

COUNCILLORS' INFORMATION BULLETIN

Wednesday, 22 July 2020

Bulletin No: IB/1037

INFORMATION ITEM	Pages
<p>1 Delegated Planning Decisions</p> <p>Delegated planning decisions for the week beginning 13 July 2020 are attached. Contact for enquiries: Jean McPherson, Group Manager: Development Management on jean.mcperson@crawley.gov.uk.</p>	7 - 8
<p>2 Temporary Traffic Regulation Order: West Green Drive</p> <p>Information relating to a Temporary Traffic Regulation Order in respect of West Green Drive is attached.</p>	9 - 10
<p>3 Temporary Traffic Regulation Order: Faraday Road</p> <p>A Temporary Traffic Regulation Order in respect of Faraday Road is attached.</p>	11 - 12
<p>4 Tilgate Nature Centre Re-Opening and Entry Fees</p> <p>Information is attached in relation to the re-opening of Tilgate Nature Centre and the Centre's entry fees.</p>	13 - 14
<p>5 K2 Crawley and Bewbush Centre Re-opening</p> <p>K2 Crawley and the Bewbush Centre, which are managed by sports and leisure operator Everyone Active in partnership with Crawley Borough Council, will reopen their doors on Saturday (25 July).</p> <p>The swimming pool facilities at K2 Crawley will be opening shortly after, and customers will be notified as soon as a date is finalised.</p> <p>The Government update on 9 July confirmed leisure centres are now safe to reopen facilities from 25 July, with strict operational measures in place. Everyone Active procedures will ensure social distancing is managed throughout the centres and regular cleaning is maintained. Full detail of the operator's measures can be found here.</p>	



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6 Fire at Household Waste Recycling Site

Due to a fire at the County Council's Household Waste Recycling Site in Crawley on Friday the facility is closed until further notice.

Customers are asked to use the alternative nearest sites at East Grinstead, Burgess Hill or Horsham.

Further updates can be found at

<http://www.recycleforwestsussex.org/recycling-sites/crawley/>

7 Town Hall Re-opening

15 - 18

The Town Hall will reopen for a limited, appointment-only service from today (Wednesday 22 July).

During lockdown we have been able to effectively deliver services and we will continue to encourage customers to do so away from the Town Hall wherever possible.

Customers will be able to pre-book appointments to pay in cash if they're unable to pay via our other channels, drop off or collect an item or to use a self-service terminal. Appointments to access other services aren't currently available but this is being kept under review.

Several changes have been made to the ground floor of the building and how the council operates to ensure the safety of staff, customers and members. These include:

1. Customers will have to sanitise their hands on entering and exiting the building
2. Staff will sanitise surfaces after every appointment
3. Staff will wear a face mask and visor, plus gloves when handling documents
4. A one-way system will be in place to ensure social distancing
5. Customers who arrive early will have to wait outside the building
6. The front doors will be closed and manually opened by a Customer Service Advisor to people with booked appointments.

A fuller briefing on the Covid secure reopening of the Town Hall is attached. Please also take a moment to read the [members' do's and don'ts document](#) before you next enter the Town Hall.

Staff and members are asked to enter and leave the Town Hall via the car park on floor 1, 2 or 3 (or car park levels 4,6 or 8) between 10am and 4pm to avoid too many people in the foyer.

Please ensure your ID card is visible when entering and leaving the Town Hall so you clearly identify yourselves to Contact Centre staff.

Covid -19 Inequalities Task Force

The COVID-19 death rate has been higher in Crawley than other areas of West Sussex. It is crucial that we understand and address the socio economic and health inequalities that may have contributed to this in order that we better protect and support our communities more effectively moving forward.

Community Services, working with Public Health have set up a dedicated task force comprising of members of the voluntary, community and statutory sectors to look into Covid 19 inequalities. The group will look to provide a coordinated response and start to address some of the underlying issues moving forward by;

- Identifying the key data and evidence for Crawley to input into the development of the Health Joint Strategic Needs Assessment
- Gaining insight into the impact and experiences of COVID 19 on individuals from BAME communities through supporting research which Citizens Advice West Sussex is leading on
- Develop a Community Ambassadors group comprising of key community representatives who are able to work with statutory partners to share information within their communities and discuss community issues in a timely manner.

To date we have:

- Met with representatives from organisations from the statutory and voluntary sectors to analyse current data for our communities, identify gaps in data and develop appropriate work streams moving forward.
- Met with community leaders to share information around 'Keeping safe, getting tested and contact tracing,' and to discuss how best to share messages within our communities and identify challenges which people might face in following public health advice.
- Developed a number of Crawley specific communication materials have been developed and community members are now working with WSCC Communications Team to develop videos to give out key messages.
- Shared information with faith group representatives regarding acts of worship and the relevant guidance to support this activity.

Adventure Play Service and Childcare Provision

It is important to acknowledge the role that access to high quality play and childcare provision have in contributing to the wellbeing of our children and also in supporting parents / carers to work through the school holidays. The Government gave permission for holiday clubs and out of school settings for children to open at the end of the school summer term in July, where a safe environment could be constructed and in the context of specific guidelines. To date, the 4 adventure playground sites in Crawley have remained closed

It has since been agreed that the four adventure playground sites closed will remain closed for general public 'open access' and unsupervised play until the usual scheduled closure in November 2020.

The childcare strand of this service will not operate during the school summer holidays or October half term.

CBC's consideration and application of the guidance / risk assessment

The current guidelines produced by both Play England and the National Youth Agency (NYA), advise organisations to re-start face-to-face activities only when ready and confident to do so safely.

When Risk Assessing the Adventure Playgrounds Open Access and childcare strands, this has been completed in consultation with an experienced group of officers. We have taken into consideration the guidance and agreed upon the 'reasonably practicable' measures.

The guidance requires that we consider measures in relation to Social Distancing, Cleaning and Hygiene, permitted group sizes and staffing and a number of additional suggestions are provided in relation to minimising the transmission risk in general indoor and outdoor activities and on equipment and contact surfaces.

Our Risk Assessment covered all sites taking into account all common related risks however we have addressed any site specific factors in an extended schedule to that risk assessment. Creasys Drive cannot open in any capacity because of the risks associated with the wooden play structures. Waterlea also requires the removal of some key wooden structures and will need to be fully assessed before being available.

Following the completion of our risk assessment we have set out below the activity that we will deliver in the interim:

- Have a community presence in high footfall and hot spot areas to provide positive engagement with children and young people and reassurance to residents. This includes supporting the re-opening of unsupervised play areas to reinforce messaging about safe use of these spaces.
- Work with partner agencies to provide a safe, bookable activity programme, that is predicated on small groups, short durations, and that will be subject to test and trace requirements
 - ☐ Provide staff with the appropriate levels of PPE to operate safely
 - ☐ Provide access to facilities to other childcare providers already operating from Cherry Lane APG during school holidays.

Press releases are available at www.crawley.gov.uk/news

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CRAWLEY BOROUGH COUNCIL

DELEGATED PLANNING DECISIONS

The following decisions were issued, subject to conditions, under delegated powers for the period 13/07/2020 and 17/07/2020

Application Number	Location	Proposal	Date of Decision	Decision
CR/2018/0914/NM1	24 SOMERVILLE DRIVE, POUND HILL, CRAWLEY	Non material amendment of approved planning application CR/2018/0914/FUL for the replacement of the garage doors with a window and wall	13 July 2020	PERMIT
CR/2019/0405/FUL	26 CROSS PATH, NORTHGATE, CRAWLEY	Erection of single storey side and rear extensions (amended plans received)	17 July 2020	PERMIT
CR/2020/0159/FUL	16 MATTHEWS DRIVE, MAIDENBOWER, CRAWLEY	Retrospective change of use of amenity land to residential garden and erection of surrounding close bordered fence	14 July 2020	REFUSE
CR/2020/0201/FUL	3 MEREWORTH DRIVE, POUND HILL, CRAWLEY	Retrospective application for single storey side/rear extension, garden retaining wall, changed land levels in rear garden, the partial conversion of the double garage to form granny annexe and the erection of a 1.8m high close board fence	14 July 2020	PERMIT
CR/2020/0237/192	42 SEDGEFIELD CLOSE, POUND HILL, CRAWLEY	Certificate of lawfulness for erection of a single storey side extension	13 July 2020	PERMIT
CR/2020/0279/192	20 BEECHSIDE, SOUTHGATE, CRAWLEY	Certificate of lawfulness for proposed garage conversion	17 July 2020	REFUSE
CR/2020/0300/TCA	TWEED COTTAGES, 3 TWEED LANE, IFIELD, CRAWLEY	<ul style="list-style-type: none"> G1 group of 3 x Sycamores - lateral prune west canopy overhanging garden by no more than 2.5m and selective reduce over extended western leaders overhanging boundary by up to 3m to balance crowns at 	15 July 2020	NO OBJECTION

Application Number	Location	Proposal	Date of Decision	Decision
		<p>appropriate pruning points and near fence boundary.</p> <ul style="list-style-type: none"> T1 Field Maple - lateral prune west canopy by 2m to appropriate pruning points 		
CR/2020/0309/HPA	38 HEXHAM CLOSE, POUND HILL, CRAWLEY	Prior notification for the erection of a single storey rear extension, which would extend beyond the rear wall of the original house by 8m, and have a maximum height of 3.35m and an eaves height of 2.35m	14 July 2020	PRIOR APPROVAL NOT REQUIRED
CR/2020/0351/TCA	LAND ADJ IFIELD THEATRE CLUB, IFIELD STREET, IFIELD, CRAWLEY	T1 Oak standing dead tree - reduce to monolith to approx 4.0m in height - to be retained as deadwood habitat	15 July 2020	NO OBJECTION



PUBLIC NOTICE

Temporary closure of West Green Drive, Crawley, 10th August 2020

NOTICE IS HEREBY GIVEN that from the date specified below, West Sussex County Council has temporarily closed to all traffic West Green Drive, in the Crawley District (B) under Section 14(2) of the Road Traffic Regulation Act 1984, as amended, on West Green Drive for a distance approx 123 metres

The temporary closure is scheduled to commence on 10th August 2020 for up to 5 days (it is estimated to be completed on 13th August 2020) and is required for the safety of the public and workforce while Telent undertakes Road Closure from the junctions with Ewhurst Road to Town Barn Road to undertake resurfacing works

The restriction will be in place **daytime only** from **08:00** until **18:00**

An alternative route will be signed on site but please visit for more details.

Access for emergency service vehicles and pedestrians will be maintained at all times during the closure.

For information regarding this closure please contact Telent on 01243 642105 who will be able to assist with scope of these works.

Dated: 30th April 2020

Matt Davey

Director of Highways, Transport and Planning

West Sussex County Council

[Report a problem with a road or pavement](#) or raise a [highways related enquiry](#)

Follow us at [@WSHighways](#)

Email: tto@westsussex.gov.uk

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PUBLIC NOTICE

WEST SUSSEX COUNTY COUNCIL TEMPORARY TRAFFIC REGULATION

FARADAY ROAD, CRAWLEY

NOTICE IS hereby given that in pursuance of the provisions of Section 14(2) of the Road Traffic Regulation Act, 1984, as amended, the use of (and parking on) **Faraday Road, Crawley** from junction with **Manor Royal to junction with Fleming Way** is temporarily prohibited from **07/08/20**.

The restriction will be in place off peak only between 09.30 – 15.00

This closure is necessary to allow **Balfour Beatty to undertake urgent carriageway pothole repairs on behalf of WSCC**

Emergency vehicle, Residential and Pedestrian access will be maintained at all times

The alternative route for traffic will be signed on site

This restriction will be effective for a maximum of 5 days from the start date given above

Any queries about the effect of the closure on traffic using the highway please contact West Sussex County Council on 01243 642105

Any queries about the works please contact **Balfour Beatty on 01243 642105**

Dated **21 July 2020**

Matt Davey
Director of Highways, Transport and Planning

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The Nature Centre re-opened on Monday 20th July after extensive changes to ensure public safety in light of the coronavirus pandemic, including a COVID-safe ticketed entry system where visitor book on-line. This method limits visitor numbers so social distancing can be adhered to and collects visitor contact details should an outbreak of COVID-19 occur. Walk up entry will not be permitted until further notice.

The charging model has also changed to incorporate a differential price between Crawley residents and visitors from out of Town. Resident discounts are accessed using the MyCrawley account. When walk up entries recommence, residents will be able to show proof of residency such as a utility bill or drivers licence to have the discounts applied. There is also the option now of a discounted family ticket.

'Free Winter Wednesdays' will be for Crawley residents only and a brand new season ticket will be available from April 2021. Despite the proposed increases, the entry fee is still extremely competitive when compared to similar attractions.

Changes to Nature Centre Charging

	2019/20	From re-opening July 2020	From April 2021
Crawley Adult	£4	£5	£6
Non-Crawley Adult	N/A	£6	£7
Crawley Child	£3	£4	£5
Non-Crawley Child	N/A	£5	£6
All under 2's	Free	Free	Free
Crawley Family ticket (2 adults and 2 children)	N/A	£16 (10% discount)	£20 (10% discount)
Non-Crawley Family ticket	N/A	£20 (10% discount)	£23 (10% discount)
FREE winter Wednesdays	Free for all visitors <i>Oct to Easter Holidays</i>	Free for Crawley Residents only <i>From the end of October Half term to start of Feb half term</i>	Free for Crawley Residents only <i>From the end of October Half term to start of Feb half term</i>
Crawley Annual Season Pass	N/A	N/A	Adult - £30 Child - £25
Non-Crawley Annual Season Pass	N/A	N/A	Adult - £42 Child - £36
Crawley Family Annual Season Pass	N/A	N/A	To Be Confirmed
Non- Crawley Family Annual Season Pass	N/A	N/A	To Be Confirmed

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Annual passes will be introduced in April 2021 for one year on a trial basis to fully understand uptake and financial impact. It is possible that the annual pass could include added benefits such as 10% off in the shop, 10% discount on animal experiences and potentially park partner discounts too.

The Nature Centre will continue to offer;

- free entry to Crawley schools undertaking a self-led visit
- half-price educational sessions for Crawley schools
- free entry to disabled groups undertaking a self-led visit
- free entry to carers with a paying disabled person

For further information please contact

Karen Rham – Neighbourhood Services Manager

Mobile: 07963 827899

Email: karen.rham@crawley.gov.uk

20th July 2020

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Opening Times:

- We are suggesting a reduced opening time of 10:00 to 16:00 Monday to Friday (previously 8:30 to 17:00). Prior to lockdown approximately 90% of customer demand in the Town Hall (TH) occurred between these times.

Entering & exiting the Building:

- Customers will only be able to enter and exit the TH from the front of the building.
- Customers will have to sanitise their hands upon entering and exiting the building for their appointment.
- There will be a one way traffic system in place. Entering the building highlighted green circles and exiting the building highlighted in orange circles (see attached service points document).
- The doors at the rear of the building nearest the car park will remain locked in order to allow full control of who is accessing the building at any time.
- Services will only be accessible via pre-booked appointments through Outlook calendars which any CBC employee can book (there will be guidance in booking appointments to ensure correct appointments booked and that customer expectations are met. If this proves problematic then appointments may be bookable via the Contact Centre only. We can review this further once up and running).
- The front doors will be closed and will be manually opened by a member of the Customer Service Floor Walking team (FW) to allow a customer with an appointment to enter the building.
- Customers will be able to leave the building once their appointment is finished by going out the side door at the front of the building which has a release button. (Should customer demand increase we can review this to possible look at making one of the sliding doors automatically open when exiting the building only).
- For some customers who require the use of a wheelchair or a mobility scooter, using the side entrance door may not be possible. In these instances the floor walker will be able to manually open the sliding doors to let the customer in and close behind them once they are inside. They will likely need to repeat this when it is time for them to leave the building.

Appointments:

- Services will only be accessible via pre-booked appointments through Outlook calendars which any CBC employee can book (there will be guidance in booking appointments to ensure correct appointments booked and that customer expectations are met. If this proves problematic then appointments may be bookable via the Contact Centre only. We can review this further once up and running).
- Appointments will need customers full name, address and contact information including in the Outlook appointment slot which will be kept for a minimum of 21 days for Track & Trace purposes.
- Customers accessibility needs wherever possible should also be obtained to notify the Floor Walker that they have specific requirements and what these are.
- Customers will initially be able to book appointments for 3 functions only which will be to pay cash in one of our self-pay kiosks (card payments can be taken via the automated line, online or by phoning the contact centre), to drop off or collect items (e.g. keys, lifeline units or urgent documents) and to use one of the self-service terminals to access a wide range of CBC services for those who do not have access to our online services at home.

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- These services are being offered as we know there is a customer demand for them and that it is not possible for some customers to be able to complete these transactions over the phone or online or they have to be done in person.
- This will also limit the customer traffic into the TH to 3 customers in the building at any one time.
- If a customer arrives early, they will be required to wait outside until the previous customer has left the building.
- Over time should specific services be required to provide a face-to-face (F2F) service then there is sufficient space to provide appointments from the following areas (this would increase customer capacity in the building to approximately 10/11 customers at any one time):
 - Cash Office (Section 2 of additional service points document)
 - Up to 3 windows (6 available in total) could be used to provide a front line appointment service which will ensure social distancing measures can be applied.
 - This area does not need any adaptations as it is already in a secure room behind glass screens.
 - However, this area is not ideal for lengthy customer transactions especially if the customer is elderly or has a disability (wheelchair user or unable to stand for long periods) due to the high counter making sitting down difficult.
 - Cheques will not be accepted
 - Customer Service Area (Section 3 of additional service points document)
 - 1 additional desk (4 available in total) could be used to provide a front line appointment service which will ensure social distancing measures can be applied.
 - Two desks would be pushed together to ensure there is 2 metres between the CBC staff member and the customer.
 - This desk is at a lower level than the cash office so is suitable for all customers especially if they are elderly or have a disability.
 - Ideally to ensure safety a Perspex screen between the two desks would be installed.
 - There is space for 2 desks however in line with the one way traffic for staff within the building the access door from the contact centre out to the ground floor needs to be kept clear to maintain social distancing so only 1 desk can be operational in this space.
 - Housing Benefit Area (Section 5 of additional service points document)
 - Up to 4 desks (8 available in total) could be used to provide a front line appointment service.
 - The area would however require physical adaptations to put Perspex screens in between the desk privacy screens to ensure the safety of those using the area. This is currently being investigated by the Facilities Team.
- Service availability will be monitored and reviewed regularly by CMT and in line of any new government guidance.

Floor Walkers:

- One member of the team will be based at the front of the building near the current telephone point which will ensure they are 2 metres from customers entering and exiting the building.
- They will be given appropriate PPE (face mask, visor and gloves when handling documents) as well as access to their own hand sanitiser (separate one will be available for customers) and anti-bacterial products to clean down surfaces.

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- When a customer approaches the front door the advisor can speak to them either at the door or through the window to verify they have an appointment and allow them access to the building.
- Should the customer not have an appointment they will be advised how the service they require can be accessed, or if access to the building is required then the FW will be able to book them the next available slot so they can return to complete the transaction.
- If their request is not for a service currently available for an appointment they will be directed to how best to complete the transaction e.g. online, telephone, email etc.

Self-Pay Kiosks: (Section 1 of additional service points document)

- Only one of the self-pay kiosks will be in operation (the one of lower height) which will comply with accessibility compliance and ensure safe social distancing.
- Appointments will be 15 minutes in duration meaning we can allow a total of 24 appointments in any one day.
- Therefore these appointments will be limited to cash only as customers can use debit or credit cards online or over the telephone.
- Each customer should be given their account reference numbers upon the booking of the appointment and will have to pay in the money themselves. Assistance from the FW will be limited to ensure social distancing measures are met.
- After each use the kiosk screens will need to be wiped down with anti-bacterial spray prior to the next use.
- Due to the kiosks being inactive for some time they will require a service which can take at least a week to arrange. This will need to be arranged once a proposed re-opening date is known.

Dropping Off/Collecting Items

- Appointments again will be 15 minutes in duration meaning we can allow a total of 24 appointments in any one day.
- A storage box will be available for customers to place any items in (e.g. lifeline units, letters or keys), these will need to have the customer's name and address on the bags. (Labels will be available for customers to fill in to attach to the bags if not done so already).
- Where required a receipt will be completed by the Floor Walker electronically using an E-Form. This is currently in development and should be completed by 10/7/20 (currently waiting for services to confirm specific requirements).
- Scanning and photocopying of documents will only be done for valuable items e.g. passports, driver's licenses, birth certificates etc. Advice for other paper documents should be that customers provide copies which can be disposed of as confidential waste after they have been used by the relevant service area.
- Any items left will be removed daily but not opened or touched for 3 days. Therefore each box will be marked with the date via a label.
- Any items for collection will need to be provided by the specific service prior to 10am on the day of collection which will be stored in the secure vestibule by the cash office. FW's will get the item upon the customers arrival and again a receipt where appropriate will need recording by the customer e.g. for keys.

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Self-Service Terminal: (Section 4 of additional service points document)

- Appointments will be 1 hour in duration meaning we can only allow a total of 6 appointments in any one day. This is due to some complex forms e.g. Homeless Application taking a considerable amount of time to complete.
- As with the self-pay kiosks after each use the screens, keyboard and mouse will need to be wiped down with anti-bacterial spray prior to the next use.
- There is also a house phone in this area which a customer can use should they need to make an outgoing call to assist with their appointment.