new opportunities to work with The Joff (Peacehaven) Youth Centre. Joint project agreed with PeacehavenTC & ESCC, put on	TC & CR		ACC	May 2022

2020 - 2021

2021 - 2022

2022 - 2023

V2.7 25/01/23

Business Plan v 2.7

10	Look at ways of increasing income at Civic Centre	Working group to explore options with TC to increase Council hire income	hold due to Covid-19. No revised details received from ESCC. BUDGET IMPLICATIONS To explore additional markets & consider alternatives for hard to rent rooms such as room 6. Town Clerk & Committee Chair & Vice Chair to meet in new financial year to consider possible options. BUDGET IMPLICATIONS	TC, CCLK, AS	6 monthly	ACC	July 2023
11	Civic Centre Sustainability	Explore ways of cost reduction	Look at energy supplies, boilers, solar panels and battery options. Energy supplies renewed for x2 years from July 2022. Ovesco carried out inspection Sept '22 & advised retain current boilers and solar panels.	ACC/TC	Complete	ACC	
12	Telephone network upgrade	Digitise network.	To explore and agree digitising telephone network before the 2025 switch off of analogue and ISDN.	TC, CCLK	Feb 2024	ACC	May 2024

This is a dynamic plan and by this it is meant that new work can be added and existing work or that completed or found not to be viable or necessary can be removed.

Abbreviations

- TC – Town Clerk
- AO – Amenities Officer
- P&R – Policy Resources
- ACC – Amenities/Civic Centre
- P&H – Planning and Highways
- CCLK – Cllr Clarkson
- DJ – Cllr Judd
- CR – Cllr Robinson
- AS – Cllr Selby
- FC - Full Council
- NDP - Neighbourhood Plan
- TTC - Telscombe Town Council
- PHTC - Peacehaven Town Council
- LDC - Lewes District Council

AGENDA ITEM	8
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To note amenities complaints since last meeting

1. INTRODUCTION

A report on complaints associated with this Committee is placed on every Amenities & Civic Centre agenda.

2. INFORMATION

Details with regards to the complaint, action taken and current status are listed on the attached spreadsheet. There are 7 new complaints raised since our last Committee meeting.

3. RECOMMENDATION

I recommend that the Committee note the complaints received.

4. ENVIRONMENTAL IMPACT

The environmental impact will be considered when carrying out any works in response to a complaint.

5. FINANCIAL IMPLICATIONS

N/A

Complaint No	Date received	Taken to A&CC	Area	Category	Nature of complaint	Most recent action taken	Current status
6	17.12.2021	24.01.2022	Chatsworth Park	Trees	Resident had previously complained about trees bordering her property not being cut but could see works actioned to border of Kirby Drive. Unhappy hers were not being carried out as well.	Works have been carried out in this location.	Completed
35	08.10.2022	28.11.2022	Robert Kingan Playground	Trees	Trees bordering the park have grown and touching the Openreach cables, damaging their drop wire.	Price obtained from contractor. Further consideration to be given following confirmation from BT Openreach.	Ongoing
47	19.01.2023	20.03.2023	Chatsworth Park	Fly tipping	Mattress fly tipped in Chatsworth Park	Arranged for fly tipping contractor to remove from park.	Completed
48	23.01.2023	20.03.2023	Robert Kingan Playground	Fly tipping	Christmas tree fly tipped in playground.	Removed by caretaker.	Completed
49	15.02.2023	20.03.2023	Chatsworth Park	Antisocial behaviour	Resident advised there are a group of people on motorbikes in Chatsworth Park.	Resident advised to report to the Police.	Completed
50	15.02.2023	20.03.2023	Chatsworth Park South Playground	Litter	Smashed glass next to roundabout in playground.	Removed by caretaker.	Completed
51	20.02.2023	20.03.2023	Chatsworth Park	Trees	Tree branches from park are touching his roof.	Price to cut back obtained and to be considered at this meeting under separate agenda item.	Ongoing
52	23.02.2023	20.03.2023	Chatsworth Park	Trees	Resident advised she has spoken with tree surgeons, who have agreed the trees bordering her property are shading her garden and house. They suggested further limbs are removed.	Emailled contractor asking him to advise and chased.	Ongoing
53	08.03.2023	20.03.2023	Robert Kingan Playground	Graffiti	Graffiti damage to ball wall, wet pour next to roundabout and see saw.	To be cleared imminently.	Ongoing

AGENDA ITEM	9
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To consider works to trees in Chatsworth Park that are encroaching a resident's property

1. INTRODUCTION

We have recently been contacted by a resident whose property borders Chatsworth Park regarding tree branches touching his roof and gutters. EH Treecare were carrying out works to other trees in the area and the resident asked if whilst they were there, they could cut the branches back. I visited the site and there are 6 trees bordering the property (pictures below). All had pink paint on them but there were no recommendations listed in the last tree report.



2. INFORMATION

I contacted Aspen Treecare who undertook the tree survey to ask if there were any recommendations and they advised that this group of trees should be cut back or coppiced.

I contacted EH Treecare for a price to either cut back or fully remove the 6 trees. They advised it would cost **£240 + VAT** to undertake either option.

The trees in this location have not previously been cut back but are smaller and self-seeded and were not part of the landscape of the park or plans. Another resident who lives in the property opposite has reported issues with encroachment several times in recent years.

3. RECOMMENDATION

I recommend that the 6 trees bordering this property are removed by EH Treecare at a cost of £240 + VAT.

4. ENVIRONMENTAL IMPACT

Continuously cutting back the trees in this location will encourage them to grow higher and create further issues in the long term. This Committee have previously agreed to plant a tree in place of every one felled, where possible.

5. FINANCIAL IMPLICATIONS

We do not currently have any budget left in grounds maintenance budget or earmarked reserve. A recommendation has been taken to the March full Council meeting that an earmarked reserve be set of £5,000 and the budget for 2023/24 is £12,000.

AGENDA ITEM	10
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	Update on high priority items listed on the Access Report for Telscombe Town Council's green spaces

1. INTRODUCTION

As previously agreed, the Council Officers are currently investigating the 22 high priority recommendations on the Access Report.

2. INFORMATION

The attached spreadsheet provides an update on the 16 urgent items for consideration by this Committee. Any recommendations that come under Telscombe Tye will be taken to the Policy & Resources Committee.

Of the 16 items, 9 have been completed, 6 are ongoing and 1 is on hold until May 2023.

Items 4.1 and 4.2 recommends we carry out a rolling programme of improvement and maintenance of path surfaces around Chatsworth Park. A working group consisting of myself, Cllr Gallagher and Cllr O'Connor met in January to discuss the findings of the recent resident survey and it was agreed that I would contact a contractor to seek their advice and walk round the park. I have emailed 6 companies to request them to meet with me (Milhams, Hobart Paving, Sussex Driveways, Aspect Road Markings Ltd, Daco Groundwork Ltd and CCM Services Ltd), but have not had any responses back. I will contact other companies for their advice on a way forward and bring any updates to future meetings.

3. RECOMMENDATION

I recommend the Committee note the information on the attached spreadsheet.

4. ENVIRONMENTAL IMPACT

The Town Council's green spaces need to be accessible for everyone.

5. FINANCIAL IMPLICATIONS

There will be financial implications to progress items in the report.

No. & Element	Current Situation	Recommendation	Update	Status
1.1 Online – website accessibility & usability	<p>There is no information about the accessibility of the website on the Town Council website. Assessing the accessibility and usability of a website is a specialist area. It is important to ensure the website is as user-friendly as possible to a wide audience.</p>	<p>The accessibility and usability of the website to be reviewed by specialists and the recommendations acted on. The website should aim to meet Level AA of the W3C Web Accessibility Guidelines. The review process should include usability testing with an experienced group of users, particularly those who use screen readers or Easy Read text.</p>	<p>The Town Council website has been updated to make it accessible for all users. An accessibility statement has been added under our Policies section.</p>	Completed
1.2 Online – information about access	<p>There is no information about the accessibility of each of the sites on their respective pages. In research carried out by the Sensory Trust 42% of respondents said the main reason for not visiting their local park was lack of information.</p>	<p>Some information about the accessibility of each of the sites, in the form of a Visitor Guide, to be included on the webpages with photos and an illustrative map would be particularly helpful to disabled people who may be thinking of visiting. Include images of a diverse population to show that everyone is welcome. Information to include: • Parking and transport information • Location and access information about WCs, refreshment facilities. And other facilities</p> <ul style="list-style-type: none"> • Range of activities available • Opening times or any restrictions (such as at Telscombe Tye where they may be cattle grazing) • Information on guided tours or events <p>Map to include elements such as accessible parking opportunities, location of bus stops, location of level access and step-free routes (where they exist), information about path surfaces, widths and steepness (if steep), and provision of resting places and nearest toilets.</p>	<p>The Admin Assistant has completed this piece of work - details found on TTC website</p>	Completed

No. & Element	Current Situation	Recommendation	Update	Status
2.1 Parking & public transport	Information about parking and public transport opportunities is very important for many disabled visitors.	Ensure that information about parking near the Park (i.e. street parking near the more accessible routes) and the location of any bus stops is made available in the Visitor Guide online.	As per 1.2	Completed
2.2 Arrival	There are several key points of entry around the park. An information board at these entries would help orientate people and inform their decision about where to go in the park. This should include a park map with the accessible features on it (as described in 1.2 above). At the moment there is one noticeboard at an entrance off Ambleside Avenue but this is information about TTC meetings etc.	Provide a map at the main entrances (near bus stops and in the car park and at other key entrances) to the park which shows the key features of the park such as steps, location of resting places, toilets and other facilities (where applicable), steepness of slopes, surface of paths, distances etc.	3 of the 4 information boards have been installed.	Ongoing
3.2 North Playground entrance from Kirby Drive	This entrance is opposite a well populated housing estate but there is no controlled crossing for residents crossing the road to the park.	Work with highways to explore the option of installing a controlled crossing from the housing side of Kirby Drive to the park side. This then will need to connect up with a route into the park (preferably as step-free one).	Agreed at A&CC 21/03/2022 to re-look in the future, but currently do not have funds to consider at this stage.	On hold until May 2023
3.9 North Playground top entrance	The slope down from this entrance is steep which is a barrier for a step-free approach.	See 3.1. It is recommended that the mainstep-free route is changed as in 3.1.	Unsuccessful in obtaining prices from contractors on way forward to date.	Ongoing
3.12 Car Park entrance via Park Avenue	There is a small car park for the Park at the entrance off Park Avenue on the south west side of the Park. The surface of the car park is very uneven.	Carry out remedial work to the car park to create a firm and even surface. This surface also to be regularly maintained throughout the year.	This work was completed following the site visit for the Access Report but prior to receiving the report	Completed

No. & Element	Current Situation	Recommendation	Update	Status
3.13 Car Park entrance via Park Avenue	There are no designated accessible bays here. This may mean that Blue Badge holders are excluded from parking here on occasions.	Once the surface is level and even, mark out accessible parking bays as per guidance. The number of accessible bays should be min. 6% of the total number of spaces. Allocated bays to be as close as possible to pedestrian route(s) which have a firm and even surface.	Disabled parking sign now fixed to a post. White lines unable to be painted due to surface.	Completed
4.1 Path surfaces	Many of the path surfaces around the Park are uneven or cracked in places, which can be a significant barrier to access for some people.	Carry out a rolling programme of improvement and maintenance of path surfaces around the Park starting with the most frequented routes such as the route across from Park Avenue to Ambleside Avenue. Path surfaces to be firm and even and well drained. They should be flush with any adjoining paths (for example the path alongside Ambleside Avenue).	Residents have been consulted on where they feel the need is most and contractors being contacted for way forward. No responses received to date.	Ongoing
4.2 Path widths	Most of the surfaced paths are approximately 1200 – 1500 mm wide, some slightly more or less. The resurfacing of paths provides an opportunity to widen them, where feasible.	Aim for a path width of 1800 mm on key routes, preferably 2000 mm. This allows two wheelchair users to pass each other or two pedestrians to walk side by side. A width of 1500 mm allows for a wheelchair user and a pedestrian to be alongside each other. A width of 1200 mm allows space for a wheelchair only. Where paths are necessarily narrower than 1800 mm ensure there are regular passing places. These should be 2000 mm long and 1800 mm wide and located within direct sight of another passing place or at a maximum distance of 25 m – whichever is closer.	A rolling programme will need to be investigated alongside item 4.1	Ongoing

No. & Element	Current Situation	Recommendation	Update	Status
5.2 Resting places elsewhere	There are some seats at different points within the Park, but not that many. These tend to be plain benches or, in the Memorial Garden, seating with backrests and armrests.	Together with the seating beside the main paths, explore other areas around the Park to install seating. This is something that could be done in consultation with local community groups. Consider locations for their sensory interest such as views, sounds, planting as well as some with shade and some with sun. The locations may have soft landscaping on the approach to complement the seating beside the paths.	Three benches have since been added to the grassed area by the car park, near to the café concession.	Completed
8.1 Events and activities	These need to be as inclusive as possible.	When designing and promoting events or activities, ensure that the accessibility of the event or activity has been considered and prepared for. This element can also be promoted and a telephone number given for anyone who may have queries about the accessibility of the activity or event.	Risk Assessments actioned when holding events. TTC telephone number provided on all promotional literature.	Completed
9.2 Volunteers	There is a significant element of maintenance and monitoring that needs to be carried out at the Park on a regular basis.	Recruit volunteers (if not already in place) to carry out essential maintenance tasks at the Park and in doing so they also act as monitors of the Park. The tasks to include maintenance (sweeping) of paths, removal of any temporary obstacles, cleaning of playground equipment, pruning shrubby back from the paths, carryout out remedial work to any damaged seats or signs etc.	Most of these items are listed under our grounds maintenance contracts, although we may wish to consider utilising volunteers further to help with monitoring of the park.	Completed
9.3 Staff training	Any Council Staff who manage activities or deal directly with the public regarding the Park need to be disability confident.	Provide disability confidence training for all front facing staff. This should be provided by an experienced trainer who is themselves disabled and who works from the Social Model of Disability.	Town Clerk is investigating training options	Ongoing

No. & Element	Current Situation	Recommendation	Update	Status
9.4 Feedback	Getting ongoing feedback about the Park and its accessibility is important for the Council and assists the Council in meeting its duties to disabled people at the Park.	Consider increasing the ways in which people can give feedback about the Park so that it is as easy as possible. Use a variety of methods to give people options and ensure that those who have given feedback are given feedback from the Council on their ideas. Ways of giving feedback include social media, 1-1 questionnaire at events, community focus groups etc.	Residents have been consulted on accessibility in the park in August 2022. Updates have been made on social media concerning maps. Ongoing feedback to be considered alongside 8.2 (low priority).	Ongoing
11.1 Parking & public transport	Information about parking and public transport opportunities is very important for many disabled parents/carers wishing to use the Playground with their children.	Ensure that information about parking near the Playground (i.e. street parking) and the location of any bus stops and public toilets is made available in the information online.	As per 1.2	Completed

AGENDA ITEM	11
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To review the Chatsworth Park & Copse Management Plan

1. INTRODUCTION

The Chatsworth Park & Copse Management Plan was agreed at Full Council in January 2022 and it was agreed at the Amenities & Civic Centre Committee meeting on 21st March 2022 for the Management Plan to be reviewed in March 2023.

2. INFORMATION

A copy of the Management Plan has been emailed out to the Committee but not included in the papers due to its length.

A programme of works has been set up by Cllr Clarkson which is undertaken by volunteers during the monthly volunteer sessions. Annual inspections of several zones have been carried out by myself and results have been fed back to the Committee meetings.

3. RECOMMENDATION

I recommend that the Committee review the Management Plan and consider any amendments or updates they would like undertaken. I also recommend that the Plan is reviewed again in March 2024.

4. ENVIRONMENTAL IMPACT

The Town Council are taking proactive steps to protect our important green spaces, vegetation and the wildlife that live there.

5. FINANCIAL IMPLICATIONS

The Management Plan recommends works to be completed by volunteers, but this may incur costs if they cannot be recruited. There will also be costs for consultations with an ecologist for works within the Management Plan, as recommended in the ecological report. The grounds maintenance budget for 2023/24 has been set at £12,000.

AGENDA ITEM	12
REPORT TO	Amenities & Civic Centre
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	Update on playground inspection reports & agree any possible actions

1. INTRODUCTION

It was previously agreed that a copy of the most recent weekly playground inspection report from Lewes District Council (LDC) be provided at all Committee meetings.

2. INFORMATION

A copy of the most recent report is attached. There are 46 items listed; works are due to be undertaken on 16 items, we are waiting for prices on 14 items, 5 items are for monitoring, we are exploring a way forward with 4 items and 1 item has been completed. The remaining 6 items all relate to wet pour works, which is due to be discussed on the next agenda item.

3. RECOMMENDATION

It is recommended to note the most recent playground inspection report.

4. ENVIRONMENTAL IMPACT

Maintenance of the park equipment allows residents and visitors to safely use the playgrounds.

5. FINANCIAL IMPLICATIONS

Our budget for playground equipment replacement of £14,000 (nominal code 4098-201) is committed expenditure to go into the earmarked reserve at year end to build up funds for when we undertake a major refurbishment of the playgrounds in the future. For the 2023/24 a budget of £12,000 has been set and this is also committed expenditure.

The 2022/23 playground spare parts/repairs budget has been used and a budget has been set of £2,000 for 2023/24.

Inspection Report

This report shows Findings and Tasks recorded during the Inspection(s) matching the selection criteria set in the Report Wizard. If no Findings or Tasks are shown, none were recorded.

Each Inspection includes a declaration signed by the Inspector stating that no defects were found other than those recorded.

Inspections included in this report

Provider	Lewes District Council
Site Name	Chatsworth Park North Play Area
Actual Date	07/03/2023 12:23:34
Inspection Type	Playground-Routine Visual
Inspector	Sophia Daw
Inspection Status	Completed



07/03/2023

Provider	Lewes District Council
Site Name	Chatsworth Park South Play Area
Actual Date	07/03/2023 12:27:56
Inspection Type	Playground-Routine Visual
Inspector	Sophia Daw
Inspection Status	Completed



07/03/2023

Provider	Lewes District Council
Site Name	Robert Kingan Play Area, Telscombe
Actual Date	07/03/2023 12:48:25
Inspection Type	Playground-Routine Visual
Inspector	Sophia Daw
Inspection Status	Completed



07/03/2023

Finding Summary

Robert Kingan Play Area, Telscombe Findings

Asset	Finding Title	Creation Date	Resolve By Date	Risk Level
Overall Site	Bin - Bin required	22/02/2023 10:58:31	01/03/2023 10:59:53	High
Ball Game Area	Item - Graffiti - Present	09/01/2023 10:43:00	23/01/2023 10:44:31	Medium
Dish Roundabout	Item - Corrosion	11/10/2022 08:05:27		Low
Orange Metal Spring See Saw	Item - Corrosion	11/10/2022 08:09:12		Low
Telescope	Item - Corrosion	11/10/2022 08:11:35		Low
Bike Springy	Item - Corrosion	11/10/2022 08:16:17		Low
Junior Multiplay Surface	Item - Cracked	22/11/2022 10:20:28		Low
Junior swing surface	Item - Damaged	05/01/2023 11:39:04		Low
Chestnut pale	Fencing - Panel damaged	25/01/2023 10:34:18		Low
Picnic Tables x2	Item - Cracked	25/01/2023 10:36:15		Low
Senior Modular Unit	Item - Cracked	25/01/2023 10:39:54		Low
Overall Site	Item - Damaged	25/01/2023 10:41:44		Low
Round a bout Surface	Item - Damaged	26/07/2022 06:53:13		Very Low
Cradle Swing Unit	Item - Corrosion	01/02/2023 11:31:28		Very Low
Junior Swing Unit	Item - Corrosion	01/02/2023 11:33:20		Very Low

Finding Summary

Chatsworth Park North Play Area Findings

Asset	Finding Title	Creation Date	Resolve By Date	Risk Level
Wet Pour	Surface - Edges Shrunk	11/10/2022 09:28:08		Medium
Flat seat and seesaw swings	Item - Link damaged/loose/missing	18/10/2022 08:46:16		Medium
General Surface Areas	Item - Hole(s)	22/11/2022 11:33:43		Medium
Rope Walk	Item - Rope Damaged, sharp cable ends exposed	17/01/2023 12:21:59		Medium
Tower and Platform	Item - Corrosion	05/07/2022 10:03:25		Low
Tunnell Slide	Item - Cracked	05/07/2022 10:06:12		Low
Flat seat and seesaw swings	Item - Cracked	11/10/2022 09:20:27		Low
Tunnell Slide	Item - Corrosion	11/10/2022 09:27:11		Low
Platform Barriers	Item - Corrosion	11/10/2022 09:35:28		Low
Flat seat and seesaw swings	Item - Corrosion	22/11/2022 11:37:20		Low
Team Swing	Item - Corrosion	17/01/2023 12:28:49		Low
Play Table under Platform	Item - Corrosion	09/08/2022 08:09:44		Very Low


Finding Summary

Chatsworth Park South Play Area Findings

Asset	Finding Title	Creation Date	Resolve By Date	Risk Level
Wet Pour Surface	Surface - Trip points	11/10/2022 10:54:02		Medium
Spring Elephant	Item - Corrosion	30/12/2021 11:48:34		Low
Wooden Picnic table	Item - Cracked	05/01/2022 11:41:55	01/01/0001 00:00:00	Low
Wooden Seat	Delamination of Wood	14/03/2022 10:19:10		Low
Grass Surface	Ground Eroded	12/07/2022 08:12:53		Low
Large Trampoline	Ground Eroded	12/07/2022 08:15:02		Low
Wooden Train & Carriages	Item - Cracked	12/07/2022 08:26:05		Low
Grass Surface	Ground Eroded	09/08/2022 08:55:13		Low
Overall Site	Other / Miscellaneous	15/09/2022 13:03:28	29/09/2022 13:05:16	Low
Large Trampoline	Surface - Edges Curling	18/10/2022 09:25:57		Low
Quad Springy	Rocker - Damaged seat	18/10/2022 09:40:57		Low
Quad Springy	Item - Spring - Damaged	18/10/2022 09:42:07		Low
Wooden Train & Carriages	Item - Timber rotting	22/11/2022 12:18:57		Low
Brick maze	Item - Cracked	22/11/2022 12:24:09		Low
Team swing	Ground Eroded	17/01/2023 12:55:38		Low
Hippo Seat	Item - Graffiti - Present	17/01/2023 12:57:11		Low
Brick maze	Delamination of Wood	25/01/2023 11:46:26		Low
Hopscotch	Item - Re-paint	25/01/2023 11:50:11		Low
Quad Springy	Worn Edges	29/11/2022 10:55:41		Very Low

Inspection - Chatsworth Park North Play Area - 07/03/2023 12:23:34

Provider	Lewes District Council
Site Name	Chatsworth Park North Play Area
Actual Date	07/03/2023 12:23:34
Inspection Type	Playground-Routine Visual
Inspector	Sophia Daw
Inspection Status	Completed


07/03/2023

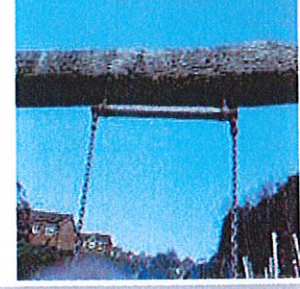
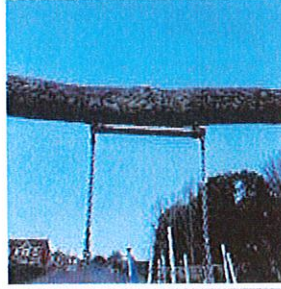
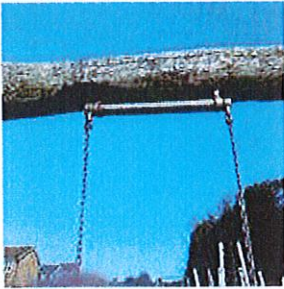
Site Name	Chatsworth Park North Play Area
Address	
Postcode	
Notes	

Previously Reported Findings (unresolved at time of Inspection)

Flat seat and seesaw swings - Findings

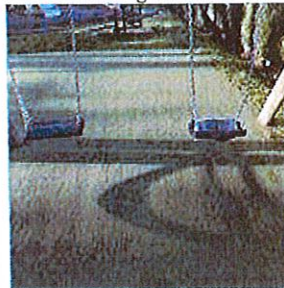
Asset	Flat seat and seesaw swings
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	22/11/2022 11:37:20
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	The head bar attachments are all starting to corrode.

Finding Photos



Asset	Flat seat and seesaw swings
Finding Title	Item - Link damaged/loose/missing
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	18/10/2022 08:46:16
Resolve By Date	
Finding Resolved Date	
Risk Level	Medium
Finding Notes	Both flat seat swings have chain attachments that are loose.

Finding Photos



Asset	Flat seat and seesaw swings
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 09:20:27
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	The timber framework has some long fairly wide cracks. These are to be monitored. Update of pictures 22.11.22

Finding Photos



General Surface Areas - Finding

Asset	General Surface Areas
Finding Title	Item - Hole(s)
Finding Group	Maintenance
Cause	Unknown
Finding Status	Open
Finding Creation Date	22/11/2022 11:33:43
Resolve By Date	
Finding Resolved Date	
Risk Level	Medium
Finding Notes	This needs filling in.

Finding Photos



Platform Barriers - Finding

Asset	Platform Barriers
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 09:35:28
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Play Table under Platform - Finding

Asset	Play Table under Platform
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	09/08/2022 08:09:44
Resolve By Date	
Finding Resolved Date	
Risk Level	Very Low
Finding Notes	

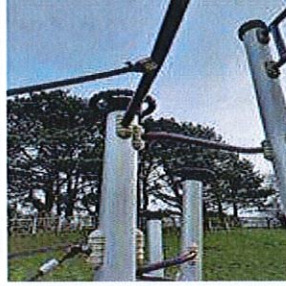
Finding Photos



Rope Walk - Finding

Asset	Rope Walk
Finding Title	Item - Rope Damaged, sharp cable ends exposed
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	17/01/2023 12:21:59
Resolve By Date	
Finding Resolved Date	
Risk Level	Medium
Finding Notes	Not sure how much rope is still connected to the end section but this might need checking Please check connection

Finding Photos



Team Swing - Finding

Asset	Team Swing
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	17/01/2023 12:28:49
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

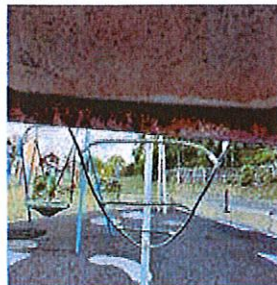
Finding Photos



Tower and Platform - Finding

Asset	Tower and Platform
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	05/07/2022 10:03:25
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Tunnell Slide - Findings

Asset	Tunnell Slide
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 09:27:11
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Asset	Tunnell Slide
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	05/07/2022 10:06:12
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	The support posts for the new tunnel have cracks in them.

Finding Photos



Wet Pour - Finding

Asset	Wet Pour
Finding Title	Surface - Edges Shrank
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 09:28:08
Resolve By Date	
Finding Resolved Date	
Risk Level	Medium
Finding Notes	These are trip hazards where toddlers play. The wet pour has eroded where it meets the tarmac pathway. Difficult to check do to ice. New pic added. Post ice pic added


Finding Photos



Inspection - Chatsworth Park South Play Area - 07/03/2023 12:27:56

Provider	Lewes District Council
Site Name	Chatsworth Park South Play Area
Actual Date	07/03/2023 12:27:56
Inspection Type	Playground-Routine Visual
Inspector	Sophia Daw
Inspection Status	Completed

07/03/2023



Site Name	Chatsworth Park South Play Area
Address	Ambleside Avenue, Telscombe
Postcode	
Notes	

Previously Reported Findings (unresolved at time of Inspection)

Brick maze - Findings

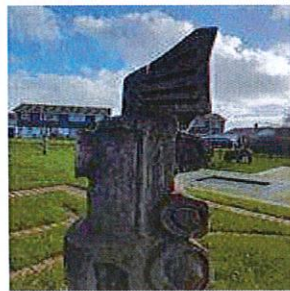
Asset	Brick maze
Finding Title	Delamination of Wood
Finding Group	Maintenance
Cause	Unknown
Finding Status	Open
Finding Creation Date	25/01/2023 11:46:26
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Asset	Brick maze
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	22/11/2022 12:24:09
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Grass Surface - Findings

Asset	Grass Surface
Finding Title	Ground Eroded
Finding Group	Maintenance
Cause	Act of God
Finding Status	Open
Finding Creation Date	09/08/2022 08:55:13
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	Where the grass is dying and receding the edging of the wet pour, which is wood is becoming a trip hazard. 11.10.22 Picture taken today of the trip hazard.

Finding Photos



Asset	Grass Surface
Finding Title	Ground Eroded
Finding Group	Maintenance
Cause	Unknown
Finding Status	Open
Finding Creation Date	12/07/2022 08:12:53
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	25.1.23 Another hole beside the log walk.

Finding Photos



Hippo Seat - Finding

Asset	Hippo Seat
Finding Title	Item - Graffiti - Present
Finding Group	Maintenance
Cause	Anti Social Behaviour
Finding Status	Open
Finding Creation Date	17/01/2023 12:57:11
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Hopscotch - Finding

Asset	Hopscotch
Finding Title	Item - Re-paint
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	25/01/2023 11:50:11
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Large Trampoline - Findings

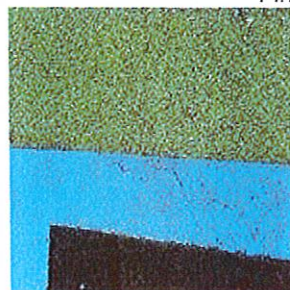
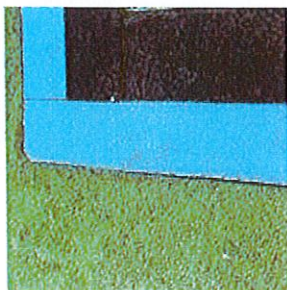
Asset	Large Trampoline
Finding Title	Surface - Edges Curling
Finding Group	Maintenance
Cause	
Finding Status	Open
Finding Creation Date	18/10/2022 09:25:57
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	This edge is lifting

Finding Photos



Asset	Large Trampoline
Finding Title	Ground Eroded
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	12/07/2022 08:15:02
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	17.1.23 Today's pics of the surrounding surface of the trampolines.

Finding Photos



Overall Site - Finding

Asset	Overall Site
Finding Title	Other / Miscellaneous
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	15/09/2022 13:03:28
Resolve By Date	29/09/2022 13:05:16
Finding Resolved Date	
Risk Level	Low
Finding Notes	Wooden bench near toddler swings is broken on one of the planks Splits in both picnic benches

Finding Photos



Quad Springy - Findings

Asset	Quad Springy
Finding Title	Worn Edges
Finding Group	Maintenance
Cause	Maintenance
Finding Status	Open
Finding Creation Date	29/11/2022 10:55:41
Resolve By Date	
Finding Resolved Date	
Risk Level	Very Low
Finding Notes	Worn on one edge slightly raised needs to be repaired

Finding Photos



Asset	Quad Springy
Finding Title	Item - Spring - Damaged
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	18/10/2022 09:42:07
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Asset	Quad Springy
Finding Title	Rocker - Damaged seat
Finding Group	Maintenance
Cause	Unknown
Finding Status	Open
Finding Creation Date	18/10/2022 09:40:57
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Spring Elephant - Finding

Asset	Spring Elephant
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	30/12/2021 11:48:34
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Team swing - Finding

Asset	Team swing
Finding Title	Ground Eroded
Finding Group	Maintenance
Cause	Act of God
Finding Status	Open
Finding Creation Date	17/01/2023 12:55:38
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	Tree roots are making the ground uneven- trip hazard

Finding Photos



Wet Pour Surface - Finding

Asset	Wet Pour Surface
Finding Title	Surface - Trip points
Finding Group	Maintenance
Cause	Other
Finding Status	Open
Finding Creation Date	11/10/2022 10:54:02
Resolve By Date	
Finding Resolved Date	
Risk Level	Medium
Finding Notes	The step going into the basketball area should be highlighted to stand out as a step. The wooden surround by the toddler wet pour area is another trip point.

Finding Photos



Wooden Picnic table - Finding

Asset	Wooden Picnic table
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	05/01/2022 11:41:55
Resolve By Date	01/01/0001 00:00:00
Finding Resolved Date	
Risk Level	Low
Finding Notes	By trampolines Both picnic tables have cracks in them. 18.10.22

Finding Photos



Wooden Seat - Finding

Asset	Wooden Seat
Finding Title	Delamination of Wood
Finding Group	Maintenance
Cause	Age
Finding Status	Open
Finding Creation Date	14/03/2022 10:19:10
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	By basketball court. These seating planks are loose.

Finding Photos



Wooden Train & Carriages - Findings

Asset	Wooden Train & Carriages
Finding Title	Item - Timber rotting
Finding Group	Maintenance
Cause	Act of God
Finding Status	Open
Finding Creation Date	22/11/2022 12:18:57
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	25.1.23 latest pictures.

Finding Photos



Asset	Wooden Train & Carriages
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	12/07/2022 08:26:05
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	These cracks are getting wider 26.7.22 This has been chalked. 16.8.22 Latest pictures

Finding Photos



Inspection - Robert Kingan Play Area, Telscombe - 07/03/2023 12:48:25

Provider	Lewes District Council
Site Name	Robert Kingan Play Area, Telscombe
Actual Date	07/03/2023 12:48:25
Inspection Type	Playground-Routine Visual
Inspector	Sophia Daw
Inspection Status	Completed



07/03/2023

Site Name	Robert Kingan Play Area, Telscombe
Address	
Postcode	
Notes	

Previously Reported Findings (unresolved at time of Inspection)

Ball Game Area - Finding

Asset	Ball Game Area
Finding Title	Item - Graffiti - Present
Finding Group	Maintenance
Cause	
Finding Status	Open
Finding Creation Date	09/01/2023 10:43:00
Resolve By Date	23/01/2023 10:44:31
Finding Resolved Date	
Risk Level	Medium
Finding Notes	There is graffiti on the reverse side of the ball games area please can this be removed

Finding Photos



Bike Springy - Finding

Asset	Bike Springy
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 08:16:17
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Chestnut pale - Finding

Asset	Chestnut pale
Finding Title	Fencing - Panel damaged
Finding Group	Maintenance
Cause	Unknown
Finding Status	Open
Finding Creation Date	25/01/2023 10:34:18
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Cradle Swing Unit - Finding

Asset	Cradle Swing Unit
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	01/02/2023 11:31:28
Resolve By Date	
Finding Resolved Date	
Risk Level	Very Low
Finding Notes	This is advisory.

Finding Photos



Dish Roundabout - Finding

Asset	Dish Roundabout
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 08:05:27
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

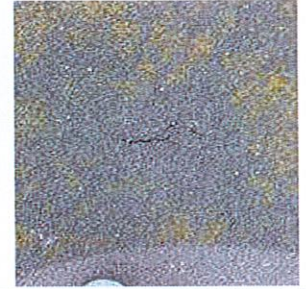
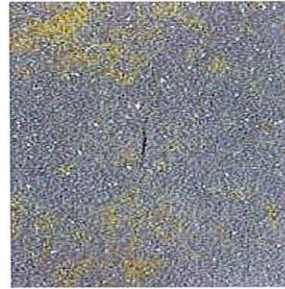
Finding Photos



Junior Multiplay Surface - Finding

Asset	Junior Multiplay Surface
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	22/11/2022 10:20:28
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	These are hairline splits. Just to notify you. This is the junior swing surface. Unless to check due to ice 12.12.22

Finding Photos



Junior swing surface - Finding

Asset	Junior swing surface
Finding Title	Item - Damaged
Finding Group	Maintenance
Cause	
Finding Status	Open
Finding Creation Date	05/01/2023 11:39:04
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	Slightly worn under swing

Finding Photos



Junior Swing Unit - Finding

Asset	Junior Swing Unit
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	01/02/2023 11:33:20
Resolve By Date	
Finding Resolved Date	
Risk Level	Very Low
Finding Notes	This is advisory

Finding Photos



Orange Metal Spring See Saw - Finding

Asset	Orange Metal Spring See Saw
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 08:09:12
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Overall Site - Findings

Asset	Overall Site
Finding Title	Bin - Bin required
Finding Group	Maintenance
Cause	Other
Finding Status	Open
Finding Creation Date	22/02/2023 10:58:31
Resolve By Date	01/03/2023 10:59:53
Finding Resolved Date	
Risk Level	High
Finding Notes	The bin near the gate had been damaged and needs to be replaced please

Finding Photos



Asset	Overall Site
Finding Title	Item - Damaged
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	25/01/2023 10:41:44
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	Hopscotch tiles are breaking and need repainting

Finding Photos



Picnic Tables x2 - Finding

Asset	Picnic Tables x2
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	25/01/2023 10:36:15
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Round a bout Surface - Finding

Asset	Round a bout Surface
Finding Title	Item - Damaged
Finding Group	Maintenance
Cause	Unknown
Finding Status	Open
Finding Creation Date	26/07/2022 06:53:13
Resolve By Date	
Finding Resolved Date	
Risk Level	Very Low
Finding Notes	This edging has a few cracks in it. Now a hole weds 28.9.22

Finding Photos



Senior Modular Unit - Finding

Asset	Senior Modular Unit
Finding Title	Item - Cracked
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	25/01/2023 10:39:54
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



Telescope - Finding

Asset	Telescope
Finding Title	Item - Corrosion
Finding Group	Maintenance
Cause	Wear and Tear
Finding Status	Open
Finding Creation Date	11/10/2022 08:11:35
Resolve By Date	
Finding Resolved Date	
Risk Level	Low
Finding Notes	

Finding Photos



AGENDA ITEM	13
REPORT TO	Amenities & Civic Centre
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To discuss way forward with wet pour surfaces in the three playgrounds

1. INTRODUCTION

In March 2022, the Committee agreed to accept the quotation from DCM Surfaces to carry out repairs to wet pour surfaces across the three Town Council owned playgrounds. Additional minor wet pour repairs were highlighted in subsequent playground inspection reports, prices were obtained and the additional work approved under the Town Clerk and Committee Chair's delegated authority.

DCM Surfaces undertook the majority of the work in July 2022, but advised that the surfaces to the trampolines at Chatsworth Park South Playground were too damaged for them to repair and they would need to replace the whole section. In addition, a section of wet pour was damaged next to the roundabout at Robert Kingan Playground due to someone entering the playground whilst the wet pour was drying.

In November 2022, the Committee considered DCM's quotation for the additional repairs; £1,250 + VAT to remove the existing rubber around the two trampolines at Chatsworth Park South Playground and to remove and relay the damaged area next to the trampoline, and £500 + VAT to cut out and relay the damaged section next to the roundabout at Robert Kingan Playground. Councillors raised concerns with the costs. It was therefore agreed to re-look at this issue in the New Year and during discussion at January's meeting, it was agreed for the Committee to undertake playground visits in the spring and the wet pour issues to be further considered at this meeting.

2. INFORMATION

There are currently 6 wet pour findings highlighted on the playground inspection report, as follows:-

Robert Kingan Playground

There is a low risk finding relating to hairline splits under the junior swing unit and a second finding relating to a slightly worn area under one of the swings. The splits are small and there are approximately 10-15 across the whole section so would likely require a full replacement of the wet pour in this location.

The third finding relates to the damaged wet pour next to the roundabout and is also listed as low risk on the weekly report.



Example of hairline split



Worn area under swing



Damaged roundabout surface

Chatsworth Park North Playground

There is a medium risk report of wet pour shrinking on the infant play area (picture of area below).



Sutcliffe Play, who installed the equipment in 2013, have visited the site and measured the safety surface. They confirmed we could fill the gap with tarmac to cover the wet pour shrinkage, although highlighted that the fall zone by the end of the slide is on the edge of the wet pour pad. This could therefore not be tarmacked again if the area shrinks further. We are currently obtaining a price to fill this section with tarmac.

Chatsworth Park South Playground

There are two findings of damaged wet pour to the trampolines; the surface edge is slightly curling up and erosion to the general area. Both are listed as low risk on the weekly report.



Wet pour curling up



Hole next to trampoline

3. RECOMMENDATION

I recommend the Committee make a decision on how to progress regarding the damaged wet pour at Robert Kingan and Chatsworth Park South Playground. I also recommend the Committee agree to proceed with filling the gapping between the wet pour and pathway at Chatsworth Park North Playground with tarmac.

4. ENVIRONMENTAL IMPACT

Maintenance of the park equipment allows residents and visitors to safely use the playgrounds.

5. FINANCIAL IMPLICATIONS

The grounds maintenance budget for 2022/23 has been used and has been set at £12,000 for 2023/24.

The 2022/23 playground spare parts/repairs budget has been used and a budget has been set of £2,000 for 2023/24.

AGENDA ITEM	14
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To consider extending Wander Coffee's concession

1. INTRODUCTION

At the Amenities & Civic Centre Committee meeting on 25th July, it was agreed to extend Wander Coffee's concession until 31st March 2023, with the proviso they continue to pay a fee of £40 per week to cover the portable toilet hire.

2. INFORMATION

We are still investigating progressing a café for the park. Cllr Clarkson has asked me to arrange a concession working group meeting and obtain details on potential consultation with interested parties, as well as expected sales, operational costs and rent of a café. I am currently obtaining information and will arrange a meeting once I have more details.

3. RECOMMENDATION

I recommend we invite Wander Coffee to extend their concession with the Town Council until 30th September 2023 and a new agreement is signed that they continue to pay the £40 weekly charge to cover the portable toilet hire.

4. ENVIRONMENTAL IMPACT

Wander Coffee recycle as much as possible including cups and coffee grinds and their coffee machine is run by gas.

5. FINANCIAL IMPLICATIONS

The 2023/24 budget for the café has been set £3,500.

AGENDA ITEM	15
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To consider adding hedgehog homes in Chatsworth Park

1. INTRODUCTION

Cllr Clarkson has been offered 9 hedgehog houses, built by students of Meridian Primary School.

2. INFORMATION

Cllr Clarkson would like to place the houses in the understory of the park, around the edges in un-walkable areas.

3. RECOMMENDATION

To consider the request from Cllr Clarkson.

4. ENVIRONMENTAL IMPACT

There are now less than a million wild hedgehogs left in the UK and they are now classed as 'vulnerable to extinction'.

5. FINANCIAL IMPLICATIONS

None.

AGENDA ITEM	16
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To consider where to place the 'superbin' in Chatsworth Park

1. INTRODUCTION

The Environment First Team at Lewes District Council invited local Town Councils and organised groups to apply for a funded 'superbin'. These bins come with a kit containing litter pickers, sacks, sack hoops, gloves and a combination lock and allow a safe and accessible way to store litter picking tools.

2. INFORMATION

It was agreed to apply for a bin and our application was successful. We will be responsible for the installation, upkeep and maintenance of the bin.

The bin will be used to assist with the monthly litter picks and should therefore be placed in a central position within Chatsworth Park.

3. RECOMMENDATION

I recommend that the Committee consider where to position the 'superbin' in Chatsworth Park.

4. ENVIRONMENTAL IMPACT

N/A.

5. FINANCIAL IMPLICATIONS

N/A

AGENDA ITEM	17
REPORT TO	Amenities & Civic Centre
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To consider reducing the height of the trees to the north side of Robert Kingan Playground

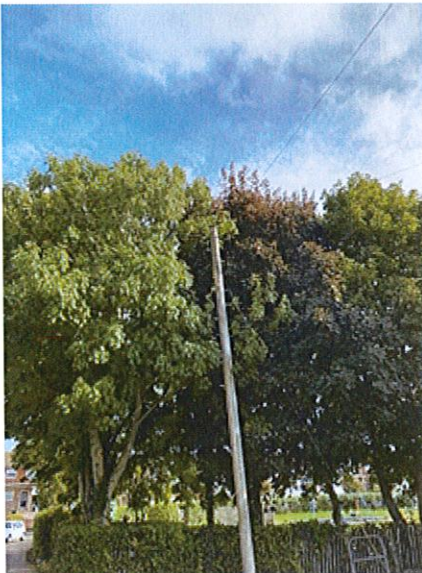
1. INTRODUCTION

A resident, whose property faces Robert Kingan Playground, contacted us to advise that the trees to the north of the playground were touching the overhead power cables and the BT Openreach drop wire has been damaged.

This resident raised a similar issue three years ago and it was agreed by this Committee to reduce the size of the branches over the carriageway and make sure the cables are cleared, which was then actioned.

2. INFORMATION

I visited the area and the tree branches are very dense and touching the lines. See below:-



Please also see photo on next page of trees with no foliage so you can see where the wires go across to the properties on the left of the picture.



I contacted EH Treecare for advice and costs. They confirmed that the tree branches could be cut by BT themselves, but they could clear the tree branches by approximately 1 metre at a cost of **£360 + VAT**.

I also made contact with BT Openreach who advised that the resident would need to contact their service provider directly, so that it can be logged for their repair team to investigate.

3. RECOMMENDATION

As this is starting to be a regular issue, I recommend that we accept the quotation of £360 + VAT from EH Treecare to clear the tree branches 1 metre around the cables. I also recommend that when the grounds maintenance contract is up for renewal in April 2024, that a regular cut back of these trees is included within the programme of works.

4. ENVIRONMENTAL IMPACT

Continuously cutting back the trees in this location will encourage them to grow higher and will therefore require further cuts in the long term, but will reduce potential damage to the cables.

5. FINANCIAL IMPLICATIONS

We do not currently have any budget left in grounds maintenance budget or earmarked reserve. A recommendation has been taken to the March full Council meeting that an earmarked reserve be set of £5,000 and the budget for 2023/24 is £12,000.

AGENDA ITEM	18
REPORT TO	Amenities & Civic Centre
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	To review the warm space hub scheme at the Civic Centre

1. INTRODUCTION

At November's Committee meeting, it was agreed that the Town Council would temporarily offer Room 1 of the Civic Centre as a warm space every Thursday between 1.30pm and 4.30pm from 5th January and that the scheme be reviewed at March's Committee meeting.

2. INFORMATION

Warm hub spaces are welcoming spaces where residents can go if they are finding it hard to stay warm at home due to increasing energy costs. Cllr O'Connor agreed to 'host' the afternoon and undertook safeguarding training. Two members of the Telscombe Residents Association have attended and only one other resident.

3. RECOMMENDATION

As we are now in spring, it is recommended not to not continue offering the Civic Centre as a warm space and to review the situation in September.

4. FINANCIAL IMPLICATIONS

There will be financial implications for the use of electricity for lighting and making hot drinks, as well as the cost for providing tea & coffee or squash.

AGENDA ITEM	19
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Stella Newman, Town Clerk & RFO
MEETING DATE	20 th March 2023
SUBJECT	To consider estimates for roofing repairs at the Civic Centre

1. INTRODUCTION

We have had problems over several years with leaks in the Civic Centre roof resulting in water damage internally on the upstairs landing. These have been repaired on several occasions, but unfortunately the problem has not been resolved. At the end of last year a new leak was found in the upstairs loft off the kitchen and we have had to place a receptacle underneath to catch the drips.

2. INFORMATION

Angela has been trying for several months to get contractors to come out and quote and has contacted numerous companies. The company who fixed the storm damage responded but merely sent an email saying *'To fix the tiles and make the relevant repairs the cost is £850 with materials & labour subject to change if we find there's more than initially thought.'* This information is extremely limited and does not explain what he will be doing in the 3 areas. We therefore asked him to submit a detailed estimate, but he has not come back to us. Another company responded, but said they would need to erect scaffolding at the 3 affected areas so they can investigate thoroughly in order to enable them to submit an accurate estimate for repairs. I emailed Committee members at the beginning of February regarding this and it was agreed to get additional prices for scaffolding and also see if other builders would quote for repairs. Costs received for scaffolding are as follows:-

East and West Sussex Roofing £1,645 (no VAT applicable)
 Southcoast Scaffolding Ltd £1,450 (plus VAT)
 SDG Scaffolding Ltd £1,600 (plus VAT)

East and West Sussex Roofing did submit external pictures of the areas where they wanted to investigate – see attached. I had concerns regarding the area on the west side that they highlighted as it was on the far end of the roof where repairs were undertaken following the storm damage. However, it is clear from where the leak is internally, that the damaged area is at least a couple of meters to the right of this as marked in red on our photo.

After further attempts to get a builder to quote, one other company, ARN Roofing Sussex, have attended site and inspected the areas. From the inside of the loft, they have shown the caretaker that there is a missing tile in the area highlighted on our photo. They have advised that they can undertake a repair to this area without the need for scaffolding and we are awaiting their estimate for repairs to the 3 areas. Their PL cover is £5m. I cannot see that we have set a required amount anywhere. ECSS's standard requirement is for a minimum cover of £10 million, but for activities which are fairly risk free or have little risk, the

Council may lower the requirement to £5 million and if the activity represents virtually no risk at all, down to £2 million.

3. RECOMMENDATION

It is recommended to wait for ARN Roofing Sussex to submit their quote and for the Committee Chair and Town Clerk to be given delegated powers to make a decision as to the way forward once it is received, with a monetary limit being put in place. If their quote is received before the meeting, I will forward it to Committee members.

4. ENVIRONMENTAL IMPACT

N/A

5. FINANCIAL IMPLICATIONS

The budget for Civic Centre general repairs for 2023/24 has been set at £2,000 and the earmarked reserve for Civic Centre maintenance stands at £4,500.

REPORT 19 - PHOTOS



Contractor's photo



Our photo



AGENDA ITEM	20
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Stella Newman, Town Clerk & RFO
MEETING DATE	20 th March 2023
SUBJECT	To consider new phone system and broadband for the Civic Centre

1. INTRODUCTION

Item number 12 of our business plan, as agreed at the meeting in July 2022, is 'Telephone Network Upgrade - to explore and agree digitising telephone network before the 2025 switch off of analogue and ISDN.'

Councillor Clarkson subsequently contacted me and advised he had discussed this with his own IT support team who had recommended someone and he subsequently contacted them for a quote. I then proceeded to contact companies for comparison quotes for consideration.

2. INFORMATION

Traditional phones use an analogue line, also known as PSTN, via copper wires but the new Voice Over Internet Protocol (VOIP) systems use the internet. We will need to port our current real number and turn it into a virtual number to place on an internet line. We will also need to get a replacement for the analogue line which serves our internet connection which is called single order generic ethernet access (SoGEA). From what I can gather, this line automatically provides broadband.

At the moment our monthly costs are:-

BT ISDN line rental	£ 71.50
Calls (average cost)	£ 60.00
Broadband	£ 55.00
Line rental for b'band	<u>£ 19.00</u>
Total	<u>£205.50</u>

Full detailed quotes are attached, but they are summarised below. The cost of the phones includes the line rental, handsets (2 desk top and one cordless) and calls (to mobiles & UK geographical numbers) :-

CNC (appendix a)

Sogea monthly cost £50 plus £594 upfront cost for installation & router

Phones –

Installation/training £1,775 upfront or £60 per month

Monthly ongoing costs for 36 months £49.75

Total cost £159.75 monthly plus £594 upfront cost

Start Communications (appendix b)

Sogea monthly cost for 36 months £37.50
Phones monthly cost for 36 months £72.50

Total monthly cost £110.00

Fastnet (appendix c)

Sogea monthly cost for 24 months £55.00 plus one-of instal cost £55
Phones monthly cost for 24 months £44.85 plus one off number port £25

Total cost £99.85 monthly plus £80 upfront cost

Cloud Voice Data (appendix d)

No individual prices given

Total monthly cost for 36 months £98.00

3. RECOMMENDATION

I am not an expert in this field and am unsure of which quote is technically the best, but based on cost alone, the quote from Cloud Voice Data is the most competitive which ties us up for 36 months, and then Fastnet's which is for 24 months.

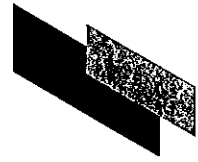
4. ENVIRONMENTAL IMPACT

n/a

5. FINANCIAL IMPLICATIONS

The budget set for telephones for 2023/24 is £1,800 and for internet, which includes our domain renewal, cloud storage email hosting etc is £3,550. Agreeing to a new system will give us potential savings of £100 per month.

Appendix A



Proposal for
CNC CloudPhone Telephony Solution
at
Telscombe Town Council

Reference: 119584/2

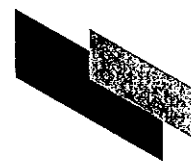
Computer & Network Consultants Limited

CNC House, Lady Bee Enterprise Centre, Albion Street, Southwick, Brighton, BN42 4BW
01273 386333 sales@cnc-ltd.co.uk
cnc-ltd.co.uk

Registration number: 02052927

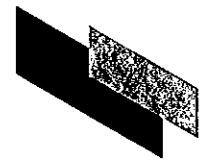
Classification: Confidential

ISO 9001 & ISO 27001 Certified



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Installation Fees.....	7
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Managed Services Recurring Monthly Fee's – 3 year Term	8



SERVICE SUMMARY

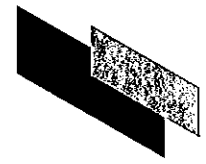
The CNC CloudPhone solution offers customers a service that's adaptable and scalable to fit the changing needs of their business.

Build on BT's robust and secure next-generation network and backed up with the CNC dedicated connectivity services, it's easy to set up and install with the CNC ServiceDesk on hand should you have any questions post installation.

Some highlights of the CNC CloudPhone service:

- 5000 minutes per extension to UK 01/02/03 numbers and UK mobiles.
- All minutes shared across your account.
- Market leading Yealink phones.
- Buy your telephones outright or spread the cost over 36 months with no extra charge.
- Specialised connectivity to optimise call quality for your telephone service.
- Conference calling.
- Go Integrator Lite PC software.
- Easy to navigate user portal.
- Easy UK number porting.
- PCI compliant call recording with 6 months storage*
- Call analytics*
- Call centre working*

**Features available for an additional monthly fee.*



PROPOSAL

CNC have been asked to put together a telephony solution to meet the business objectives and then provide on-going management of it.

YOUR CURRENT TELEPHONE SYSTEM

- There is an existing BT Featureline system in place at the main office,
- There is one telephone number to migrate.

OUR PROPOSAL

A hosted VoIP system from CNC comprising:

- 3 x telephone extensions each with a direct dial facility and 5000 bundled minutes per extension shared across your account,
- Porting of numbers from your existing telephone system to the new hosted one,
- A suitable telephone handset or headset,
- A contract term of 36 months, payable monthly by direct debit.

INTERNET CONNECTION FOR HOSTED TELEPHONE SYSTEM:

- *We will utilise your existing internet connection however if this is subsequently found not to be suitable an additional CNC Internet connection will be installed for the telephone system.*

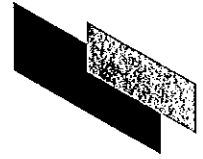
TRAINING

To take advantage of the new system and to help users transition over after installation, we recommend end user familiarisation training covering handset and software usage.

In addition, basic administrator training can be delivered to selected individuals to show how to set-up extensions, users, hunt groups etc.

NOTES

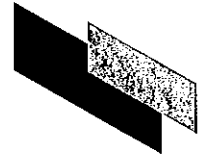
- ***Due to extreme market volatility, the pricing and availability of goods are subject to variations beyond our control and until a firm order is with us, we cannot guarantee any product prices or availability,***
- Lead time from order to installation is typically 4 – 6 weeks, subject to provider line transfers,
- It is assumed the current network switches are PoE following the conversation between Paul Stephenson and Ciarron Clarkson. If this is found not to be the case then additional power supplies will be required for each telephone.
- The system will be installed during normal working hours and downtime is always scheduled in advance and wherever possible,



- Basic hunt group setup and programming is included but anything requiring more complex programming will attract additional charges, identified at the planning stage,
- Support is included in your rental but changes and additions will be charged at our standard hourly rate.

PROGRESSING YOUR ENQUIRY

If you did indeed want to consider taking this further, we would need to arrange a further discussion to then agree how we take it forward.



ABOUT US

Established in 1996, Computer and Network Consultants (CNC) deliver IT infrastructure services to an established client base, many of which have been working with us since our first year of trading.

CNC currently has around 200 clients, for many of which we act as the IT function and strategic partner to allow the business to provide their users with an outstanding IT service, deploying the very latest technologies using up to date best practices.

For most organisations, the IT infrastructure is essential to the day to day operation of the business, driving and facilitating business processes. CNC work with our business clients to 'Refresh' their networks to ensure IT policy is aligned with business strategy and maximise investment in technology.

Our focus is on the human interaction with IT services for people with all different levels of IT understanding, allowing us to work with the senior management team to create an experience that suits these different types of individual but with a commercial awareness not always available to an internal IT team.

This can mean looking at things differently to how you've been used to and leveraging existing services, hardware and human resources in the most cost-effective way but also one that suits the ethos of the business.

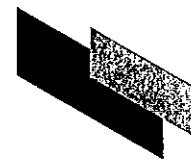
We have undertaken a similar journey that you are embarking on for many other customers, to which you are welcome to speak to and gauge their experience of CNC.

We provide a unique service, with no sales people to speak of, instead relying on people with both commercial and technical know how to work with customers to put in the right solution, not the most commission rich.

We have a team of over 35 technical people to provide support from 7:30am to 8:00pm and 24x7 cover available if required, with many of our staff having worked within CNC for over 10 years.

On top of this, we are an accredited **ISO 9001** and **ISO 27001** organisation, to give you the peace of mind that the service will be to a high standard and interaction with your systems is secure, not something many organisations have.

All in all, we will be a good, strong partner of your business and look to forge a long-term relationship with you.



COSTS

INSTALLATION FEES

<u>Qty</u>	<u>Description</u>	<u>Unit</u>	<u>Total</u>
0.5	Project Management & Planning Daily Labour Charge - Normal Hours Working	£850.00	£425.00
0.5	Basic Build & Configuration Daily Labour Charge - Normal Hours Working	£850.00	£425.00
0.5	Number Porting Management	£850.00	£425.00
3.0	CNC CloudPhone Activation Fee (Per Extension)	£25.00	£75.00
0.5	On-Site Training & Deployment	£850.00	£425.00
			<u>£1,775.00</u>

Above Daily rate Assumes 8 Hour Working Day, Extra Time Over This
Will Be Invoiced At Our Hourly Rate

Liaison with 3rd party suppliers may result in additional charges

LEASING COSTS – HARDWARE & INSTALLATION FEES

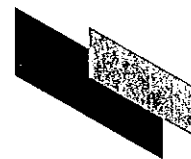
Total Upfront Costs £1,775.00

Or Pay Monthly

3 Years / 36 Monthly Payments £60.00

5 Years / 60 Monthly Payments £40.00

Monthly payment option is provided by our finance partner with all figures subject to status, VAT and an administration fee, a deposit may also be required.



MANAGED SERVICES RECURRING MONTHLY FEE'S – 3 YEAR TERM

<u>Qty</u>	<u>Description</u>	<u>Unit</u>	<u>Total</u>
3	CNC CloudPhone Extension Unlimited Auto-Attendant, Voicemail, Advanced huntgroups, direct dial number, 5000 UK 01/02/03 and UK mobile minutes	£12.25	£36.75
1	Yealink W73 DECT Unit	£3.00	£3.00
2	Yealink T46U Handset	£5.00	£10.00
	CNC Telephony Support	£0.00	£0.00
			<u>£49.75</u>



Antivirus &
Anti-Ransomware



Microsoft
Azure
Consultancy



Back-Up &
Disaster
Recovery



Bespoke
Software
Application Design



Business
Broadband
Services



Cloud &
Hosting



Cyber
Security
Training



e-Mail
Archiving



IT Hardware
& Software



IT Infrastructure
Consultancy



Microsoft
Teams & 365



Offsite Data
Back-Up



Outsourced
IT Support



Patch
Management



Remote
Working



IT & Cyber Security



Business
Telephony
Solutions

Client:	Telcombe Town Council
Version:	119584/2
Date:	Monday 6 th February 2023
Author:	Paul Stephenson-Stonley
Email:	pauls@cnc-ltd.co.uk
Contact Telephone:	01273 386333

All prices are subject to VAT and valid for 7 Days from above date. E & O. E.



Transform Your Business Technologies



Quote: 123445/1

Ms S Newman
Telscombe Town Council
360 South Coast Road
Telscombe Cliffs
PEACEHAVEN
East Sussex
BN10 7ES

Tuesday, 31st January 2023

Dear Stella,

With reference to your recent enquiry, I have great pleasure in providing you with the following prices:

One Off Costs

Qty	Details	Unit	Total
	SoGEA Service Hardware & Software		
1.00	Draytek Vigor 2865AC VDSL/ADSL Router	£269.00	£269.00
1.00	ADSL Microfilter	£5.00	£5.00
	Installation & Configuration		
2.00	Hourly Labour Charge	£85.00	£170.00
1.00	CNC Broadband Premium Connection Fee	£150.00	£150.00
	One Off Total		£594.00

Ongoing Costs

Qty	Details	Unit	Total
	Managed Services (Monthly)		
1.00	CNC Broadband FTTC (SOGEA) Service	£50.00	£50.00
	Ongoing Total		£50.00

This quotation is subject to our terms and conditions which are available [here](#)

Due to extreme market volatility, the pricing and availability of goods are subject to variations beyond our control and until a firm order is with us, we cannot guarantee pricing or availability.

If you would like to proceed with this quote, then please click on [this link](#) which will automatically email you an e-signable order form document to sign.

Computer & Network Consultants Limited

CNC House, Lady Bee Enterprise Centre, Albion Street, Southwick, Brighton, BN42 4BW
01273 386333 - sales@cnc-ltd.co.uk
cnc-ltd.co.uk

Voice
Data
Mobile
Security



Appendix B

Proposal



28/11/2022

Telscombe Town Council
Telscombe Civic Centre
360 South Coast Road
Telscombe Cliffs
East Sussex
BN10 7ES

Start Communications

Danworth Farm
Cuckfield Road
Hurstpierpoint
West Sussex
BN69GL

01444 719305
kerry.mayo@startcomms.co.uk
startcomms.co.uk

Product Portfolio

When you are running a business, supporting and maintaining your technology can prove a complicated, time consuming and expensive outlay. We help to keep your costs down without compromising on quality or support. From telephone systems to broadband, mobiles and security, all of our solutions are bespoke and built for you to help improve productivity and customer service.



Voice

Class leading Cloud Hosted Telephony connects your business to customers and staff across any device, anytime, anywhere. Empowering your business for growth and efficiency across all departments.



Data

As more services move into the cloud, the need for fast, secure and reliable internet connectivity has become essential. Our Ethernet, EFM, FTTC, and Broadband products provide highly reliable, secure and fast data connectivity.



Mobile

Be contactable anytime, anywhere with our flexible range of phones, tablets and data dongles – each with plans that are designed for business use. Integrate with our voice services for a fully converged telephony solution.



Contact Centre

Our Omni-Channel Contact Centre solutions help you engage with your customers seamlessly over channels such as email, chat, video, SMS, MMS, voice, and social media interactions, allowing you to communicate the way they want.



Collaboration

Boost business agility with Collaboration tools such as video calling, multi-party conferencing, screen sharing, presence and instant messaging.



Security

Our range of security services including CCTV cameras, access control, ANPR, facial recognition and thermal detection make sure that your business is protected at all times.



Solution Pricing

24 Month Term (with upfront costs)

Product	QTY	Unit Cost per Month	Total Cost per Month
Horizon License Rental	3	£14.50	£43.50
Poly VVX 450 IP Handset	2	Included	Included
Yealink IP Dect Walkabout Phone	1	Included	Included
SoGEA FTTC Broadband	1	£40.00	£40.00
Maintenance / Software Updates	1	£20.00	£20.00
TOTAL MONTHLY RENTALS			£103.50 + vat

Product	QTY	Upfront Unit Cost	Total Upfront Cost
4 Port POE Switch	1	£70.00	£70.00
Number Port - 01273 589 777	1	£50.00	£50.00
Site Survey, Installation and Training	1	£350.00	£350.00
Draytek Router	1	£175.00	£175.00
TOTAL UPFRONT COST			£645.00 + vat



Solution Pricing

36 Month Term (No Upfront Costs)

Product	QTY	Unit Cost per Month	Total Cost per Month
Horizon License Rental	3	£17.50	£52.50
Poly VVX 450 IP Handset	2	Included	Included
Yealink IP Dect Walkabout Phone	1	Included	Included
SoGEA FTTC Broadband	1	£37.50	£37.50
4 Port POE Switch	1	Included	Included
Number Port - 01273 589 777	1	Included	Included
Site Survey	1	Included	Included
Installation and Training	1	Included	Included
Maintenance / Software Updates	1	£20.00	£20.00
TOTAL MONTHLY RENTALS			£110.00 + vat



Solution Pricing

60 Month Term (No Upfront Costs)

Product	QTY	Unit Cost per Month	Total Cost per Month
Horizon License Rental	3	£14.50	£43.50
Poly VVX 450 IP Handset	2	Included	Included
Yealink IP Dect Walkabout Phone	1	Included	Included
SoGEA FTTC Broadband	1	£36.00	£36.00
4 Port POE Switch	1	Included	Included
Number Port - 01273 589 777	1	Included	Included
Site Survey	1	Included	Included
Installation and Training	1	Included	Included
Maintenance / Software Updates	1	£20.00	£20.00

TOTAL MONTHLY RENTALS £99.50 + vat



Enhancements

Product	Unit Cost per Month
Collaborate	
<ul style="list-style-type: none">Collaborate with instant messaging, presence, screen sharing, and video and multi-party conference calling all through a single interface.	£5.00
Integrator	
<ul style="list-style-type: none">Integrate with your CRM system for click-to-dial, screen pop of client records, presence of 50 internal extensions, call history and address book search.	£4.50
Soft Clients	
<ul style="list-style-type: none">Bring the power of Horizon to your PC or MAC, or Android or iOS device to make and receive calls, and instant message colleagues from any location.	£3.00
Call Reporting	
<ul style="list-style-type: none">Monitor and manage calls in real-time, analyse historic data, and schedule regular reports to be automatically emailed.	£3.00 User £25.00 Supervisor
Call Recording	
<ul style="list-style-type: none">Record calls for quality, training and compliance.	3 Months - £2.00 6 Months - £2.50 12 Months - £3.00 36 Months - £6.00 60 Months - £13.00 84 Months - £15.00
Receptionist Console	
<ul style="list-style-type: none">Manage incoming calls via a simple, easy-to-use interface in conjunction with a desk phone.	£25.00



Collaboration

Today, more so than ever, your business needs to be agile to respond to customers quickly, day or night, and your employees need to be equipped to handle a constant flow of queries across multiple channels. Our Collaborate solution offers services such as instant messaging and presence, voice, video, desktop and application sharing, and document sharing. Driven through a set of end user applications for Windows, MAC, Android and iOS, it enables users to access business communications and collaboration services from their favourite devices – wherever they are.

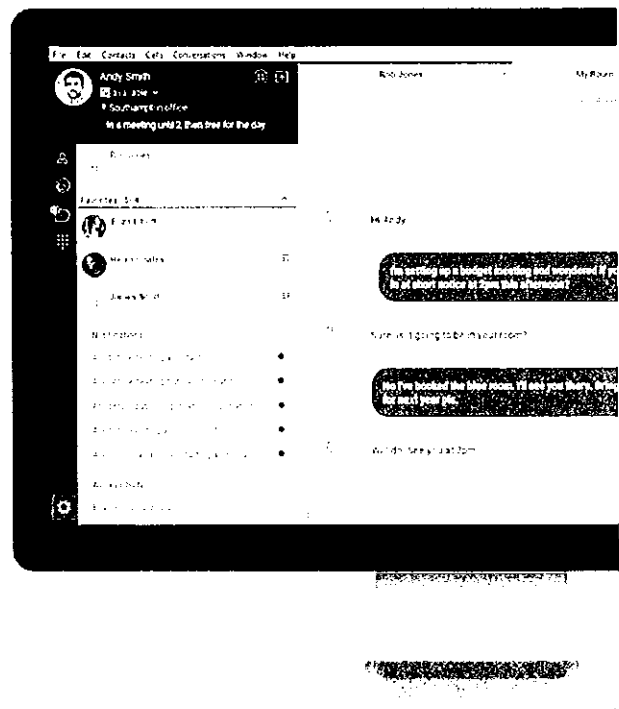


Features and Benefits:

- Instant Messaging online chat between users, reducing email inefficiencies
- Video Calling create a stronger collaborative experience using visual communication from mobile or desktop app
- Presence shows personal status that helps define the best way to communicate
- File Sharing instantly send files to colleagues to improve collaboration and speed up working
- Ad-hoc and Planned Conferencing quick and easy multi-party collaboration using My Room, a personal and fully managed conferencing space for voice, video and sharing
- Hosted PBX Features the full telephony feature set and service including bundled minutes

With digital transformation high on the agenda, today's businesses are looking to improve productivity, increase collaborative team working, attract more diverse talent and speed up business decisions.

Our Collaboration solutions deliver on all of these points to put your customers at the centre of attention.



Your Choice of Handsets

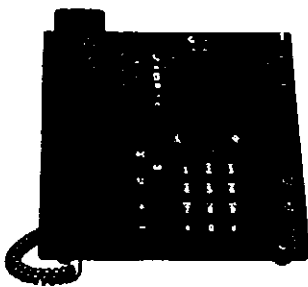
Horizon can be used with a range of handsets from a choice of manufacturers.



Poly VVX601

Premium businessphone

- 12 lines or speed dials
- 320 x 240 pixel resolution
- Poly HD Voice up to 7KHz on all audio paths
- 2x Ethernet 10/100/1000



Poly VVX450

Performance businessphone

- 12 lines or speed dials
- 4.3" colour LCD screen
- 480 x 272 pixel resolution
- 2x Ethernet 10/100/1000
- 2x USB ports



Poly VVX250

Standard businessphone

- 4 lines or speed dials
- 2.8" colour LCD screen
- 2x Ethernet 10/100/1000
- 1x USB port



Poly VVX150

Basic entryphone

- 2 lines or speed dials
- Backlit greyscale screen
- 32 x 64 pixel resolution



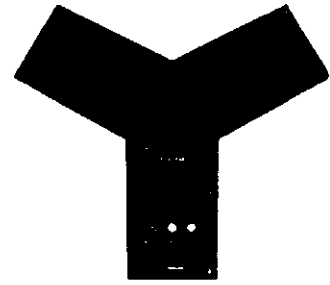
We offer handsets from entry level (low to moderate call volumes), up to premium business phones, that deliver best-in-class desktop productivity for corporate executives and managers.



Poly Trio 8800

Perfect for largesized conference rooms

- Legendary Voice quality for the clearest and richest audio experience in a conference phone
- 6.0m/20ft microphone pickup range



Poly Trio 8500

Ideal for medium sized conference rooms

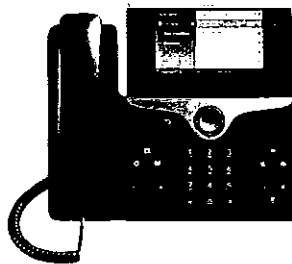
- Equipped with the industry's most advanced sound quality including HD Voice and Acoustic Clarity™ technologies
- 4.3m/14ft microphone pickup range



Yealink W73P

Basic entry phone

- High-quality sound
- Business essential call features
- 50m indoor/300m outdoor range
- Includes base station and charging cradle
- Additional repeaters available



Cisco 8861 / 8851 / 8841

Mid-range /Standard /Basic entry phone

- 10 line keys or speed dials
- 5.0" colour screen
- 800 x 480 pixel resolution



Cisco ATA SPA122

Retain existing analogue devices

- Enables high-quality VoIP service with a comprehensive feature for analogue devices
- Compatible with all industry Voice standards and common telephone features



Emma Holden-Girt
**St Barnabas House and
Chestnut Tree House**

Ciaran Armstrong
Sutton Winson

Tom Allman
Crawley Town Football Club

Darren Harding
Richard Place Dobson

Charley George
Vivid Recruitment

Conrad Alderton
Peter Christian

Technical Inclusion & Caveats:

- Start Communications' Standard Terms & Conditions apply (available on request).
- All pricing excludes VAT and is subject to site survey and confirmation of assumptions.
- Customer site access will be provided.
- Start Communications reserve the right to charge for additional engineering required due to customer generated delays.
- Unless specifically stated in the body of the quotation, Start Communications have priced to install onto existing cabling. Start Communications is expecting the existing cabling to be in working order. This can be tested and confirmed prior to installation if required at additional cost.
- VoIP runs smoothly over a network which is switched at layer three of the OSI Model. Quality of service must be in place so voice traffic can be given priority over data. Start Communications recommends a separate Voice and Data LAN unless the infrastructure is in place to separate these types of traffic.
- Depending on your choice of handset or softphone and product there can be DSCP markings for your LAN to prioritise in a converged environment. Note, no DSCP markings available on the Horizon Soft Client. While it is possible to run voice and data in a converged environment with no service issues Start Communications reserve the right to charge for time spent diagnosing issues with interaction from other devices on the same network or prove the voice service as working correctly for customer investigation.
- Unless specifically stated within your quotation, no equipment (Switches, PC's, Servers, Fire wall's, Routers etc) has been included for part of your LAN or WAN.
- Remote working at locations where the user does not have control or visibility of their network can cause issues e.g. public unsecured networks. Start Communications do not have any control over these networks so cannot assist troubleshooting users.
- Full training will be given to configure your solution if you have not opted for a self-install. Should you require any additional configuration this could attract a charge depending on the scope. Our support teams are UK based and available Monday-Friday 09:00-17:30 GMT. Outside of these hours platform faults can be logged and dealt with but configuration changes will be attended to on the next working day.
- It is not recommended to deploy a softphone environment over a Virtual Desktop environment i.e. Thin Client or Citrix. If you utilise this technology please let us know so we can test viability.
- If you are utilising the solution outside of the UK it is the customer's responsibility to understand and adhere to local regulations regarding telecommunications.
- Start Communications will only load onto your LAN applications that meet all of the manufacturer's minimum specifications. Start Communications cannot guarantee the stability of customer supplied PC's or Servers. Start Communications reserve the right to charge for additional engineering should customer applications cause our applications to malfunction. Minimum requirements for operating systems of customer PC's/laptops is available on request.
- While we endeavour to do all pre-validation possible on porting requests due to us not owning the relationship with all carriers we cannot confirm number porting until accepted by the losing provider.



Danworth Farm
Cuckfield Road
Hurstpierpoint
West Sussex
BN69GL

01444 719305
kerry.mayo@startcomms.co.uk
startcomms.co.uk



Appendix C

Email Quotation



Name: Stella
Company: Telscombe Town Council
From: Luke Street
Date: 02 February 2023

Shaftesbury Court
95 Ditchling Road
Brighton
East Sussex
BN1 4ST

Tel: 01273 688 088
Fax: 01273 621 631

email: luke@fastnet.co.uk

Dear Stella,

As a quick run down again you have your internet with us on a legacy PSTN phone line via another supplier. You do not need the PSTN Element now and we convert the internet line into the new type which is called SOGEA. You do not have to pay line rental to your PSTN provider once this transfer is complete.

On your phone system you are again on an old legacy ISDN line (Basically a bunch of PSTN's together) – you will need to digitise the numbers you use and present them on a VoIP system which will run on the internet SOGEA line. You do not have to pay your current provider for the ISDN service once this transfer is complete.

24 month contract

Shop

X 1 FTTC SOGEA (no need for phone line) - £55pm
X 1 Router free of charge
X 1 install £55 (one off)

Per VoIP user including cordless/DECT phone/Desk phone or Softphone £14.95pm
Configuration and support free of charge.
Number port per number - £25 (one off)

I do hope that this is of interest to you. If you have any queries, then please feel free to contact me and I shall be of assistance.

Best regards,

Luke Street
Key Account Manager
FastNet International Limited

nominet

ISPA

LONAP
London Access Point

RIPE
NCC

E&OE. All Prices exclude VAT. Carriage is not included unless specified. Quotation is valid for 30 days from the above date. The opinions expressed in this email are entirely personal and do not represent the policy of the company nor an order for the purchase or supply of goods or services. All incoming and outgoing emails are virus checked, however we cannot guarantee that this message or any attachment is virus free or has not been intercepted and amended. FastNet International Limited accepts no liability in respect of any loss, cost, damage or expense as suffered as a result of receiving this message or any attachments. All quotations, contracts, goods and services are subject to the Company's Terms and Conditions. Please refer to our website at <http://fastnet.co.uk/welcome-to-fastnet/terms-and-conditions.html> or apply for a written copy. All goods remain the property the property of FastNet International Ltd until paid for in full.

FastNet International Ltd Registered in England No. 3015861 Registered Office Shaftesbury Court, 95 Ditchling Road, Brighton, BN1 4ST

Hosted VoIP Services		Price
VoIP Endpoint	<p>This service enables a single endpoint (desk handset, wireless handset or soft phone) to register and make calls. A wide range of advanced features can be configured including</p> <ul style="list-style-type: none"> • Call Waiting • Call Forward • 'Ring all' and 'Cascade' Call Distribution • Call Parking • Inbound Call Routing • Music On Hold • Do Not Disturb • 3-way Conferencing • Password Protected Dial <p>All VoIP Endpoints have the ability to use Call Recording on all or selected inbound and outbound calls and is provided with a single geographic telephone number.</p>	<p>£9.95 <i>plus £5.00 include phone hand. set.</i></p>
Voice Mailbox	<p>Voice Mailboxes can be used to provide personal voice mail on VoIP Endpoints or company voice mail on Hunt Groups. Each mailbox is provided with 100Mb of space which can hold up to 1.5 hours of messages. The 'voicemail to email' function automatically emails any messages left as WAV attachments to a specified email address. Messages can also be accessed and managed via the portal or physical handsets.</p>	Included
Hunt Group	<p>Hunt Groups ensure inbound callers always reach the right person or team. These can be configured to route calls to both internal and external destinations based on a number of variables such as time of day or endpoint status, helping improve customer satisfaction.</p>	Included
Automated Attendant (IVR)	<p>Our IVR's enable you to offer more than simple 1, 2, 3 voice menus. With advanced features that allow you to label and present calls to users based on a variety of attributes, you can meet any inbound customer requirement. All IVR's are multi-level and can handle up to 30 unique actions allowing centralised management for multiple inbound routes.</p>	Included
Call Queue	<p>Effectively manages inbound calls by routing them to available agents using a variety of distribution methods such as 'Least recently called' or 'Back to agent'. The system can support multiple queues per customer and agents can login to single or multiple queues as required. Customers can also view the status of inbound calls and run graphical reports on key SLA's and agent activity.</p>	Included
Call Queue Agents 10 Agents	<p>Agents can log in, log out and pause their status across multiple or single queues quickly and efficiently via the online web portal. Remote agents can log in from any external location including their mobile or home phone to receive inbound queue calls, providing an ideal entry level DR solution. 10 agents are included for each client.</p>	Included
Conference Centre 10 Attendees	<p>Provided with a dedicated DDI our conference centres support multiple, one-off and recurring conferences for up to 10 attendees. Conferences can be initiated upon request or scheduled in advance and can be configured to prompt attendees for PIN numbers on entry and announce when users join and leave. Conferences can also be set to record to a WAV file for distribution to all attendees at a later date.</p>	Included
Hosted Fax Service	<p>This service allows users to send and receive faxes without the need for a physical fax machine or line. Inbound faxes can be delivered to a specified email address or accessed via the web portal. Outbound faxes can be sent either via the portal or from up to 5 named email addresses. Additional email addresses can be added if required.</p>	Included

CLUD
VOICE & DATA

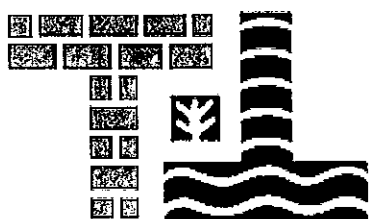
Appendix
D

PROPOSAL



VOICE

FOR



TELSCOMBE TOWN
COUNCIL

PROPOSAL BY
Simon Whitney
1ST FEBRUARY 2022



VOICE | MOBILE | DATA & WI-FI | IT & PRINT | SECURITY | ENERGY | MARKETING

EXECUTIVE SUMMARY

Thank you for your time and giving us the opportunity to review your requirements.

Based on our discussions last week I can confirm the following information was discussed...

Current Setup:

- 4x users
- ISDN 2
- 1x Analogue line
- 1x Broadband connection
- 1x Website Domain

Current Suppliers and Costs:

- BT (ISDN) = £71 per month (paid quarterly)
- Fastnet (Broadband) = £55 per month
- Focus (Analogue Line) = £19 per month
- Fastnet (Domain) = £8.33 per month (paid annually)

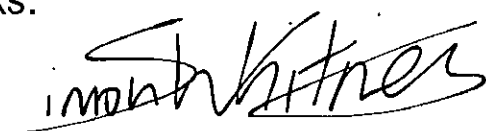
Total monthly costs = £153.33 (ex vat)

Requirements:

- Consolidation of accounts/invoices/admin
- Cost saving vs existing
- Future proofing of office away from analogue and ISDN lines
- 2x new VOIP desk phones for admin office
- 1x new VOIP dect (cordless) phone for Town Clerk's office
- Looking at using a more local provider with a more personable relationship

The following proposal will outline what we are recommending and why, how we will achieve your goals and how we will do this within your budget.

Thanks.



Simon Whitney
Sales & Marketing Director



ABOUT US



We are experienced, knowledgeable consultants specialising in supplying phone systems and business services that benefit your business through cost reductions, unified billing and a personalised account management service. Providing cost-effective solutions across a wide range of products, such as IP Voice, Mobiles, Data, IT Support, IAAS, SAAS, Security, Print, Marketing and Energy, all with a firm focus and dedication to account management and delivering a first-class client experience.

Working With Us

As Fixed and ICT Managed Service providers we provide innovative communications and IT solutions that increase efficiency and productivity. We empower businesses nationwide to reach the next level of success with support and account management along the way.

Unify All Of Your Communications

Cloud, Voice & Data deliver all in one business communications. Whether it be your company email, the network that delivers your key business applications, the telephone system this integrates with or the mobile voice and data network, we have the capability to deliver this as a unified solution. This all-in-one approach consolidates your supply chain, helping to reduce costs, enhance efficiencies and improve service reporting and support.

Strategic Aims

CV&D's commercial strategy and core values are essential to the Group's success. We have outlined some key objectives for the coming years;

- To Attract & Retain the Best People
- To Provide Award-Winning Customer Service
- To Achieve Operational Excellence
- To Maintain our Core Values
- To be Environmentally Sustainable

Customer Centricity

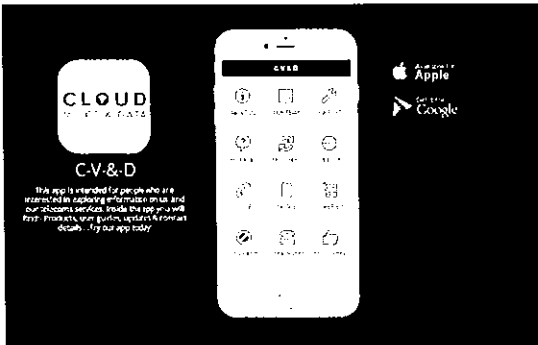
As part of our relentless pursuit of excellence we obtain feedback from clients measuring metrics essential to a positive customer experience. These are a mixture of in-house scores for quality control and training and also reviews posted within the public domain. Our scores to date have been outstanding, and we have no intention of letting these standards slip. Our Google reviews, Trustpilot and Facebook reviews are all of a 5* rating.



cloudvoicedata.co.uk

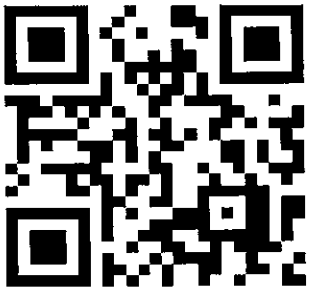
Our Services

- | | | |
|----------|--|---|
| Voice | | Telephone systems. VOIP. SIP. ISDN. Lines and Calls. Soft phones. Web RTC. Contact centre. |
| Mobile | | Business smart phones and tablets. Network and bespoke tariffs. MDM. |
| Data | | Business broadband; ADSL, Fibre, Ethernet leased lines, VPN, MPLS. WIFI. Cloud-Marketing. |
| IT | | 365. IOT. M2M. Anti-Virus. Networks. Cloud Backup. VLANs. Server & user IT support contracts. |
| Security | | CCTV. Access Control. Intercoms. Intruder Alarms. Sign in solutions. |
| Energy | | Gas. Electricity. Solar. Water. EV Charging. |



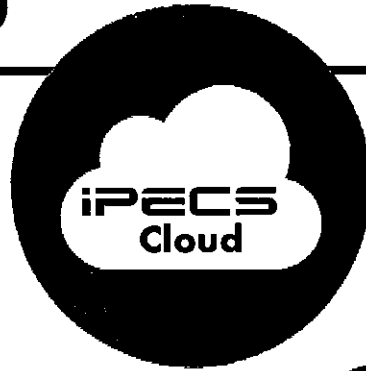
The CV&D Mobile App

Scan the QR code.
Click open, this will give you a preview, you'll then need to select the download option on the menu on the right hand side 'install app'.

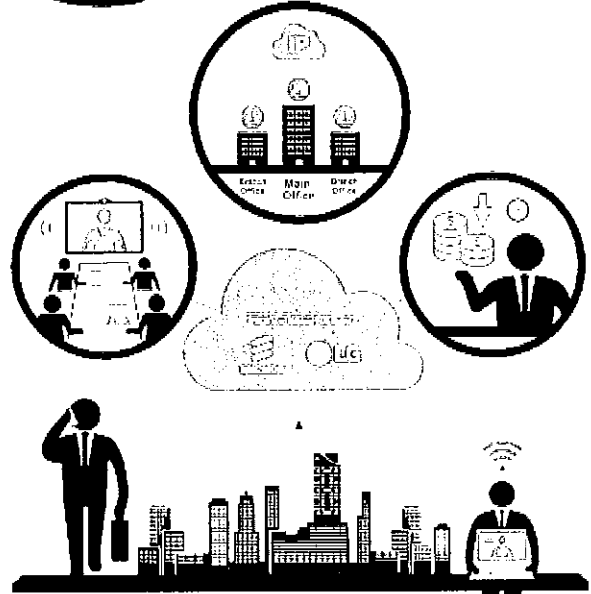


INTRODUCTION TO

CL^oUD
VOICE & DATA



iPECS Cloud is a Best-In-Class UCaaS solution accommodated to the cloud environment. iPECS Cloud contains Agility, Flexibility and Simplicity on top of the proven technology of Ericsson-LG Enterprise, leading in business communications. Equipped with a variety of end-points, applications and features, iPECS Cloud is your smart option for your communication system.



Business Application

Business Application

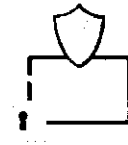
- Contact Center
- ACD Report
- Auto Attendant
- Call Recording
- WebFAX
- Audio Conference Bridge
- Web Conference
- Analytics



UC&C

UC&C

- Desktop/Mobile Client for UC
- Remote Call Control for MS Lync/SfB
- IM, Presence
- Audio/Video Conferencing



Security

Security

- IPKTS Protocol
- Extension/Media/Trunk SBC
- Redundancy and Geo-Redundancy
- Data Encryption
- Strong Authentication
- Call Fraud Protection

iPECS Cloud



Telephony Essentials

Telephony Essentials

- Hunt/Pickup/Paging Group
- Voice Mail
- Multi/One/Share Number
- Mobile Extension
- Hot Desk
- Remote Office
- Etc.



IP Phones

IP Phones

- LIP-9071 Premium Video Phone
- LIP-9000 Series
- IP DECT
- * Some 3rd Party SIP Phones can be integrated



Management

Management

- Backend Portal for Service Provider/Reseller
- Frontend Portal for IT Manager/End User

FEATURES & BENEFITS

CL  **UD**
VOICE & DATA



TELEPHONY ESSENTIALS
Auto Attendant
Hunt groups
Pickup groups
Paging groups
Voicemail
Voicemail to email
Music on hold



COLLABORATION & MOBILITY
Instant Messaging
Presence
Conferencing
Video
Skype for Business Integration
UC Android Client*
UC iOS Client*
UC Desktop Client*
Mobile phone pairing
Link multiple devices
Hot Desk
Disaster Recovery



CONTROL & VISIBILITY
Analytics
Call reporting
Scheduled reports
Call recording
Live call monitoring
Portal for simple management



SPECIALIST COMMUNICATIONS
Reception Console
IP DECT
ACD

Key features relevant to your business:

- Voicemail to Email
- Call Recording
- Auto Attendant
- Disaster Recovery
- Music on hold
- Call Waiting
- Hunt Groups

*



CLASS 1 HANDSETS

CLOUD
VOICE & DATA



Authorised Reseller

IPECS
AN ERICSSON-LG BRAND

For superior user experience, iPECS 1000i Series

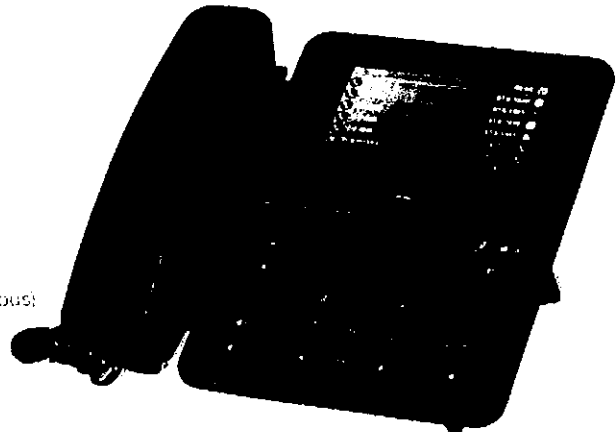
Intuitive user interface, superior HD voice, comprehensive range of terminals meet the needs of your entire organization for today and future.

- Simple, sleek and modern design goes well for desktop or wall mounting
- User friendly intuitive interfaces with color display
- Superior HD voice and full duplex speakerphone
- Zero touch provisioning for all cloud and on-prem users
- Exceptional performance, security and various range of accessories

1050i 105003

Advanced Gigabit color IP Phone

- 8 line 4.3" (480 x 272) color display
- Up to 36 programmable keys with 12 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories



1040i 104003

Professional Gigabit color IP Phone

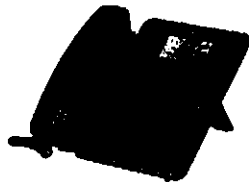
- 6 line 3.5" (480 x 320) color display
- Up to 24 programmable keys with 8 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories



1030i 103003

Essential Gigabit color IP Phone

- 6 line 2.8" (480 x 320) color display
- Up to 18 programmable keys with 6 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports

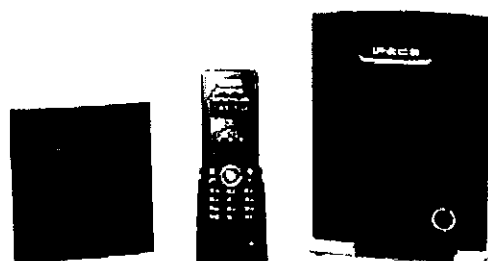


1080i – Android Tablet Phone

- 7" (1024 x 600) touch & color display
- Up to 48 programmable keys with 12 self-label keys
- HD video with high resolution (HD720p) and 8M pixel camera
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- Built-in Wi-Fi – dual band (2.4Ghz/5Ghz), installing at any workplace
- Built-in BT – supporting BT headset, phonebook
- 2 USB ports for charging mobile devices, USB accessories
- HDMI port for duplicating phone display in a big screen

IP DECT

iPECS IP DECT provides your team with full access to the system regardless of their location. Perfect for staff on the move or working in warehouse, workshop or campus locations.



CLASS 2 HANDSETS

CLOUD
VOICE & DATA



Authorised Reseller

IPECS
AN ERICSSON-LG BRAND

For superior user experience, IPECS 1000i Series

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- Exceptional performance, security and various range of accessories

1020i 



Basic Gigabit IP Phone

- 4 line 2.8" (132 x 64) grayscale display
- Up to 16 programmable keys with 4 self-label (x3 pages) and 4 paper-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports

1010i 



Cost effective entry IP Phone

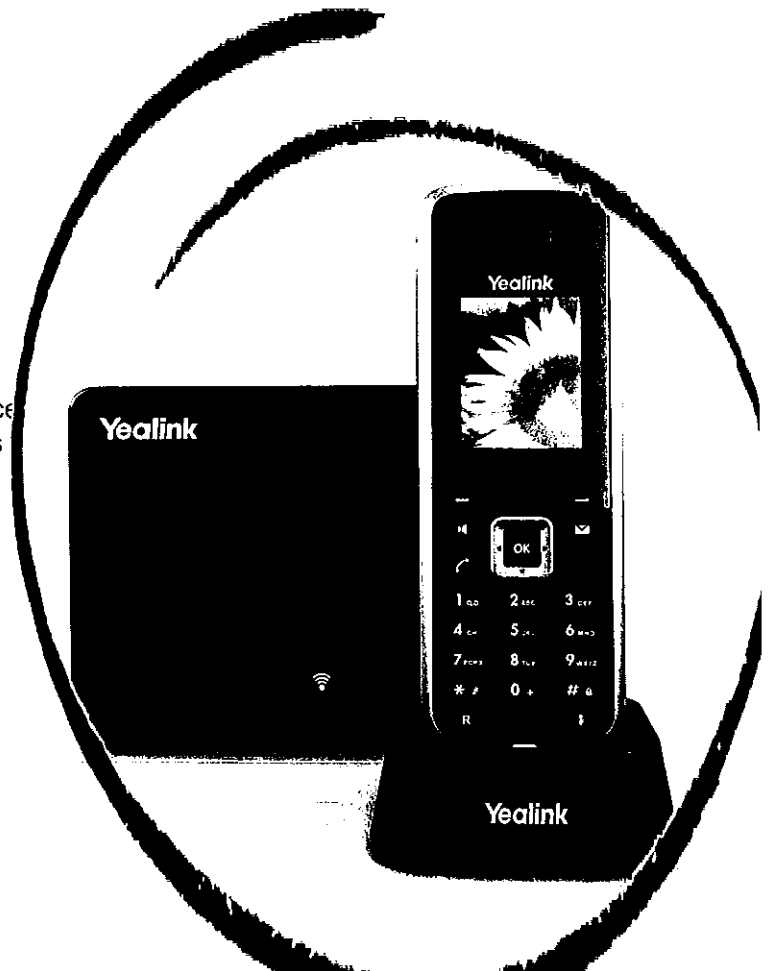
- 4 line 2.4" (132 x 64) BW display
- 4 self-label programmable keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice

Yealink

A 3RD party compatible Dect solution

- High-performance SIP cordless phone system
- 1.8" 128 x 160 TFT color screen with intuitive user interface
- Up to 8 concurrent calls • Up to 8 DECT cordless handsets
- Up to 8 SIP accounts
- Support Opus audio codec
- Up to 18-hour talk time (in ideal conditions)
- Up to 200-hour standby time (in ideal conditions)
- Quick charging: 10-min charge time for 2-hour talk time
- TLS and SRTP security encryption
- Noise Reduction System
- Headset connection via 3.5 mm jack
- Charger wall mountable

<https://www.youtube.com/watch?v=hnRi3URqIhw>



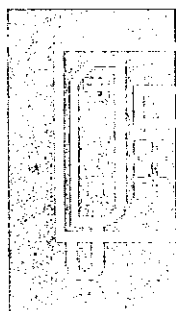
CLASS 2 HANDSETS

CLOUD
VOICE & DATA



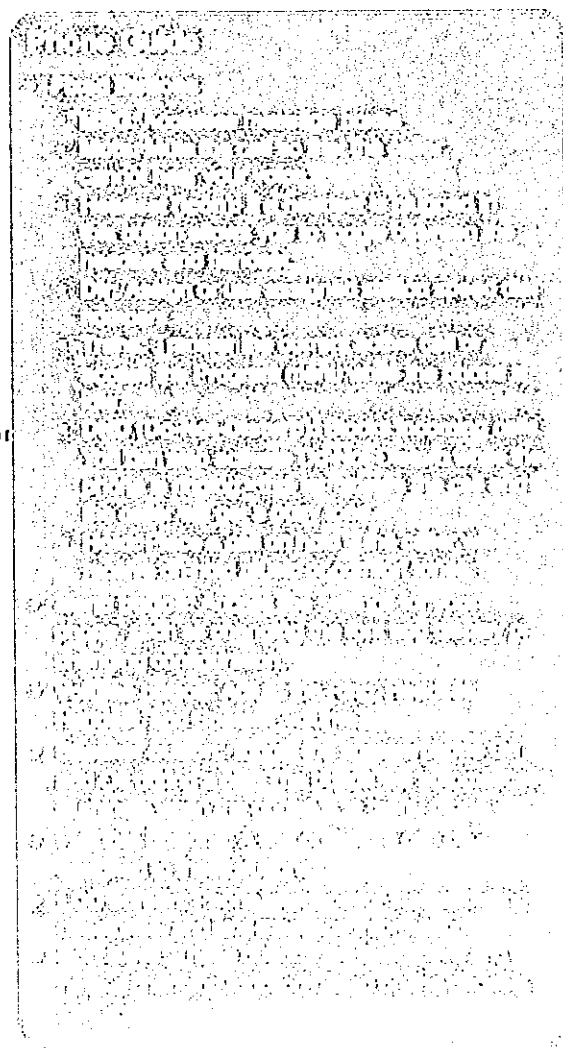
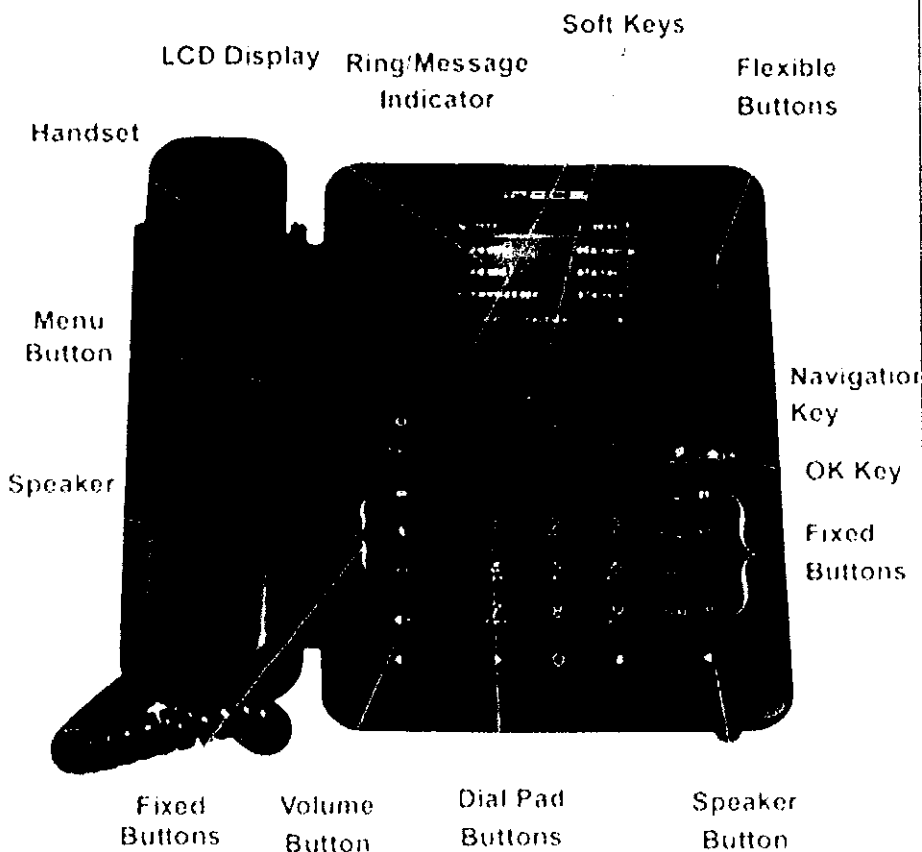
Authorised Reseller

iPECS
AN ERICSSON-LG BRAND



Ericsson-LG iPECS 1030i Cloud Handset Key Features Guide

1030i Button Layout



For more information on the keys across 3 pages

IMPLEMENTATION



The below is an example of a typical telephone system installation which includes new SIP/Cloud hardware, data connectivity and number porting.

All installations are unique of course and our Project Manager will tailor each project plan according to our customer's requirements.

A similar process and timescale will more often than not still be relevant for other services that require ordered services, hardware and installation.

TASK	LEAD TIME (Weeks)	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Project Planning									
Order Placed/Survey Complete	0								
Broadband Ordered	1								
Broadband Go Live	2								
Cloud-Voice Licenses/SIP Trunks Ordered	2								
Number Port Order	2								
Port Complete (install pending)	4-6								
Hardware and Installation									
Hardware Ordered	2								
Hardware Pre-Configuration/Testing	3								
Installation of Phone System	4-6								
Training (Including Support)	4-6								



Account Management

At CV&D we place great importance on our Account Management structure and pride ourselves on the professional nature of the service we provide to our customers.

All our Account Managers are highly trained to work with you to maximise the benefits of your communications in your organisation and your sector. Your Account Manager is closely supported by an impressive range of expertise from our internal Customer Service Team. This support enables him/her to resolve specific issues involving your account and also ensures that your account is managed in a professional and efficient manner.

Your Account Manager's key responsibilities include:

- Assess your specific needs.
- Proactively manage your monthly costs by reviewing your spend every quarter, by using a Tariff Analyser tool.
- Help build the relationship that forms the virtual team of CV&D and your company.
- Produce monthly bills for cost centre billing.
- Produce a step-by-step implementation plan.
- Ensure your expectations have been met.
- Help ease your company into the CV&D support functions.
- Demonstrate the longevity and reliability of the solution.
- Help define the measurable deliverables to allow you to justify return on investment.



Dedicated Customer Support Team

Our Customer Service structure has evolved so that we can ensure that we always exceed your expectations. We are continually introducing and developing technology to provide our staff with the tools and information to provide first time resolution on a query whenever possible. We also ensure that service meets high quality standards by continually coaching and developing our customer care staff. We guarantee that:

Regardless of your problem or query, we'll do everything we can to deal with it the first time you call.

- When contacting us, you will always get through to a customer support consultant within, no long-winded set of options.
- When you call, you'll be talking to trained business advisers who have no other job but to help business people like you.

CV&D offers dedicated Customer Service for both key contacts and the individual users within your organisation. Our Customer Support Team take full responsibility for all aspects of daily service and their aim is to offer professional and knowledgeable support in a variety of functions including:

- Invoice / billing queries • Written query solution • Equipment recovery / repair • Telephone query resolution
- Adhoc reports • Account re-structures • Technical support • Customer detail amendment • Order Processing
- Consolidated Invoicing

Contact the customer support team:

Telephone number: **01323 407775**

Email address: **customersupport@cloudvoicedata.co.uk**

Your Customer Support Team can be contacted by phone or email and, in addition, the Team Manager's number is provided to key customer contacts for escalation purposes in accordance with our Service Level Agreement.

Hours of Service

Monday to Friday - 8.30am to 5.30pm (this is when your Customer Support Team is available to take calls and complete orders and administration). Outside these hours, we can operate an out of hours customer support service should it be necessary. For:

- Stolen bars (placing bars not lifting).
- Network queries.
- Advice on handset functionality queries.
- Portal changes for users (network dependant)

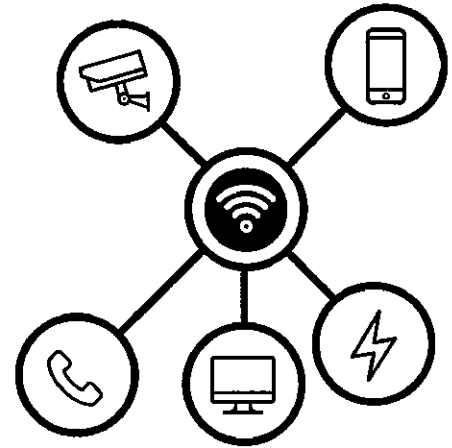
SERVICE LEVEL AGREEMENT

CL^UD
VOICE & DATA

1 of 3

At Cloud, Voice & Data, we want to make your experience of using our service as effortless, smooth, and efficient as possible.

This Service Level Agreement outlines some of the specific requests that you may have relating to your telecoms & business services. Who to contact, and how long it will take to implement the requests.



Important Information



Support Team available:
Mon – Fri, 9.00am – 5.00pm
*24/7 cover available



EE (direct) lost or stolen phones:
Call: 07953966250



Support Team number:
01323 407775



Voda (direct) lost or stolen phones:
Call: 08080408408



Dedicated Total Care email:
customersupport@cloudvoicedata.co.uk



O2 (direct) lost or stolen phones:
Call: 03448090202

Support Team – SLAs

You can call the Support team on 01323 407775 and one of our team members will be able to help you.

We can guarantee that they will be:

- Professional & knowledgeable.
- Fully informed about your account.
- Friendly & willing to help.
- support desk located in Seaford head office.

Office Hours

The team is available Monday – Friday, 9.00am – 5.00pm. During these times, our SLA is to have 95% of calls answered within 20 seconds and all emails to customersupport@cloudvoicedata.co.uk allocated within two working hours.

Out of Office Hours

Out of hours contracts are available. So if you have an out of hours contract, please see your agreed terms for details.

General Enquiries

Please contact the Support team with any of the following enquiries and we will complete your request within the time stated.

- Billing enquiry: 5 days.
- Ad hoc account review: 24 hours.
- Network issues: Variable.
- Voicemail PIN reset: Immediate.
- Content control: 24 hours.
- PUK (PIN Unlock Key) code: 24 hours.
- Change of ownership: Variable.
- Handset exchange: 48 hours.

Account Reviews

Your account manager will conduct an account review with you on a regular basis. This will cover the following elements:

- Review previous quarter's usage.
 - Review all in-bound care requests raised.
 - Review current services and solutions.
 - Discuss client's short term business plans.
 - Offer recommendations on how to improve business efficiencies.
 - Discuss new products on offer within our portfolio.
- Please contact your account manager if you require any additional mobile voice or mobile broadband lines.

Tariff Changes

To change the tariff on an account requires 72 hours. If you have more than five users, we require 96 hours.

Escalation Process - Service

If your enquiry cannot be handled by the Support team or your Account Manager it is escalated to the Board & Management team.

Escalation Process - Orders

If your enquiry cannot be handled by the Project Management team it is escalated to the Board & Management team

Fault Reports & Technical Support

Please call into our Care team on option 1. Or email any faults to the customer support team with a clear explanation of the issue and we will raise a ticket and escalate accordingly.

Openreach Fault

Depending on your care package standard Openreach faults are generally responded to by the end of the next working day.

Account Changes

As long as you have authorisation to make changes to the account, all of the following requests can be activated immediately by one of the team:

- Bar a stolen phone.
- Add or remove 'International Premium'.
- Add or remove international roaming.
- Add or remove the GPRS roaming facility.
- Add or remove GPRS.
- Add or remove services
- SMS changes.
- Add or remove incoming or outgoing text message (SMS) facility.
- Activate a new SIM.
- Username amendments.
- Request invoice copies
- Request call stat data

Bolt-On Services

If you would like to add extra bolt-on services to your account, we will implement your requests within the following timeframes:

- Information on available bolt-ons: 24 hours.
- Add or remove less than five bolt-ons: 48 hours.
- Add or remove more than five bolt-ons: 72 hours.

Escalation Process - Service

If your enquiry cannot be handled by the Support team or your Account Manager it is escalated to the Board & Management team.

3 of 3

Escalation Process - Orders

If your enquiry cannot be handled by the Project Management team it is escalated to the Board & Management team

Escalation Process - Timescales

As per below table

Severity	Class	Response	Resolve	Description
CAT 1	Emergency	1 Hour	4 Hours	Total loss of service
CAT 2	Major	2 Hours	8 Hours	Significant Degradation of Service
CAT 3	Minor	8 Hours	3 Days	Minor Degradation of Service
CAT 4	Information	24 Hours	5 Days	E.G. Modification or Configuration of Equipment

With an engineer visit provided for CAT 1 and CAT 2 severity issues that cannot be resolved remotely

Escalation Procedure

Issues that are of a technically complex nature can be escalated to the Support Team by the Support Engineer. Once assigned to the Support Team they will work with the Support Engineer and the customer and if required the vendor or third party to obtain a resolution or workaround as soon as it is practical. If the problem is found to be a manufacturer fault, we will liaise with the manufacturer to find a resolution as soon as possible.

Response

Please note that these are maximum response times and we endeavour to provide a remote fix before the maximum response time. We will inform you of the status of your logged call at regular intervals. Where possible, we will inform you of any additional charges you may be likely to incur, which are over and above those covered by your Full Service and Maintenance Agreement.

Network Related Faults

If a problem is carrier or network related, our Technical Support Team will carry out an initial assessment and liaise with the network provider to resolve the problem.

Hardware

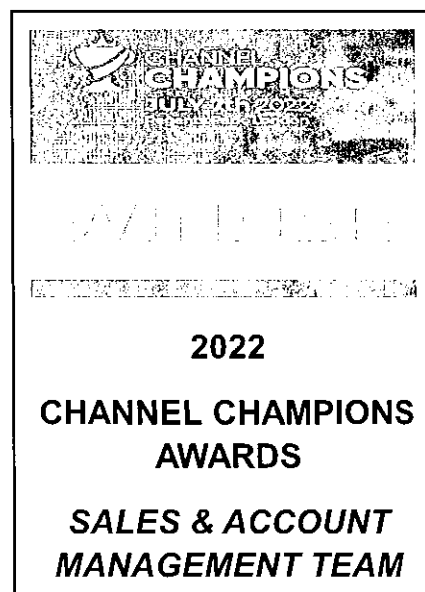
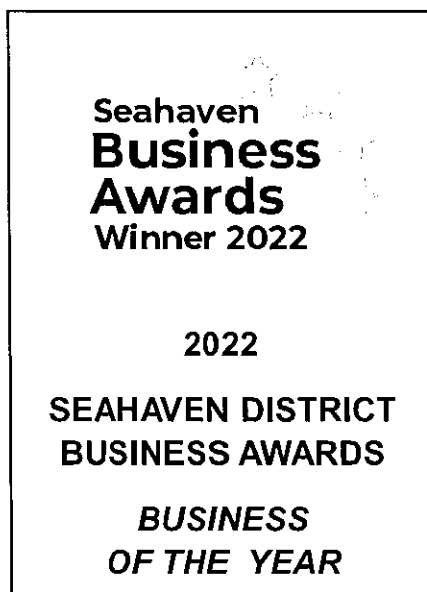
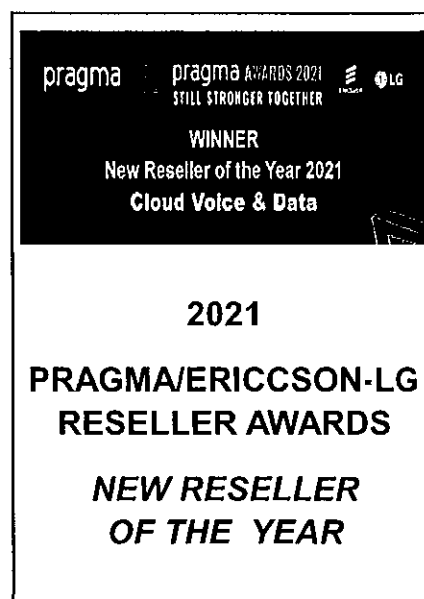
What is not covered? Analogue devices such as faxes, answering machines, ordinary analogue telephones etc. are not covered. Requests for service alterations and additional work which are not a result of a fault are not covered by the maintenance agreement but can be provided separately at an appropriate charge.

AWARD WINNING

CL  **UD**
VOICE & DATA

The team here at CV&D not only work super hard but are also super talented, we're always trying to tell our customers and our prospects how great they are. So to have something tangible to backup this talent is fantastic. We are so proud of our achievements to date, both with local community awards and also to be recognised within the industry.

We will never stop trying to do the best for our team and our clients and we will never stop wanting to be recognised for it. These are a celebration and a pat on the back to our team and hopefully goes some way to providing some proof to what we say we can do...



PROPOSAL SUMMARY

Our Recommendation

Provisions	QTY
Cloud Hosted user licences (Inclusive calls & iPECS software)	3
iPECS 1030 Desktop handset	2
Yealink IP DECT (cordless) phone	1
Draytek router (we will re-use your existing router)	0
POE switch	1
Sogea Broadband service	1
Installation & User Training	1

Group Summary	QTY
Maintenance & in Life Support	
Free UK Call Bundle (01,02,03 & 07 numbers)	INCLUSIVE
Transfer of all existing numbers including DDI Ranges	

Pricing Summary

Options	Cost For	Upfront cost	Monthly cost
1	Option 1 – Purchase + Rentals (24m)	£1,615.00	£48.00
2	Option 2 – 36m Finance + Rentals	£0.00	£98.00
3	Option 3 – 60m Finance + Rentals	£0.00	£80.48

In conclusion the new agreement will not only provide your business with a new, future proof system, but also a fix to your current challenges as well as a potential cost saving of £74 per month. Or £888 per annum (option 3).

- Prices shown are ex vat
- Contracts are subject to credit checks
- Any finance/lease arrangements will incur admin fees (as per finance/lease paperwork)
- Quote valid for 30 days



THANKS FOR READING

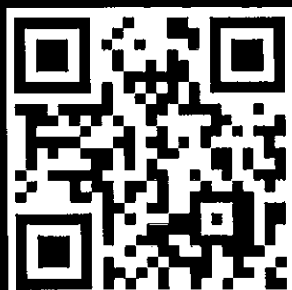
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CONTACT

01323 407775

SALES@CLOUDVOICEDATA.CO.UK

WWW.CLOUDVOICEDATA.CO.UK



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AGENDA ITEM	21
REPORT TO	Amenities & Civic Centre Committee
REPORT FROM	Bianca Buss, Amenities Officer
MEETING DATE	20 th March 2023
SUBJECT	Future Events Update/Agreement

1. INTRODUCTION

No new events have taken place since the last Committee meeting. As we are in a pre-election period, any new events we wish to take forward will need to be arranged following election of the new Councillors.

2. INFORMATION

At the last meeting, the Committee considered a request from the Telscombe Residents Association (TRA) to hold a joint race night with the Council on the evening of Saturday 18th November. The TRA have been contacted for more information and what support they would like from us. If there is anything to add, a verbal update will be provided at the meeting.

At September's Committee meeting, it was agreed for Brighton Bouncy Castles to run a 'bounce in the park' session in Chatsworth Park on Monday 3rd and Tuesday 4th April 2023. We have unfortunately been advised they have had to cancel these sessions due to personal reasons.

3. RECOMMENDATION

To note the above information.

4. ENVIRONMENTAL IMPACT

Minimal.

5. FINANCIAL IMPLICATIONS

The town entertainment/events budget for 2023/24 has been set at £1,000.