

## APPENDIX D(i): PUBLIC ENGAGEMENT SUMMARY

### Summary Table: Outcome of Public Engagement

Public Feedback	HCC Response	Actions
<p><b>Highlighted the importance of Haven House to the local community as:</b></p> <ul style="list-style-type: none"> <li>• Affordable and accessible local amenity</li> <li>• Well used by elderly, disabled and vulnerable people and family groups</li> <li>• Hub, focal point that brings the community together</li> <li>• Useful for local groups, events &amp; exhibitions</li> </ul>	<p>The level of response clearly shows the strength of feeling and sense of importance of these facilities within Haven House to the local community and its wellbeing. However, provision of these facilities is not a statutory duty for the County Council. The reserve would continue to remain open to the public so people would still be able to spend time together on the reserve.</p> <p>As part of this process, an Equalities Impact Assessment was completed, and we recognise that these proposals will have a negative impact on age and disability characteristics which has been evidenced in the survey respondent submissions.</p> <p>There are other venues in the local area that can provide a similar provision. Titchfield Community Centre is available to all, and the centre is used by many community groups covering a range of recreational, educational, and social pursuits and is also available for hire for private functions. Titchfield Parish Rooms also provides this provision.</p> <p>There is also a pub and café less than a ten-minute walk/short drive from the THNNR.</p> <p>Hill Head Residents Association have nominated Haven House as an Asset of Community Value which has been approved by Fareham Borough Council.</p>	<p>The future proposals for facilities on site would include an accessible toilet (including baby changing facilities), and the reinvestment plan includes making improvements to the reserve including board walks and bird hides.</p> <p>We would retain one accessible parking space in the yard for visitors to the reserve.</p>

<p><b>The proposal would result in reduced revenue, including:</b></p> <ul style="list-style-type: none"> <li>• Income from thriving café which supports the nature reserve</li> <li>• Ongoing revenue lost by selling assets</li> <li>• Assets can only be sold once</li> </ul>	<p>The 'net' £31k profit that the cafe generates is as a result of direct costs only (food and staff) having been accounted for against income. This does not include premises costs and other overheads.</p> <p>However, the cafe is operating out of a large former residential dwelling which is not fit for purpose. As we cannot separate the cafe from the house, we must consider the position overall. When the costs of the house are considered (utilities, council tax, upkeep, all shown separately from the cafe in the business case), keeping the service provision running to house the cafe and visitor centre gives HCC an estimated net operating loss for Haven House of £80k.</p>	<p>HCC will explore the option of providing a temporary/seasonal catering offer (either HCC or third-party provider). Feedback will also be sought as part of the planned focus group sessions.</p>
<p><b>Proposal could result in a reduction in visitor numbers.</b></p> <ul style="list-style-type: none"> <li>• Ticket kiosk needed, concerns of evasion</li> <li>• Decline in visitor numbers/frequency if café closes, especially casual visitors/ tourists</li> <li>• Reduced word of mouth promotion</li> <li>• Improve advertising/marketing of the site</li> </ul>	<p>Respondents who had used the café were asked what they would do if it closed. Overall, their responses indicated a reduction of around 40% in visitor numbers to the site. 41 of the 246 annual members and 8 of the 56 volunteers who responded indicated that they would “no longer visit THNNR”. However, most felt they would continue to visit – either for a shorter period or with their own refreshments</p> <p>Examples of marketing activity across the past five years includes a professional rebrand, onsite photoshoots, social media consultation, design assistance with interpretation and maintenance of the internal website and third-party advertising platforms such as Visit Southeast England and Visit Hampshire.</p>	<p>To reduce the risk of a reduction in visitors, additional visitor services staff have been included in the updated proposals to support visitors as well as sell tickets on site.</p> <p>Focus groups will be held with members, volunteers, other regular visitors and interested groups to shape and prioritise the visitor improvements planned for the reserve. It is hoped that improvements to the reserve will retain existing and attract new visitors to the site.</p> <p>The website will be reviewed and updated, and a marketing actively will be developed to promote/market the reserve.</p> <p>New signage and wayfinding will also be included to ensure visibility from the roadside.</p>

<p><b>Detrimental to Reserve visit</b></p> <ul style="list-style-type: none"> <li>• With no café a visit is less enticing - solely educational rather than an outing or event</li> <li>• Cafe offers shelter and a place to warm up – extending the visiting season</li> <li>• Visitor facilities enable a longer visit</li> <li>• Facilities enable a visit from further afield</li> <li>• Visitor facilities an integral part of experience</li> </ul>	<p>The café and visitor centre are currently subsidised by Hampshire County Council and therefore does not financially support the reserve. Many National Nature Reserves operate without café facilities.</p> <p>In the survey, respondents were asked if the café at THNNR were to close, what would you do instead? 50% of annual members and 46% of volunteers said they would bring their own refreshments.</p>	<p>To support the visitor experience, visitor services staff have now been included in the updated proposals.</p> <p>HCC will explore the option of a temporary/seasonal catering offer (either HCC or third-party provider), feedback will also be sought as part of the planned focus group sessions.</p>
<p><b>Impact on Health &amp; Wellbeing</b></p> <ul style="list-style-type: none"> <li>• Café encourages people to walk / exercise</li> <li>• Local meeting place reduces social isolation</li> <li>• Calming and peaceful place to relax/unwind - encourages mindfulness, good mental health</li> <li>• People with mobility issues can enjoy nature from the cafe</li> </ul>	<p>HCC agrees that nature is important for people’s mental health and wellbeing. The Countryside Service’s aim is to inspire people to connect with and enjoy the countryside and have a life-long active and emotional connection with the outdoors, a love of nature, and a desire to protect and support its recovery.</p> <p>The nature reserve is accessible for those with mobility issues and has benches around the site for people to rest.</p> <p>There are also free green spaces within the wider area for people to enjoy along with a café and a pub with views of the Solent less than a ten-minute walk/short drive from the site as well as a larger recreation area and café at Alver Valley Country Park run by Gosport Borough Council on the other side of Titchfield.</p>	<p>By investing in the reserve, this ensures that the reserve can continue to be accessed and enjoyed by visitors now and in the future.</p>
<p><b>Priorities and suggestions for catering facilities</b></p> <ul style="list-style-type: none"> <li>• Important a catering offer is provided</li> <li>• Can a café be incorporated into new buildings</li> <li>• Could the community run the café?</li> <li>• Could catering facilities be outsourced?</li> <li>• Would a mobile caterer be viable?</li> </ul>	<p>There is limited benefit to lease the café to a third party as this would not remove the significant costs of the condition liabilities of the building.</p> <p>The proposed facility is for staff and volunteers, and there is no room to house a café within the site.</p>	<p>HCC will explore the option of a temporary/seasonal catering offer (either HCC or third-party provider).</p>

<ul style="list-style-type: none"> <li>Nearby alternatives too far / expensive / busy</li> </ul>	<p>However, the option of a temporary or kiosk option will be explored.</p> <p>There is also a café and pub ten minutes' walk from the site.</p> <p>Breezes café which is just down the road charges £2 for a cup of tea and £2.60 for a small latte (£2.90 for a large). Sandwiches and wraps range from £6.50 to £7.50.</p>	
<p><b>Impact and options to transfer management to another organisation</b></p> <ul style="list-style-type: none"> <li>Concerns about current site management</li> <li>Partner with or pass responsibility to a charitable organisation</li> <li>Preference for RSPB, HIOW Wildlife Trust, Wildfowl &amp; Wetlands Trust, or National Trust</li> </ul>	<p>Of those respondents who suggested to transfer management to another organisation, 41 people referenced RSPB, 29 HIWWT and 9 National Trust.</p> <p>The potential to explore other options has been considered, however, previous discussions held with potential partners, established that this is unlikely to be an appealing option without a significant level of investment from HCC.</p> <p>Further discussions have since taken place with the Hampshire &amp; Isle of Wight Wildlife Trust and the National Trust. Neither of these organisations have confirmed their positions as yet.</p> <p>The Royal Society for the Protection of Birds confirmed that the acquisition of Haven House is not a strategic priority for them as they are planning on significant investment in their existing nature reserves, and as a charity, they have limited funds and must ensure that their funds are targeted. They are however keen to work in partnership with HCC should the opportunity arise.</p>	<p>Continue discussions with appropriate organisations/partners who may have a role in supporting the reserve in the future.</p>

	<p>Hampshire County Council have met with the Hill Head Residents Association who have not put forward a proposal regarding the future management of Titchfield Haven. However, the Hill Head Residents Association have indicated their intent to put forward a proposal working with the Hampshire &amp; Isle of Wight Wildlife Trust for the future management of the National Nature Reserve and Haven House Visitor Centre</p>	
<p><b>Concerns on the future use of the buildings and land proposed for disposal</b></p> <ul style="list-style-type: none"> <li>• Concern about flats or housing</li> <li>• Adverse effect of building works or unsympathetic development on surrounding area</li> <li>• Can restrictions be placed on how the land is used if sold?</li> </ul>	<p>We anticipate that Haven Cottage would likely remain a residential dwelling. Any change of use or alternations of this Grade II listed building would require further permissions to be sought by the purchaser from the local planning authority (Fareham Borough Council) in the usual way.</p> <p>Haven House would be advertised on the open market for any potential buyer. Any significant change of use of this building would also require further permissions from the local district council in the usual way.</p>	<p>A range of covenants will be included in any transfer designed to restrict the way in which the Haven Cottage is occupied and the activities which are allowed to take place, reflecting the sensitive location of the cottage. A similar approach is proposed for Haven House, with specific reference to the sensitive location on the edge of the National Nature Reserve.</p> <p>When undertaking any development work on the site, we would ensure that we comply with legislation relating to the protection of wildlife including bats and other protected species.</p>
<p><b>Education – opportunities lost</b></p> <ul style="list-style-type: none"> <li>• Place to talk to and learn from other site visitors, volunteers, and staff</li> <li>• To educate children about nature</li> <li>• Drawing people in who wouldn't normally be interested in environmental issues</li> <li>• Space for talks and events</li> <li>• Provision for schools and activities for children</li> </ul>	<p>There is no formal schools programme due to a lack of appropriate facilities on site e.g., unsuitable indoor and outdoor space for large groups of children.</p> <p>There have been no formal learning groups using either the reserve or Haven House in more than two years. The site is restrictive for both access and parking for buses and there is no education room or other internal space to use as a base. There have been group bookings for the reserve, but the offer is in line with a regular reserve visit.</p>	<p>As part of the investment into the reserve, and focus groups with visitors, ideas for information and interpretation around the site will be included for different visitor groups, including families and children.</p> <p>It has been acknowledged in the feedback that staff and volunteers are very knowledgeable. Rangers and volunteers would continue to be on site and engage with visitors helping them to learn about nature and the wildlife.</p>

<p><b>Parking</b></p> <ul style="list-style-type: none"> <li>• Have charges impacted visitor numbers?</li> <li>• Can charges be removed or reduced?</li> <li>• Can parking income fund THNNR?</li> <li>• Can more parking be provided?</li> <li>• Lack of parking – encourage more alternative travel</li> </ul>	<p>Fareham Borough Council manage the car park and therefore Hampshire County Council receive no income from the parking charges. Whilst we cannot measure the exact impact this has had on visitor numbers to the café, we have seen an overall reduction in visitor numbers since this change to the management of the car park.</p> <p>There is no space on the land HCC own to provide a public car park but as part of the proposal we would look to provide one accessible parking space within the yard area (there is also accessible parking in the Fareham Borough Council owned car park opposite).</p>	<p>Ensure we provide one accessible parking space within the yard area for visitors to the reserve.</p> <p>Provision of bike racks for cyclists to encourage greener travel.</p>
<p><b>Other income generating ideas/suggestions</b></p>		
<p><b>Shop</b></p> <ul style="list-style-type: none"> <li>• Increase or improve the offering in the shop</li> <li>• The shop is used to buy food to feed the birds</li> <li>• Purchasing gifts</li> </ul>	<p>Income from the small retail/visitor area doesn't cover the costs of the staff who run it and HCC are unable to expand the shop without considerable investment to change the layout of the building.</p>	<p>Continue to sell bird food from the ticket kiosk and small items for sale e.g., cards.</p>
<p><b>Flat</b></p> <ul style="list-style-type: none"> <li>• Rent out the flat as a holiday let or living accommodation</li> <li>• Use rental income from the flat to fund the visitor centre</li> </ul>	<p>The County Council is heavily constrained by legislation in terms of the tenancies it may grant without creating a secure tenancy and potentially the Right to Buy. It may however grant tenancies, without this risk, to employees for the better performance of their duties (service tenancies) and to other new employees (for up to one year). Haven Flat has been used in this way and the rental income has been included to support the running of Titchfield Haven.</p> <p>The Council can offer holiday lets, but significant investment is required for the flat to be suitable accommodation.</p>	<p>None.</p>

<p><b>Cottage</b></p> <ul style="list-style-type: none"> <li>• Sell the cottage to invest in the house and reserve</li> <li>• Retain the cottage and invest in improvements so it can be used as a holiday let</li> <li>• Alternative use such as a museum or to run courses</li> </ul>	<p>The sale of the residential cottage alone would not provide enough funding to cover both the costs of investment needed to manage the nature reserve and maintain Haven House Visitor Centre.</p> <p>The Council can offer holiday lets, however significant investment is required for the cottage to be able to offer suitable accommodation.</p> <p>As a local authority, the County Council is heavily constrained in how it can let residential property without creating a secure tenancy and potentially the Right to Buy. We cannot grant assured shorthold tenancies or anything similar.</p> <p>Haven Cottage would require significant investment to bring back into serviceable use. Built as a family home, with several smaller room, it is not well laid out for groups or for functions. Likely to be suitable for small group activity only.</p>	<p>Feedback from the proposals has indicated that there is support for the cottage to be sold.</p> <p>Hampshire County Council has put the cottage on the market.</p>
<p><b>Room Hire/ Events/Functions/ Art Exhibitions/Tours</b></p> <ul style="list-style-type: none"> <li>• Educational workshops</li> <li>• Art and photography courses</li> <li>• Trails and tours</li> <li>• Provision for schools and activities for children</li> <li>• Hire out for functions such as weddings, local group meetings or evening classes</li> </ul>	<p>The site is restrictive for both access and parking for buses but also there is no formal meeting room or any other internal space to use.</p> <p>Opening in the evening is an option but will have associated additional staff costs and overheads. This is a modest income generating opportunity and whilst it might help to improve the revenue position it won't help address the condition liabilities or ongoing maintenance and repair costs.</p>	<p>Opportunities will be explored as part of developing visitor improvements, including as part of the focus group sessions. This is likely to include activities such as guided walks/tours and self-guided information for visitors.</p>
<p><b>Grant Funding</b></p>	<p>The Countryside Service already benefits from government grant funding for which it is currently</p>	<p>Continue to apply for relevant grant funding</p>

<ul style="list-style-type: none"> <li>• Obtain grants from nature organisations such as Natural England, RSPB, Forestry Commission, Heritage Lottery Fund</li> <li>• Obtain grants from central government</li> </ul>	<p>eligible, including Titchfield Haven. Titchfield Haven has for the last 12 years benefited from funding from the DEFRA Higher Level Stewardship scheme and other additional grant funding relating to appropriate land management at this site.</p> <p>Strategic partnerships are already in place with other organisations, NGOs, and government bodies (for example Natural England, Environment Agency, Local Authorities and Coastal Partners) firstly through the Local Nature Partnership and secondly through working to achieve a Local Nature Recovery Strategy. Both are designed to identify priorities across the County with a view to placing them at the forefront of new funding streams being developed by government. The sale of the properties would help prime the long-term requirements of the site and enable HCC to plan with greater surety in taking this forward</p> <p>A grant application to Bird Aware in 2019 was submitted to transform the visitor centre and create a coastal centre of excellence. However, this was unsuccessful.</p>	
<p>Donations/Crowdfunding/Community Fundraising</p>	<p>Titchfield receive regular donations, averaging £8,000 per year over the last 5 years. The majority of the donations have gone towards works in the reserve, including boardwalks.</p> <p>There is a risk associated with relying on these forms of funding in the long term (especially due to the costly ongoing repairs and maintenance required) and it is not guaranteed.</p> <p>There is potential for members of the community to raise funds to buy Haven House and, as it is now listed as an</p>	<p>Actively promote donations on the website, through social media and around the reserve.</p> <p>Look at potential for smaller amounts of crowdfunding for enhancements to the reserve e.g., bird hides.</p> <p>Work with Hill Head Residents Association on community fundraising events to enhance the reserve.</p>



	Asset of Community Value, there is an opportunity for more detail proposals to be submitted to the County Council.	
<p><b>Reserve Improvements</b></p> <ul style="list-style-type: none"> <li>• Improvements to the hides (including making accessible, more hides around the site)</li> <li>• New/more information boards</li> <li>• Opening hours extended, especially in the summer (electronic system to allow members early/late access)</li> <li>• Connect the east and west sides</li> </ul>	If proposals are approved, focus groups will be run with annual membership holders, volunteers, and appropriate organisations /partners /community groups to prioritise investment within the reserve.	<p>The updated proposals recommend a change to opening hours to an early time.</p> <p>Other options for future activities that will be considered include special early and/or late access.</p>