

Havant Thicket Reservoir Project

Statement of Community Involvement

Portsmouth Water Ltd.

18/08/20

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Foreword

By Bob Taylor, Chief Executive of Portsmouth Water

I feel extremely privileged to be the Chief Executive Officer at Portsmouth Water at this moment as we submit our planning application for the Havant Thicket Reservoir.

It has taken some years to reach this stage and as a Havant-based company we're delighted to be in a position to deliver this vital strategic water resource for the South East and create a unique leisure and wildlife environment for local communities.

Portsmouth Water has a long history since 1857 of supplying water to this area, and we've continually maintained a proud record of some of the highest service standards and the lowest water supply charges of all the water companies in England and Wales.

We believe in 'doing the right thing', a belief further embedded in our Community Pledge, launched earlier this year, and our Community Partnership, to be launched in the spring which ensures society benefit is considered in all our decisions. Our aim is to make sure our objectives are in line with those of our communities.

Nowhere is this more important than in the development and delivery of a large infrastructure project like a reservoir, the first to be progressed in the South East since the 1970s.

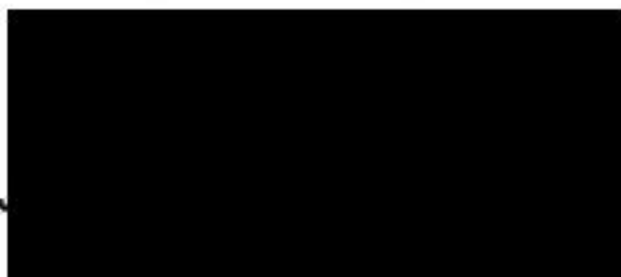
This project has always had the potential to provide many additional benefits, over and above its core purpose of securing vital water supplies for our customers and those of Southern Water – ensuring we're ready for housing growth, climate change and protecting two world-famous rare chalk streams in Hampshire.

We believe we've captured that potential in this scheme, not least through the creation of a wetland for threatened bird species, extensive tree, hedgerow and wildflower planting, drought resilience and the educational, training and employment opportunities these also bring. Our plans also create a green leisure space with paths and play areas – offering priceless benefits for health and wellbeing – with a visitor centre aimed at bringing communities together.

And with our eye on future challenges, we've also considered the role we'll play in meeting our unique commitment as an industry to become carbon net zero by 2030

We've listened carefully to the ideas and thoughts of our customers, communities, partners and regulators – held discussion groups, drop-in sessions, delivered talks, chatted on Facebook, spent time with young people and engaged tirelessly with our regulators, environmental organisations and the planning authorities. We believe this is part of the reason we have such strong support.

We think this application embodies not only our hopes and aspirations for the reservoir, but also those of the communities who will benefit and be part of its delivery, and we look forward to continuing to work in partnership with our neighbours over the months and years to come.



Bob Taylor, Chief Executive Officer, Portsmouth Water

Executive summary

This document details the community engagement and consultation activity undertaken by Portsmouth Water in relation to the Havant Thicket Reservoir Scheme between 2004 and 2020. Portsmouth Water is planning to create a new reservoir in Hampshire to secure reliable drinking water supplies for decades to come. The reservoir would be the first to be built in the South East since the 1970s and be able to supply around 160,000 people in an average year.

It has been Portsmouth Water's aim to have a public consultation framework which will enable the local community, local businesses and other stakeholders to understand the need for the Scheme, to consider the options and raise any issues they may have, and to put forward their ideas and suggestions for the Scheme.

In 2009 the reservoir plans were put on hold for reasons of cost and need, but in 2019 the Government approved the need for the Scheme. To continue to maintain awareness throughout the period 2009 to 2018 several presentations were given to interested groups, including schools, as well as other activities. Portsmouth Water renewed engagement on the Scheme in 2018 with a formal consultation on its draft Water Resources Management Plan and Business Plan for 2020 to 2025, the results of which showed that 87% of more than 2,000 respondents supported the plans for the reservoir.

Extensive community engagement has been carried out since 2004. Portsmouth Water has given over 60 presentations to local groups, set up a key stakeholder group comprising local community and environmental group representatives, and run a school engagement programme in the period between 2008 and 2020.

In 2008, and again in 2019, dedicated websites were set up and several newsletters have been sent out, along with regular updates via email, post, media and social media. There have been two formal consultation periods, one in 2008 and the other in 2020, as well as drop-in public exhibitions in November 2019.

The consultation in 2008 included 11 public exhibitions. Feedback demonstrated a high level of support for the reservoir proposals and, where concerns were expressed, people accepted that some impacts were an inevitable consequence of a project of this scale and nature. In spring 2020, due to the Covid-19 situation, it wasn't possible to have face-to-face engagement, so Portsmouth Water ran a series of public webinars that included interviews with the project team as well as a live Q&A, which was very well received. A large promotional campaign was launched to reach as many people as possible, including posting 50,000 leaflets to local households with details on how to get involved and find out more. Both consultations included on and offline materials and methods to reach as wide an audience as possible. The 2020 consultation went beyond the suggested measures for consulting the public despite the Covid-19 restrictions in place and was a great success, with good levels of feedback received and overwhelming support for the approach and the proposals.

As well as the formal consultation periods and ongoing engagement activities, Portsmouth Water carried out both qualitative and quantitative customer insight research to understand the attitudes and views of customers in the vicinity of the reservoir as well as further afield. In May 2019 Portsmouth Water undertook qualitative research, specifically focus groups, and this was followed by 100 quantitative telephone interviews carried out in January 2020. A quantitative online survey for young people aged 12-18 was also carried out during June/July 2020 which received 40 responses.

Feedback received since 2004 has demonstrated a consistently high level of support for the reservoir proposals, most recently with 80 per cent of people completing the consultation feedback forms during the 2020 public consultation period either strongly agreeing or agreeing with the proposals, and 90 per cent support from young people.

Alongside the data extracted from the 2020 consultation feedback forms, there were a large number of comments which came in from the various channels used, which has been analysed. Portsmouth Water has responded to each theme and a Spring Consultation Report was published in August 2020 which included a 'you said, we did' section.

The most frequent concerns with the Scheme relate to the loss of ancient woodland and traffic impacts. A Woodland Trust Campaign was set up and 1,375 template emails were received objecting to the location of

the reservoir and urging an alternative site to be found if the Scheme couldn't be redesigned to avoid the loss of ancient woodland. The design work in 2019 and 2020 took on board many of the stakeholder and community concerns and included measures to reduce impacts on ancient woodland and Staunton Country Park, including realignment of the embankment, relocating the visitor car park, retaining an area of woodland within the wetland and redesigning the pipeline route to avoid Great Copse. In response to the 2020 consultation, a new approach to access has been developed which combines both the north and south access options. This will 'dilute' the construction and visitor traffic that will use either route, and reduce the loss of ancient woodland by 45 per cent by halving the width of the proposed northern access route into the Site.

1. Introduction

Background

- 1.1. This Statement of Community Involvement (SCI) forms part of the outline planning application submissions for the new reservoir and pipeline (the Scheme) at Havant Thicket. There are two outline planning applications which will be determined together, one for the reservoir site and one for the pipeline corridor. These have been submitted by Portsmouth Water.
- 1.2. Portsmouth Water is planning to create a new reservoir in Hampshire to secure reliable drinking water supplies for decades to come. The reservoir would be the first to be built in the South East since the 1970s and be able to supply around 160,000 people in an average year. It will be built on a grassland site next to Havant Thicket, which sits between Rowlands Castle, Leigh Park and Staunton Country Park, to the north of Havant. As well as providing vital supplies for the water-stressed South East, the reservoir will create an exciting new leisure facility and wildlife conservation area for our local communities. It is being developed in partnership with Southern Water.
- 1.3. The primary driver for the Scheme is that the majority of the South East is under 'serious water stress' and water companies are being asked to take less water from some of their sources, particularly rivers, to keep them healthy and protect wildlife. At the same time, more water needs to be found to cater for the effects of climate change and to supply a growing population. The need for the reservoir was identified in a regional plan for the South East by the Water Resources in the South East group – which is made up of six water companies, and regulators like the Environment Agency. It's one of eight 'big ticket' Schemes which could deliver more than 15 million litres of water each day.
- 1.4. This SCI summarises the community consultation undertaken by Portsmouth Water Ltd between 2004 and 2020 to inform their proposals for the Scheme, including the findings from both formal public consultation periods. The Scheme has been developed based on these consultations.
- 1.5. This SCI charts the content, findings and outcome of the consultation process and is structured in the following way:
 - Chapter 1: Introduction and context for consultation
 - Chapter 2: Consultation approach and programme
 - Chapter 3: Consultation feedback and response
 - Chapter 4: Conclusions and actions

Context for consultation

- 1.6. Consultation is an essential part of any development. The Localism Act 2011 is an Act of Parliament that changed the powers of local government in England. The aim of the act is to facilitate the devolution of decision-making powers from central government control to individuals and communities. Thanks to this Act, communities now have more say in developments that take place in their neighbourhoods. The act requires compulsory pre-application consultation with local communities and ensures that there is a greater involvement of local communities in the planning process, with a strong focus on 'localism' to give local people a significant influence in the determination of planning applications and development.
- 1.7. In line with their 'Strategy for Community and Stakeholder Involvement', Portsmouth Water considered it essential that early, continuous and meaningful engagement with stakeholders would inform the decision-making process for the Scheme. Since 2004, they have been working closely with the local community and representatives from environmental and other groups to develop their proposals, so their plans reflect the views of those who live near the reservoir or are interested in its creation.
- 1.8. In 2004 the Havant Thicket Reservoir Stakeholder Group was established, which included local councillors, and community and environmental organisations; in 2008, a public consultation and series of community workshops was run; in 2019 a series of public drop-in exhibitions, workshops

and surveys were carried out with local communities; and in 2020 another round of public consultation was undertaken.

- 1.9. Following submission of an application for planning permission, a further period of statutory consultation will follow to ensure residents can view and comment on the finalised proposals.
- 1.10. Once the project receives planning consent, Portsmouth Water is committed to continuing its close collaborative work with stakeholders as the project enters the detailed design and delivery phases. They are committed to reviewing the purpose and make-up of the Stakeholder Forum so that it is inclusive and transparent and continues to have a strong influence over the project delivery. Portsmouth Water will also seek opportunities to work with neighbouring communities where practicable to ensure that their voices are heard in the development of detailed design, for example of the Visitors Centre and other public spaces. Finally, Portsmouth Water aims to work with stakeholders and volunteers in developing and delivering the broad habitat mitigation plans that are such an important feature of this proposed development.

2. Consultation approach and programme

- 2.1. Portsmouth Water's approach to public consultation has been in line with policy and best practice guidance, as set out in their 'Strategy for Community and Stakeholder Involvement', which is available for download from their website. In line with this strategy, Portsmouth Water consider it essential that early, continuous and meaningful engagement with stakeholders should inform the decision-making process for the Havant Thicket Reservoir Scheme.
- 2.2. It was Portsmouth Water's aim to create a public consultation framework which would provide information to enable the local community, local businesses and other stakeholders to:
 - Clarify their understanding of the need for additional water supply in the water company's area.
 - Raise issues and consider options in relation to the design, engineering and construction of the reservoir based on current proposals.
 - Put forward ideas and suggestions, and participate in developing proposals for landscape, conservation, recreation, education and access.

Engagement and consultation 2004-2008

- 2.3. Extensive stakeholder consultation has been undertaken since 2004 to enable Portsmouth Water to present to the general public and key stakeholders their plans for a proposed reservoir at Havant Thicket. In the main body of this report, the engagement and consultation activity that took place between 2004 and 2008 has been summarised. The full report titled 'Interim Report on Community and Stakeholder Involvement' can be found in Appendix A. This report includes examples of letters sent out and the feedback form.

Key stakeholder group

- 2.4. In 2004 a key stakeholder group, named the Havant Thicket Reservoir Stakeholder Group, comprising local community representatives was set up. The group includes councillors, local authorities, wildlife organisations, the Consumer Council for Water, Staunton Country Park and the Forestry Commission. This group of stakeholders has acted as a sounding board for proposals and has influenced the direction in which the proposals have moved. Between 2004 and 2008, the group formally convened on nine occasions to address a variety of issues integral to the Scheme (see table 2.1), they have also met regularly in the years since 2008 and the membership has been extended. The earlier meetings resulted in a preferred reservoir layout being selected for public consultation, which aimed to maximise the volume of water which could be stored, while minimising the impact on the local woodland to the north and south.
- 2.5. The key stakeholder group at the time included the following members:
 - Portsmouth Water (chair)
 - Environment Agency (Supra-Region and Area)
 - Hampshire County Council (officer and elected member)

- Staunton Country Park (which bounds the reservoir site)
- East Hampshire District Council (officers and elected member)
- Havant Borough Council (officer and elected member)
- Rowlands Castle Parish Council (elected member)
- Forestry Commission (owner of adjacent land)
- Hampshire & Isle of Wight Wildlife Trust
- Consumer Council for Water
- Hampshire Ornithological Society
- Leigh Park Community Board

Table 2.1: Dates and details of key stakeholder group meetings 2004-2008

Date	Details
December 2004	Presentations on the need for the Scheme and outline proposals.
June 2005	Résumé of proposals, forthcoming water resources and engineering study, proposed baseline ecological survey.
September 2005	Structured, facilitated workshop for key stakeholder group members on selection of options to balance future demand with supply.
January 2006	Visit to Testwood Lakes for the group to see a prime example of an operational water asset that also provides visitor, recreational, ecological and educational facilities. Presentations were made on resources engineering study progress, ecological survey progress and Rutland Water habitat provision.
June 2006	Presentations on resources / engineering study progress and reservoir layout options. Followed by circulation of information on five potential site access routes and four pipeline routes for consideration / feedback as to the preferred routes.
January 2007	Presentations on results of soil survey and impact on options, results of baseline ecological survey and next steps.
June 2007	Update on ecological studies, appointment of consultants and proposed work, water demand management and a review of the membership of the stakeholder group.
January 2008	Update and discussion on proposed public consultation, pipeline options, access routes, embankment alignment, activity scenarios.
May 2008	Update on public consultation exercise, feedback received and how this would influence the Scheme. Discussion on land and water-based activities, car parking and viewpoints. Update on programme going forward.

Public consultation spring 2008

2.6.

The main phase of public consultation, which took place during spring 2008, was based on Portsmouth Water's report entitled 'Water Resource Planning, Reservoir Design and Consultation Options: Consultation Report', of which there were two volumes.

- **Volume 1** set out the background to the proposals, and described the need for a reservoir, alternative sites and water management options that have been considered, reservoir design concepts, the construction process, timescales and potential impacts, and the potential options for reservoir-based activities.

- **Volume 2** provided detailed plans and drawings showing potential site layouts, access options, existing designations and the low, medium and high activity scenarios.

2.7. In addition to this report, numerous supporting documents were also available to the public, including:

- Strategy for Community and Stakeholder Involvement.
- Leaflets containing exhibition details.
- Feedback forms.

2.8. In addition to the material available in hard copy for visitors to the exhibitions, a detailed website was designed to provide an interactive resource where consultation material, including the feedback form, could be downloaded, this website www.havantthicketreservoir.co.uk, has since been rebranded and moved to sit within the Portsmouth Water website. During April 2008, a total of over 8,000 hits were recorded for this dedicated website, representing 229 unique visitors to the Site during this period alone.

Publicity for the 2008 public consultation

2.9. In order to ensure maximum publicity and attract visitors to the public exhibition in spring 2008, posters advertising the venues and dates were put up in shops and public buildings in the villages and towns of Horndean, Rowlands Castle, Leigh Park, Waterlooville and Havant. This included both Asda and Morrison superstores in Leigh Park and Horndean respectively. In addition, approximately 17,000 letters were sent to residents of the surrounding area, informing them of the exhibition timetable. The exhibition was publicised on the Portsmouth Water and dedicated reservoir websites and by other local community and environmental groups to raise awareness of the consultation.

2.10. On 21 April 2008, notices were also put up around the Site to advise that the deadline for responding to the consultation was to be extended to 2 May 2008. The poster also provided details of the dedicated reservoir website to maximise engagement in the consultation process. Public notices were subsequently placed at the Site to notify residents and site users of key matters, including publication of newsletters.

Public exhibitions 2008

2.11. A series of public exhibitions were held between 8 and 18 March 2008 to present the main aspects of the reservoir proposals. The exhibitions were held across three venues; Leigh Park Community Centre, Horndean Technical College, and Rowlands Castle Parish Hall. They were staffed at each venue by members of the project team, including engineers, planners, ecologists, environmental specialists and technical specialists. In total, the public exhibition was attended by over 850 visitors, although this figure may include repeat visits by the same individual. Table 2.2 sets out the formal public exhibition venue dates and locations:

Table 2.2: 2008 public exhibition timetable

Venue	Date	Time open to the public
Havant Borough Council Civic Offices	Friday 7 March 2008	N/A – preview of exhibition for Havant Brough Council and East Hampshire District Council councillors and officers
Leigh Park Community Centre	Saturday 8 March 2008	10:00-19:00
Leigh Park Community Centre	Sunday 9 March 2008	10:00-19:00
Leigh Park Community Centre	Monday 10 March 2008	10:00-21:00
Horndean Technical College	Wednesday 12 March 2008	17:30-21:00
Leigh Park Community Centre	Thursday 13 March 2008	10:00-21:00
Leigh Park Community Centre	Friday 14 March 2008	10:00-21:00
Rowlands Castle Parish Hall	Saturday 15 March 2008	10:00-19:00

Rowlands Castle Parish Hall	Sunday 16 March 2008	10:00-19:00
Rowlands Castle Parish Hall	Monday 17 March 2008	10:00-21:00
Rowlands Castle Parish Hall	Tuesday 18 March 2008	10:00-21:00

- 2.12. In addition to the presentation displays explaining the varying aspects and steps in the reservoir's inception and design, a short film was also played, showing what the reservoir might look like in the surrounding landscape. An interactive computer-generated model was also available where attendees could navigate around the Site.
- 2.13. As well as the formal public exhibition discussed above, exhibition material was presented for three days, between the 11 and 13 March 2008 at the Asda superstore in Leigh Park. Consultation documents and feedback forms were available for those visiting the store. The computer-generated film of the proposed reservoir was also displayed on a continuous loop and members of the Portsmouth Water technical team were on hand to answer questions. Findings from these contacts are reflected in the consideration of the main feedback forms and exhibition. It was interesting to note that most shoppers at Asda, who stopped to ask questions, were already aware of the reservoir proposal, having seen the media coverage or received a letter.
- 2.14. The consultation was further publicised on sandwich boards located outside the Asda and Morrison superstore for five days during the consultation period. The exhibition displays were also located in the foyer of the Portsmouth Water Head Office in Havant throughout April 2008.

Feedback forms

- 2.15. A feedback form was provided at the spring 2008 public exhibitions and on the Portsmouth Water website. Feedback forms provide an effective method of receiving comments and suggestions from the public in relation to the proposed designs and scenarios. Forms could be returned at the exhibition or via Freepost. The deadline for the return of feedback forms was 18 April 2008, which was subsequently extended to 2 May 2008 to provide maximum time for the public and school children to be engaged. In total 254 feedback forms were received in response to the public exhibition, of which 67 were received explicitly from young people.

Presentations to local interest and community groups

- 2.16. To publicise the reservoir proposal more widely and allow local interest and community groups to engage in debate and discussion with Portsmouth Water, several presentations were given to interested groups throughout the year preceding the consultation period. Table 2.3 sets out which groups were involved in presentations or meetings before, during and after the spring 2008 consultation period.

Table 2.3: presentations to stakeholders

Organisation/event	Date
Borrow Foundation	22 February 2008
Bosmere 100	10 July 2007
East Hampshire District Council Community Forum (including councillors)	9 January 2007
East Hampshire District Council (officers and members)	21 May 2007 6 February 2008*
Environment Agency	5 November 2007 11 June 2008
Friends of the Earth	3 October 2007 19 November 2008
Gosport Borough Council (officers)	11 September 2007
Hampshire & Isle of Wight Wildlife Trust	21 May 2008

Hampshire County Council (officers)	23 October 2007 28 April 2008*
Hampshire Water Partnership Annual Conference	29 March 2007
Havant and Bedhampton Community Board	20 February 2008
Havant Borough Council	21 May 2007 30 January 2008*
Havant Conservation Forum	14 October 2008
Horndean University of the Third Age	3 October 2008
Langstone Residents Association	21 May 2008
Leigh Park Community Board	17 September 2007
Portsmouth City Council (officers)	11 February 2008
Portsmouth & SE Chamber of Commerce	9 April 2008
Partnership for Urban South Hampshire	25 September 2007 15 October 2007
RSPB, South East Region	25 October 2007
Utility Week	18 April 2007
Warren Park Residents Panel	29 May 2008
Warren Park Ward	10 October 2007
West Sussex County Council	11 September 2007

*indicates a meeting specifically to brief stakeholders on the spring 2008 consultation process.

Community workshop

2.17. A community workshop consisting of residents and local community groups was set up to explore in further detail the issues and preferences that had been expressed by members of the local community during the public exhibition. The community workshop was held at Leigh Park Community Centre on Saturday 29 March 2008. Participants were selected from those individuals that showed an interest in taking their comments forward during the public exhibition stages of consultation, and local interest groups identified by Portsmouth Water as having an interest in developing the proposals.

2.18. The community workshop consisted of three main components:

- A presentation on the proposals by Portsmouth Water, followed by the opportunity for questions.
- Community workshop session on topics of landscape and ecology.
- Community workshop session on topics of recreation/education and access.

School engagement programme

2.19. As part of efforts to engage more young people, several schools were approached. Three primary schools, two secondary schools and Havant Youth Council took part in workshops which aimed to explore issues around water supply and demand as well as Portsmouth Water's proposals for Havant Thicket Reservoir. The following schools took part:

Table 2.4: Schools that took part in the 2008 engagement programme

School	Type	Date
Havant Youth Council	Workshop	10 March 2008
Warren Park Primary School	Workshop	13 March 2008
Staunton Community Sports College	Workshop	13 March 2008

Rowlands Castle St Johns CEC Primary School	Workshop	14 March 2008
Riders Junior School	Participated in competition	
Horndean Technology College	Workshop	23 April 2008

- 2.20. The consultation process also generated interest from other schools which were subsequently sent information about the reservoir proposals. This included provision of two briefing sheets to be used as an education aid, considering ecological and recreational opportunities associated with the reservoir proposal.

Statutory consultees and other stakeholders

- 2.21. Statutory consultees and other relevant organisations were sent copies of the consultation documents and invited to comment on this pre-application stage of public consultation and the proposals put forward. Statutory consultees and relevant stakeholders included the Consumer Council for Water, the Environment Agency, Ofwat, English Heritage, East Hampshire District Council, Hampshire Ornithological Society, Hampshire and Isle of Wight Wildlife Trust, Havant Borough Council and Portsmouth City Council.
- 2.22. In addition, the consultation documents were sent to local councillors, MPs, community organisations, youth organisations, environmental groups and specialist interest groups who might have an interest in the future use of the Site, including for example, schools, fishing, cycling and sailing and horse-riding organisations.

Newsletter publications

- 2.23. Since 2005 Portsmouth Water has produced a newsletter at key stages of the development of the reservoir proposal, to keep interested parties, stakeholders and the public informed about the Scheme. Since summer 2008, a copy of all the newsletters has been sent to residents and organisations that have expressed an interest in the Scheme and who have provided their contact details for the mailing list. In addition, Portsmouth Water's customer newsletter regularly contains updates on the reservoir Scheme, which is distributed to all customers on an annual basis. The following Scheme specific newsletters were produced on the following dates:

Table 2.5: Newsletters produced from 2005 to 2008

Date	Details
Spring 2005	Stakeholder briefing regarding proposed initial engineering studies.
Winter 2005	Update on stakeholder group meeting, findings of the ecological surveys and water resources / engineering studies.
Spring 2007	Set out history of the project, the involvement of the stakeholder group, the need for a reservoir and possible alternatives, development of the preferred Scheme, timetable and details of how the local community would be involved.
Summer 2008	Provided details of the spring 2008 public consultation exercise, the outcome of that consultation, how Portsmouth Water had taken on board the feedback, and the proposed way forward (including a new outline plan).

Dedicated website provision

- 2.24. On 7 March 2008, Portsmouth Water launched a dedicated website to act as a point of information for the general public and stakeholders, where they can access background information, published reports and newsletters and news bulletins relating to reservoir proposals and progress to date.
- 2.25. Prior to this, information was available on the Portsmouth Water website. A copy of the consultation documents and feedback form were made available for download in March 2008. The website also

provided contact details so that the public could ask questions or give feedback direct to Portsmouth Water.

- 2.26. The website generated a large amount of interest from the public, and this is evidenced by the number of visits the website received in 2008. Between April 2008 and September 2008, a total of 1895 people visited the dedicated website, with the number of unique visitors reaching a peak in June 2008, totalling 351 visitors.

Engagement 2009-2018

- 2.27. The approach to engagement prior to 2009 yielded rich data that contributed meaningfully to the Scheme. However, Portsmouth Water was unable to take the Scheme forward at that time as they weren't able to justify the cost and the need for their customers. While ongoing engagement with both stakeholders and the community has continued, and will be outlined here, there was no major consultation exercise between 2009 and 2018.
- 2.28. In 2012, the Portsmouth Water Customer Challenge Group was established. Its purpose was to challenge the development of the of the company's business plan for the five years from 2015, and more generally on its approach to customer engagement. The group had several updates from and input into the project on behalf of customer interests.
- 2.29. To continue to maintain awareness, several presentations were given to interested groups, including schools, throughout the period 2009 to 2018, as well as other activities. Table 2.6 sets out what engagement activities occurred during this period.

Table 2.6: engagement activity 2009-2018

Date	Activity	Audience
24 February 2009	School presentation	Warblington School
12 May 2009	Presentation	East Hampshire District Council Community Forum
29 May 2009	Meeting	Havant Thicket Reservoir Stakeholder Group
17 June 2009	Presentation	Leigh Park Community Improvement Partnership
14 July 2009	Presentation	East Hampshire District Council Community Forum
25 & 26 July 2009	Third party event	Hampshire Water Festival
30 July 2009	Presentation and site visit	Ofwat board members
1 September 2009	Presentation	Havant Ladies Luncheon Club
18 November 2009	Presentation	The Wednesday Club at Fareham
30 April 2010	Presentation	Fareham Parish Ecology Justice and Peace Group
17 December 2010	Meeting	Havant Thicket Reservoir Stakeholder Group
20 January 2011	Staff presentation	Staff and volunteers
4 April 2011	Newsletter sent out	Havant Thicket Reservoir Stakeholder Group
21 July 2011	Presentation	Havant Borough Council
22 March 2012	Presentation	Bournes Community Forum
10 May 2012	Pipeline site visit	Local councillors
15, 23, 30 May 2012	Third party event	Havant Borough Council Exhibitions (pipeline was publicised)

29 May 2012	Letter re pipeline	Local residents
10 July 2012	Presentation	Friends of Havant Museum
22 April 2013	Presentation	Rowlands Castle Parish Council (AGM)
22 April 2013	Presentation	RSPC
20 October 2014	Presentation	Rowlands Castle University of the Third Age
11 March 2015	Presentation	Friends of the Earth (AGM)
21 February 2017	Site visit	WWF-UK
21 July 2017	Site visit	Portsmouth Society
27 September 2017	Presentation	HTESR

Engagement and consultation 2018-2020

- 2.30. Portsmouth Water renewed engagement on the Scheme, particularly through the development of the latest Water Resources Management Plan (WRMP) and Business Plan for 2020 to 2025. This included a formal consultation on Portsmouth Water's draft WRMP in 2018, the results of which showed that 87% of respondents supported the plans for the reservoir. A number of stakeholder briefings were carried out, some jointly with Southern Water. This has included a range of stakeholders including environmental groups, business representatives, local planning authorities, local politicians and regulators. The level of support for the Scheme was consistent with the results of the 2008 consultation.
- 2.31. Following Government approval in 2019 to proceed with the Scheme, a communication and engagement strategy was developed to support the pre-planning application phase of the Havant Thicket Reservoir. It aimed to use an 'intelligence-led' approach and maintain a 'social contract' between Portsmouth Water and its customers. It outlined an approach in the following areas:
- **Foundations:** insight gathering; auditing as-is state; developing brand and key messages;
 - **Materials and channels:** developing and updating suite of materials and channels;
 - **Local community:** engaging through events; site tours; school engagement; and cascades;
 - **Stakeholders:** 1-year plan; database update; mapping; individual briefings; influencing policy;
 - **Media:** providing info and content to maximise positive coverage (local, national and trade);
 - **Internal:** inform, recruit and equip project ambassadors among Portsmouth Water staff.
- 2.32. The engagement that had been carried out since the last formal consultation process in 2008, suggested that stakeholders feel much the same way as they did in 2008; however, it was critical that further comprehensive opportunities for stakeholders to feed back were provided, allowing them to raise any new issues and influence the design as it continued to develop.
- 2.33. So, in October 2019, 27,000 personally addressed letters were sent to customers around the site. The letters informed them about the reservoir project starting up again, gave an overview of the details, the ground investigations taking place and the intention to submit a planning application in 2020.

Presentations to local interest and community groups

- 2.34. Portsmouth Water has continued to engage with local interest and community groups. Table 2.7 sets out which groups were involved in presentations or meetings from January 2019 to June 2020. Further meetings and presentations will be scheduled from July 2020.
- 2.35. The Havant Thicket Reservoir Stakeholder Group also refreshed its membership, which now includes:
- Consumer Council for Water (national and regional representatives)

- Hampshire County Council (elected members and officers, particularly those managing Staunton Country Park)
- Friends of Staunton Country Park
- Havant Borough Council (elected members and officers)
- East Hants District Council (elected members and officers)
- Rowlands Castle Parish Council
- Hampshire Fire & Rescue Service
- Forestry England
- South Downs National Park Authority
- Hampshire & Isle of Wight Wildlife Trust
- Woodland Trust
- RSPB
- Hampshire Ornithological Society
- Portsmouth City Council (elected members and officers)
- Local schools (primary and secondary)
- Community First community group
- Rowlands Castle Historic Society
- Horndean Protection Group
- Cycling UK local representative
- British Horse Society local representatives
- Ramblers Association local representatives.

Table 2.7: presentations to stakeholders 2018-2020

Organisation/event	Date
Fareham Local Group (included site visit)	12 July 2018
Havant Thicket Reservoir Stakeholder Group	17 July 2018
Havant Borough Council	25 July 2018
Friends of Staunton Country Park	26 July 2018
Havant Civic Society	26 September 2018
Portsmouth Society	March 2019
Crofton Women's Lunch Club	7 March 2019
Havant Thicket Reservoir Stakeholder Group	7 March 2019
Alan Mak MP	8 March 2019
Sustainability First	15 March 2019
Local HIWWT groups	25 March 2019
Fareham Group of the Hants & Isle of Wight Wildlife Trust	11 April 2019
Rowlands Castle Parish Council	15 April 2019
Havant residents' customer focus group	16 April 2019
Havant, Hayling, Emsworth Hants & Isle of Wight Wildlife Trust (included site visit)	25 June 2019
14 LPA environmental protection/contaminated land officers from across Hampshire	2 July 2019
Fareham Group of the Hants & Isle of Wight Wildlife Trust (included site visit)	12 July 2019

The Mascular Society	25 July 2019
CPRE	28 October 2019
CAR Conference	6-8 November 2019
Jason Light, Eastleigh BC	12 November 2019
Havant Business Partnership	14 November 2019
SDNP	19 November 2019
Hants & Isle of Wight Wildlife Trust South Downs Group	20 November 2019
Defra, EA, DWI	20 November 2019
Waterlooville Retired Business Women's Club	20 November 2019
Hampshire Health, Safety and Environment Group	27 November 2019
Southern Water Hampshire Stakeholder Group	9 December 2019
Friends of the Hermitage Stream	17 December 2019
Portsmouth Water staff	19 December 2019
Havant Borough Council Leader and Councillors	19 December 2019
Southern Water	8 January 2020
Wetland Sub-group Stakeholder workshop	10 January 2020
The Civil Engineering Contractors Association	14 January 2020
Solent LEP	21 January 2020
Environment Agency	28 January 2020
Havant Borough Council/East Hants District Council planning team	22 January 2020
Havant Borough Council tree team	23 January 2020
Hampshire County Archaeological service	24 January 2020
Denmead Horticultural Society	4 February 2020
Havant Thicket Reservoir Stakeholder Group	4 February 2020
Ground reinstatement meeting – Socotec, PW and Staunton CP	5 February 2020
Forestry England	14 February 2020
Leigh Park Community Network Forum	18 February 2020
Horndean Protection Group	19 February 2020
Portsmouth Pensioners' Association	2 March 2020
Hampshire Biodiversity Information Centre annual recorders forum	7 March 2020
Hampshire County Council	9 March 2020
Positive Pathways volunteer programme (Community First)	12 March 2020
Havant Thicket Reservoir supply chain engagement event (virtual)	25 March 2020
Local horse-riding rep (via telephone)	1 April 2020
Havant Thicket Reservoir Wetland Stakeholder sub group	20 April 2020
Hants Ornithological Society (virtual)	22 April 2020
Hants CC rights of way team	29 and 30 April 2020
Local family – video meeting	1 May 2020

Customer insight research – May 2019 and January 2020

- 2.36. To support the planning application, Portsmouth Water required customer insight to understand the attitudes and views of customers in the vicinity of the reservoir as well as further afield. This research is key, not only for the planning application, but also for supporting the construction and delivery of the reservoir and enabling Portsmouth Water to maximise the environmental and societal benefits of the investment in its local community.
- 2.37. Portsmouth Water set out a range of objectives as part an ongoing customer research programme to support customer communications and engagement for Havant Thicket reservoir. These included:
- Establish a benchmark of awareness and attitudes.
 - Help develop the customer-preferred language used in the wider communication and engagement materials.
 - Further co-create with customers the physical, social, ecological and environmental attributes of the reservoir.
 - Identify where any course corrections need to be made to the communication strategy and wider planning application.
 - Measure whether customers' perceptions of Portsmouth Water change as a result of the project and the communications and engagement activity carried out.
 - Evidence customers' involvement in and support for the reservoir, pipeline route and proposed delivery to regulators and planners to support the formal planning application process.
- 2.38. To achieve these objectives, both qualitative and quantitative research would be undertaken. The first phase commenced in May 2019 with qualitative research, specifically focus groups, and this was followed by 100 quantitative telephone interviews carried out in January 2020. A further 100 quantitative telephone interviews have been carried out post the public consultation to identify any shifts in awareness and support.
- 2.39. Two focus groups were undertaken to explore these topics with customers. They were organised to ensure that the views of residents in and around the reservoir site and pipeline route were appropriately captured. The groups were split along locations, so one group was from Warren Park and Leigh Park to the south and west of the reservoir site and the other group was from Rowlands Castle, to the east. Each group comprised a mix of age, gender and life stage, as well as how long they had lived in the area.
- 2.40. Each group lasted 90 minutes, with eight respondents recruited to each group, although two dropped out from each group, so both were attended by six participants. The groups were run by an experienced moderator.
- 2.41. The focus groups addressed the following:
- Addressing the need for Havant Thicket reservoir.
 - Environmental issues.
 - Additional reservoir benefits.
 - Ongoing communications and involvement.

Public drop-in sessions - November 2019

- 2.42. During the week commencing 18 November 2019, Portsmouth Water held a series of drop-in events for the Havant Thicket Reservoir Project. Three exhibitions were held at local community spaces, providing an opportunity for stakeholders to get an update on the project; discuss any questions with the project team; and provide feedback on the proposals.
- 2.43. Exhibitions were held at the following times and locations:

Table 2.8: Exhibition timetable

Venue	Date	Time open to the public
St John's Church Hall, Rowlands Castle	Monday 18 November 2019	14:30-19:00
Leigh Park Community Centre	Tuesday 19 November 2019	14:30-19:30
Leigh Park Community Centre	Saturday 23 November 2019	12:30-16:30

2.44. The events consisted of the following:

- Members of the project team, available to discuss the proposals and answer any questions.
- A display stand with integrated touchscreen app, visualising the proposals from several local landmarks.
- A set of banner stands, containing information on the proposals, the project timeline, ecology and the ongoing ground investigations.
- Printed A1 copies of the outline, red line and constraints plans.
- Two double-sided A4 factsheets, with a general project Q&A and another focusing on the ground investigations.
- An A5 feedback form.
- A display of other Portsmouth Water initiatives and materials, including information on the Priority Services Register and water efficiency products.

2.45. The events were promoted through:

- Press releases sent to local media outlets, with coverage in Portsmouth News, Petersfield Post, Hampshire Independent, BBC Radio Solent and BBC South (TV).
- Paid for advertising on Facebook and Portsmouth News (print and online).
- Email invitations to the Havant Thicket ReservoirStakeholder Group.
- Promotional posts on the project website and Facebook page.
- Promotional posts on partner social media channels, websites and e-newsletters, including Havant Borough Council, Community First and a Rowlands Castle residents' group.
- Posters displayed at community spaces, including libraries, sports clubs, medical centres, post offices, supermarkets and vets.

Spring Public Consultation – 11 May to 15 June 2020

2.46. Portsmouth Water ran a public consultation for the Scheme from 11 May to 8 June 2020, with specific consultation channels kept open until 15 June 2020 to allow for late feedback, particularly from a mailing of brochures in the latter half of the consultation.

2.47. The planned approach centred around a series of face-to-face public exhibition events; however, due to the Covid-19 situation, these plans had to be adapted. The revised methodology was agreed with the local planning authorities and is summarised below.

Materials

2.48. A broad range of materials was created, which explained the Scheme through text, visualisations and through live and recorded interviews with the project team. These materials included:

- A 24-page consultation brochure produced in both printed and interactive PDF formats (see Appendix B).
- An animated fly-through film allowing viewers to visualise the scheme proposals.
- A series of video podcasts in which project team experts were interviewed about different parts of the project.
- A feedback form available online and in print with a Freepost envelope to return to Portsmouth Water (see Appendix B).
- Dedicated project pages on the Portsmouth Water website - <https://www.portsmouthwater.co.uk/new-reservoir/the-reservoir/>

- A consultation microsite, creating a 'virtual exhibition' to present all the materials and capture feedback from the public, with interactive maps where people could post comments, a guest book and an ideas forum.

2.49. All videos are hosted on Portsmouth Water's YouTube channel - <https://www.youtube.com/channel/UC5rabLFs-8lhbVQDZnkd2w>.

Methods

2.50. A combination of channels was used to present the scheme proposals and to capture feedback. These included:

- Continuing engagement with key stakeholders and statutory consultees via conference call methods.
- A series of five public webinars (see table 2.9), a stakeholder webinar and one dedicated to Portsmouth Water employees, presenting the proposals using the films and answering public questions via a live Q&A, with a panel of project team experts. Recordings are hosted on Portsmouth Water's YouTube channel - <https://www.youtube.com/channel/UC5rabLFs-8lhbVQDZnkd2w>.
- A dedicated project phonenumber, where people could leave feedback, ask questions and request printed copies of the brochure and feedback form.
- A mail-out of printed copies of the consultation brochure, feedback form and Freepost envelope. This included 102 people who had requested materials and 1,250 residents in Warren Park, who were close to the newly proposed southern access option.
- Regular posts, including films, on Facebook, Twitter and LinkedIn
- The Portsmouth Water email and postal address.
- A consultation microsite acting as a virtual exhibition, where users could submit feedback via digital forms, a map-based tool and Q&A boxes.
- An online questionnaire for young people aged 11 – 18.
- Questions submitted via the phone, microsite, email, social media and post were individually answered throughout the consultation period.

Table 2.9: Public webinar timetable

Date	Time
Saturday 16 May 2020	14:00-16:00
Tuesday 19 May 2020	10:00-12:00
Friday 22 May 2020	10:00-12:00
Wednesday 3 June 2020	14:00-16:00
Thursday 4 June 2020	18:00-20:00

Promotion

2.51. The consultation was advertised using a combination of digital and printed methods, including:

- A leaflet posted to 50,000 local households ahead of the consultation, with details on how to get involved and find out more.
- Posters in retail premises around local communities.
- A series of press releases, resulting in editorial coverage in newspapers, radio interviews and a feature on BBC South East.
- Banners on the Portsmouth Water website.
- Continuing social media activity and paid advertising, targeting messages at households around the reservoir site and along the pipeline route.
- Email updates to stakeholders.
- E-newsletters to subscribers.

- Email promotion from our project partners, including Havant Borough Council, Community First, and the Rowlands Castle Parish Council

2.52. Unfortunately, due to Covid-19 restrictions, it was not possible to erect site notices advertising the consultation.

School engagement programme

2.53. In previous rounds of consultation, there had been low levels of participation from young people. In anticipation of this, several initiatives were put in place to capture their views. This included an activity sheet sent to primary schools and a survey of secondary school students aged 11 to 18. Presentations were also carried out at local schools as detailed in table 2.10.

Table 2.10: Schools engagement

School	Type	Date
Padnell Junior School	Presentation	25 November 2019 4 December 2019
Padnell Junior School	Site visit	14 January 2020
Horndean Junior School	Presentation	21 January 2020
Front Lawn Primary Academy	Presentation and site visit	28 January 2020
Warren Park Primary School	Presentation and tree planting	13 March 2020

3. Consultation feedback and response

Public consultation 2008

3.1. Full analysis of the consultation that took place in 2008 can be found in the 'Interim Report on Community and Stakeholder Involvement' in Appendix A. Below is a brief summary of the findings.

Feedback from the public consultation

- 3.2. The consultation attracted a strong level of engagement, with over 850 exhibition attendees; 254 feedback forms received; 1,895 website visits (April - September 2008); 10 stakeholder letters /emails received; and 30 community workshop attendees. All the surrounding local communities were well represented both at the exhibitions and in the feedback received.
- 3.3. The analysis of feedback from the public exhibitions in 2008 combines a quantitative analysis of numerical data and qualitative analysis of comments and suggestions received via the public exhibitions, feedback forms, community workshop and feedback from schools, plus correspondence from individuals and organisations.
- 3.4. Feedback received from exhibition attendees and those who provided formal responses via the feedback form process demonstrated a high level of support for the reservoir proposals, and in the main, where concerns were expressed, people accepted that some impacts were an inevitable consequence of a project of this scale and nature.
- 3.5. Those who attended the exhibitions and who provided feedback came from a broad geography of locations, with many residing a considerable distance from the Site.
- 3.6. Respondents were marginally in favour of embankment Option 2, which provides the reservoir with a smaller volume but with a wider 'buffer zone' of 40 m to lessen the disturbance to wildlife on the margins of the Staunton Country Park woodland.
- 3.7. In terms of vehicular access to the Site, for both construction traffic and long-term access to the facilities of the reservoir, there was majority support for a longer route which skirts Havant Thicket and provides access to the north-western side of the Site.
- 3.8. Majority support was gained for the 'Red Pipeline Route'. The proposed 'Red Route' would be laid alongside the Riders Lane / Hermitage Stream from Bedhampton to Corhampton Crescent and then

laid alongside the Riders Lane Stream from Corhampton Crescent. There was concern expressed, however, on the potential impact to Great Copse.

- 3.9. Access and traffic arrangements for the Site are a key issue and this is evidenced in the responses received.
- 3.10. In terms of construction impacts, respondents were most concerned with the impact on wildlife and the impact of construction traffic both on the natural environment and the local road network.
- 3.11. Of the proposals for landscape, nature and conservation, respondents most liked those in relation to the wetlands, woodland and planting in the wider landscape. Least preferred of all the proposals was the floating island and the man-made beach.
- 3.12. Respondents identified walking, bird watching and cycling as the three most important recreational activities. The least amount of support was given to events, water sports, swimming and public art.
- 3.13. In terms of the scale of recreational activities and environmental conservation, respondents providing feedback forms were evenly balanced in their support between the low, medium and high scenarios. Overall, it was clear from those attending the exhibitions that a low to medium activity scenario was favoured, with people wanting to select a variety of uses from the activities proposed

Feedback from schools

- 3.14. In general, there was support from primary school children for the proposals put forward by Portsmouth Water. Support was greatest for the most active recreation activities including Go Ape and water sports. Those young people who opposed the reservoir were concerned about the environmental implications of the development on the existing flora and fauna.
- 3.15. Most secondary school pupils understood and agreed with the rationale for the reservoir; Havant is located in a water stress area and therefore the reservoir provides a necessary facility to ensure future water supply.
- 3.16. Renewable energy and woodland received the highest levels of support from secondary school pupils among the landscape and habitat proposals. Least support was received for planting in the wider landscape.
- 3.17. Of the recreation and education activities proposed the provision of events and water sports on site received greatest support whilst the installation of public art was supported least. Support was also provided for additional recreation activities on-site including Go Ape, crazy golf and shop/café.
- 3.18. Support from young people from both primary and secondary schools was greatest for the high activity scenario. Little support was received from primary schools for both medium and low scenarios. In comparison, there was some support from secondary school for the medium scenario.

Community workshop feedback

- 3.19. The purpose of the community workshop was to explore in further detail the issues and preferences that had been expressed by members of the local community during the public exhibition. The community workshop was held at Leigh Park Community Centre on Saturday 29 March 2008.
- 3.20. During the discussions, the following points were reiterated on several occasions:
 - The opportunity the development presents to link the wider footpath, cycleway and bridleway networks together (particularly in the context of Countryside Access Plans and the establishment of the South Downs National Park).
 - There is a need for an overarching management strategy for Staunton Country Park, the reservoir site and the Forestry Commission land at Havant Thicket in relation to recreation and habitat conservation and creation. The three land holdings should be viewed as complementary elements of a single attraction.
 - Careful planning of facilities is needed to avoid future conflicts and to maximise benefits. Additional facilities could be provided over time rather than right from the outset.
 - The open, wild nature of the Site needs to be retained.

Engagement and consultation 2019-2020

Customer insight research

Qualitative research 2019

- 3.21. A summary of the findings of the qualitative research undertaken in May 2019 has been included below. A copy of the full report can be found at Appendix C.
- 3.22. **Addressing the need for Havant Thicket reservoir:** People have a very rudimentary understanding of the reasons for building the Havant Thicket reservoir. The report suggested that the reasons are clearly communicated so that people are better informed as to the drivers for the Scheme.
- 3.23. **Environmental issues:** Although there was a lack of awareness about the planned environmental Schemes, people were positive about them. Therefore, the report suggested to keep reinforcing these messages, as well as communicating how the biodiversity balance will be preserved and maintained. This latter point is important to address customer concerns.
- 3.24. **Additional reservoir benefits:** People had a clear idea of their preferred activities for the new reservoir, which fit well with Portsmouth Water's proposals. There is scope to develop all the leisure activities apart from water sports; this would be deemed detrimental to the Site.
- 3.25. **Ongoing communications and involvement:** People would like to receive communications on an ongoing basis, as well as be involved in helping to shape some of the planned activities where this is possible.

Quantitative research – January 2020

- 3.26. A summary of the findings of the quantitative research, which consisted of 100 telephone interviews undertaken in January 2020 has been included below. A copy of the full report can be found at Appendix D.
- 3.27. Most people were aware of the plans to build Havant Thicket reservoir, with most hearing about it directly from Portsmouth Water (letters from Portsmouth Water and leaflets with their bill). These channels are the favoured forms of customer communication.
- 3.28. Reasons for building the new reservoir was the main recall, although a variety of other messages were also remembered.
- 3.29. Almost half of people understood that a lack of water resources in the south east was the main reason for building the reservoir.
- 3.30. All the planned leisure activities were supported to some extent, suggesting that Portsmouth Water's current offer was aligned to customer needs. Initial evidence also suggests that families will find considerable enjoyment as users of the activities.
- 3.31. There was overwhelming support for:
- Various environmental schemes to mitigate any potential impacts.
 - To share water where it's needed.
 - The development of Havant Thicket reservoir.

Public drop-in events - November 2019

- 3.32. At the public drop-in events that were held on three dates in November 2019, there were over 150 attendees. At the event on Monday 18 November, 90 people attended; on Tuesday 19 November 43 people attended; and on Saturday 23 November, 18 people attended. The general agreement amongst the team was that the events went well; the discussion with the public was lively yet positive; and most attendees left feeling satisfied and informed. This was reinforced by comments from attendees at the events and by feedback received in the response forms.
- 3.33. Overall, 24 feedback forms were submitted across the events, with one additional form delivered to the Portsmouth Water office in Havant the following week. A two-page response was also prepared and submitted by the Horndean Protection Group on the day of the Saturday event. This was subsequently followed up via email offering a point of contact for any further questions and a face-

to-face meeting later took place with the group. Of those that answered the question, 100 per cent of respondents confirmed that they supported the plans for the reservoir. One hundred per cent of those that responded also asked to be kept up to date via the project newsletter.

- 3.34. Table 3.1 outlines key themes and issues that emerged from the exhibitions. It summarises feedback received via the forms and topics of conversation noted by the project team presenting. The themes are presented in alphabetical order.

Table 3.1: Key themes

Issues related to access:	
Design	Interest in the location of construction compounds in relation to access routes.
	Demand for clarity on the access junction and support for a roundabout.
Concerns	Concern that the access road cuts through a key running route. Will pedestrian access be provided?
	Concerns about the use of the B2149 as an access road.
	Support for an access road coming directly from Junction 2 of the A3.
Opportunities	Demand for safe pedestrian access to the site from major residential areas, including crossings, from Manor Lodge Road and the other side of the A3.
	Support for upgrades to Manor Lodge Road, to accommodate extra traffic.
	Request from Hampshire Fire and Rescue to create hard standing area, to enable use of water by local fire trucks.
Issues related to activities:	
Concerns	While individuals supported inclusion of specific activities (e.g. diving, swimming, fishing) a number of attendees asserted support for the low/mid activity scenario 'agreed' with the community.
Opportunities	Support for the inclusion of specific activities, including sailing, swimming (including for dogs), sunbathing, metal detecting, fishing, scuba-diving and park running.
	Support for the network of trails around the site.
Issues related to climate change:	
Concerns	The Horndean Protection Group provided a two-page response, outlining concerns relating to climate change, generally supporting water conservation measures over the reservoir plans. Issues raised included: • Requests for a full financial and environmental cost benefit analysis, comparing the new reservoir with water conservation measures, including biodiversity and carbon costs/emissions, from construction, operation, visitor travel and the cumulative effects of planned developments in the area. • Assertions that Climate Change 'accelerators' must be avoided, and adaptation and migration factors must be carefully considered. • Concerns that Large Development Sites in the area will increase pollutants. • Concerns that planned environmental enhancements should be shared (suggests water evaporation and avoidance of heightened algae blooms). • Concerns about the impact of the project on the local aquifers. • Assertions that the project should only proceed if information on all of the above is provided and net zero environmental and cost impacts can be delivered.
	Questions around how the reservoir will affect the climate. Will it make it colder?

Issues related to community:	
Opportunities	Support for free, or discounted entry and parking fees for the local community.
	General support for the project from the community, as an enhancement to regional water infrastructure and a local green leisure space.
Issues related to construction:	
Design	Interest in the phases of closures/openings during construction. What will and won't be open to the public, when?
Concerns	Checking that we are aware of oil exploration borehole near Rowlands Castle.
	Concern over disruption caused during construction of the pipeline. Will this be simultaneous with construction of the reservoir?
	Concern about the duration of construction and therefore local disruption.
Issues related to consultation:	
Concerns	Confusion around the visualisation of the avenue in the constraints plan. It looks like it will remain.
	A representative from Portsmouth City Council questioned the accuracy of the 'Historic Landfill' label, to the west of the site on the constraints plan.
	Interest in future consultation. What opportunities will there be to contribute, when?
	Concern about the amount of funding allocated to community engagement.
Opportunities	Requests from the Park Community School (Secondary) to engage their students and young people in general.
Issues related to cumulative impact:	
Design	Questions around the use of new parking facilities at Staunton Country Park in relation to the site.
Concerns	There was significant concern about the cumulative traffic impact of the project and the number of planned developments in the area.
Issues related to ecology:	
Opportunities	Support for the proposals, as they will provide ecological enhancements for the site.
	Support for vegetation around the sides of the reservoir.
	Support for the ecological survey work and planned mitigations/enhancements.
Concerns	Concern around the loss of ancient woodland.
	Concern around the ecological impact of construction, operation of the reservoir and activity at the site
Issues related to energy:	
Opportunities	Suggestions of a hydro turbine generating power, as water is pumped between sites.
Issues related to facilities:	
Concerns	Concern around sufficient parking capacity, as there are current issues in the area.
	Concerns around security of parking facilities provided.
Opportunities	Support for facilities including a tearoom, seating and toilets.
Issues related to heritage:	

Concerns	Specific request from one gentleman, asking for confirmation of his identification of a stone boundary post as being a marker for the parish boundary.
Issues related to hydrology:	
Concerns	Concern from an environmental campaigner about the source of the water and how this would affect the groundwater of the area. Would it be impacted by climate change?
	Concern about flood risk. Will this increase risk for residents? Will it affect insurance policies?
Opportunities	Support for Scheme as it will reduce abstraction from chalk streams.
Issues related to landscape:	
Concerns	Questions about the height of the embankment.
	Concern around the appearance of a 'drawdown' area.
Opportunities	Support for the reservoir as it will improve the landscape.
Issues related to light pollution	
Concerns	Questions around night-time lighting.
Issues related to Portsmouth Water:	
Concerns	Questions about the relationship between Southern Water and Portsmouth Water.
Issues related to safety:	
Concerns	Safety concerns surrounding the water. How will we stop people (especially children) accessing the site outside of hours and having accidents? How will we manage events?
	Concerns about risk of getting lost due to poor signposting around the site.
	Concerns around antisocial behaviour. How will we prevent it?
Issues related to soil:	
Concerns	Concerns about nitrification of the soil in the area.
Issues related to the project timeline:	
Concerns	Confusion about how the project has progressed. Why has it taken so long and what has changed since 2008?
Issues related to traffic:	
Concerns	Concern over additional traffic caused by construction and increased number of visitors to the site, both from the access road, but also from the South and East.
	Concerns about adding traffic to the B2149 as it already struggles with congestion.
Opportunities	Support for traffic calming measures along the 30mph zone of the B2149, as part of the project.
Issues related to water supply:	
Concerns	Concerns around quality of the water supplied by the reservoir.
	Concern around security of the water supply stored at the reservoir. Could it be poisoned?
Opportunities	Support for the proposals, as they will provide an enhancement to regional water infrastructure.
	Request from Hampshire Fire and Rescue to create hard standing area, to enable use of water by local fire trucks.

Spring Public Consultation – 11 May to 15 June 2020

- 3.35. The consultation was successful, garnering a good level of feedback which showed general support for the Scheme. In total, 1,953 items of feedback were received which included 301 feedback forms, 277 comments via other channels (post, phone, email, website and social media), and 1,375 template emails from an online Woodland Trust campaign. Key metrics and respondent breakdown analysis can be found in the full consultation report at Appendix E.
- 3.36. Analysis of the feedback forms received has shown that 80 per cent of responders either strongly agreed or agreed with the overall Scheme (see table 3.2). Full analysis of the feedback form, including the amount of support for the different elements of the Scheme can be found within the full consultation report at Appendix E.

Table 3.2 – multiple choice feedback on the overall Scheme

To what extent do you agree or disagree with our plans to build the reservoir?	
Strongly agree	146 (49%)
Agree	93 (31%)
Neutral	20 (7%)
Disagree	16 (5%)
Strongly disagree	16 (5%)
Don't know	1 (0.3%)
No comment	9 (3%)

Table 3.3 – multiple choice feedback on individual elements of the Scheme

To what extent do you agree with our approach to the different aspects of the scheme below?							
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know	No comment
The location of the reservoir	146 (49%)	82 (27%)	28 (9%)	14 (5%)	18 (6%)	1 (0.3%)	12 (4%)
The design of the reservoir	114 (38%)	104 (35%)	40 (13%)	14 (5%)	11 (4%)	1 (0.3%)	17 (6%)
The road to provide access for the public	65 (22%)	88 (29%)	67 (22%)	36 (12%)	23 (8%)	6 (2%)	16 (5%)
The creation of a wetland for wildlife	182 (60%)	70 (23%)	23 (8%)	3 (1%)	5 (2%)	1 (0.3%)	17 (6%)
The location of the visitor centre	92 (31%)	98 (33%)	60 (20%)	20 (7%)	14 (5%)	2 (0.7%)	15 (5%)
The size of the visitor centre and the facilities	77 (26%)	103 (34%)	65 (22%)	25 (8%)	10 (3%)	4 (1%)	17 (6%)
The network of paths for walking, cycling and horse riding	119 (40%)	117 (39%)	30 (10%)	9 (3%)	10 (3%)	1 (0.3%)	15 (5%)
Parking	64 (21%)	110 (37%)	61 (20%)	27 (9%)	20 (7%)	4 (1%)	15 (5%)
Other outside visitor facilities	112 (37%)	108 (36%)	43 (14%)	8 (3%)	13 (4%)	1 (0.3%)	16 (5%)
The route of the reservoir pipeline	64 (21%)	92 (31%)	98 (33%)	9 (3%)	10 (3%)	12 (4%)	16 (5%)

- 3.37. The multiple-choice feedback suggests strong public support for the Scheme; however, the feedback form also allowed for responders to explain their feelings towards the Scheme, as well as to raise concerns and make any suggestions. Many themes were identified, and full details can be found within the consultation report at Appendix E, this report also details responses provided to each of these themes. A summary of these themes has been provided here.
- 3.38. There was plenty of positive feedback such as people looking forward to the project beginning and recognising that it will enhance the local area, providing educational benefits as well as benefits to the wildlife. They are happy with the leisure opportunities as well as the increased employment the Scheme will bring to the area.

- 3.39. There were many responders who were concerned about the loss of ancient woodland, this included the Woodland Trust who set up an online campaign where people anywhere in the world (regardless of membership or affiliation with the Trust) were able to send in an automated email using standard text.
- 3.40. The Woodland Trust does accept the need for the scheme to secure future water supplies for the region and isn't opposed to the construction of the new reservoir in principle. The Trust has called for Portsmouth Water to identify an alternative site that would not result in damage or loss to ancient woodland, as they recognise it would be difficult for the reservoir to be redesigned in the current location to avoid all the ancient woodland. Portsmouth Water initially reviewed 72 possible locations. Most are unsuitable as they are not close enough to a reliable, sustainable source of water which could be used without creating further environmental harm. Five sites underwent a detailed assessment which scrutinised a range of environmental, social, economic and engineering criteria, which led to the selection of the preferred site. Havant Thicket was assessed as providing the best option as it has the largest capacity, allows for the development of areas for recreational activity that will benefit the local community, together with the potential for nature and biodiversity enhancement, requires the shortest pipeline and would result in the least impact on the protected Chichester and Langstone Harbour. Eight conceptual reservoir designs on the Havant Thicket site were then developed, assessed and discussed with stakeholders including the Environment Agency, Forestry England, Natural England, Hampshire and Isle of Wight Wildlife Trust and Hampshire County Council, the preferred option formed the 2009 Outline Masterplan. The Site Alternatives Assessment (2020) is included as Appendix A4.1 of Volume 4 of the Environmental Statement, it is summarised in Section 4 of the Planning Statement and Section 4 of Volume 2 of the Environmental Statement.
- 3.41. The Scheme, the subject of the current planning applications, is a refinement of the 2009 scheme, further reducing impacts on ancient woodland and the Registered Park and Garden, increasing the area of retained wetland, minimising potential traffic impacts, enhancing landscaping and optimising opportunities for recreation and biodiversity.
- 3.42. There was very positive feedback on the process and content of the consultation itself, particularly the webinars and mini films, but also the variety of channels used.
- 3.43. There was a mixture of responses regarding access route options (concerns about traffic impact and safety on southern route and environmental impact and traffic on northern route).
- 3.44. Other queries/concerns raised related to reservoir safety, security and anti-social behaviour (e.g. illegal motorcycling), plus impact on local wildlife and existing woodland (separate from responses via Woodland Trust). Also, there were several comments / queries on potential activities such as fishing, water-sports, swimming, model boating and metal detecting.
- 3.45. All questions and queries raised were responded to individually with more information.
- [Schools engagement feedback analysis](#)
- 3.46. Following the initiatives put in place to try and engage more young people, a total of 40 students took part in the secondary school survey. The majority were aware of the plans, though they weren't clear on the reasons for the Scheme. There was overwhelming support for the reservoir, with specific reasons including the positive impact on the community; being a great place to visit with friends and family; the new leisure facility; and helping to secure water supplied. They also support the environmental aspect of the Scheme. More information on this can be found within the consultation report at Appendix E.

4. Conclusions and actions

Consultation 2008

- 4.1. In the 2008 public consultation, the key stakeholder group played a substantial role in developing the proposals taken to the public. Following the public consultation exercise, an update was given to the group in May 2008 and a summer newsletter was published, summarising the feedback received, how Portsmouth Water responded, and the proposed way forward, including a revised 'Outline Plan'.

- 4.2. An 'Interim Report on Community and Stakeholder Involvement' was produced in October 2008 and can be found in Appendix A. It provides a more detailed account of the exercise, the feedback received and how the subsequently revised outline plan would be used to further discussions with stakeholders. Several areas where further work would need to be undertaken to address issues raised in the consultation were also identified, including ecological studies; transport assessments; exploration of renewable energy; landscape assessments; and development of management plans.
- 4.3. The feedback gathered from the public was also critical to the development of a 'visitor number and recreational and amenity facilities review' (July 2019), which drew on the 2008 data to assess the three recreational scenarios in more detail, concluding a medium scenario was most appropriate, i.e. a medium level of activity where the quiet and rural nature of the reservoir site was maintained and facilities complimented those provided at Staunton Country Park.
- 4.4. While the approach to stakeholder engagement and the consultation exercise in 2008 were effective and thorough, the time passed since raised the clear requirement to capture up-to-date feedback on the project.
- 4.5. To support this, a refresh of the project brand and website was undertaken, and a dedicated reservoir Facebook page was set up. To ensure that these platforms delivered their optimum value, a steady stream of 'visual' content (e.g. films, infographics, photography) has been developed, collated and incorporated into the website and social media campaigning.

Consultation 2019-2020

November 2019

- 4.6. While broadly speaking the events were successful, the following areas provided opportunities for improvement in the subsequent consultation events:
- 4.7. **Engage young people:** a vast majority of the attendees were middle-aged or older. This demonstrated a clear need to engage younger generations, to ensure the proposals reflect the views and interests of young people but also those who will be middle-aged by the time the reservoir is open to the public. This is likely to be most effective if done in collaboration with partner organisations that have established relationships with young people, such as youth organisations or schools.
- 4.8. **Engage more people in Leigh Park and Warren Park:** the Rowlands Castle event had nearly double the attendance of both Leigh Park events put together. It was important to ensure that both communities were engaging. Again, the most effective approach was to involve working with partner organisations with existing links to the community.
- 4.9. **Provide more detailed information:** while the drop-in events were designed to be limited in scope, the community demonstrated a depth of knowledge and interest in a range of different topics, with many conversations lasting close to an hour. For the more comprehensive consultation exercise planned for the spring, it was important to ensure that the combination of materials provided met both the information needs of a local enthusiast and the accessibility requirements of an average local resident.
- 4.10. **Promote earlier:** while the drop-in events were planned and executed in a short period of time, there was more time to start to promote the Spring event earlier, giving stakeholders sufficient notice to plan their attendance and ensuring compatibility with long-lead publishing cycles for promotional platforms.
- 4.11. Emerging from the key themes identified and the areas of improvement summarised in **table 3.1**, several actions were identified and carried out:
 - Check the 'Historic Landfill' label to the west of the reservoir site, update constraints plan if necessary.
 - Confirm awareness of oil exploration borehole near Rowlands Castle, engage stakeholders as/if necessary and incorporate into constraints plan.
 - Contact Park Community School (Secondary) and identify opportunities to engage their students in the development of proposals.
 - Develop more detailed proposals on access between the reservoir and Staunton Country Park.

- Continue to refine visualisations as the proposals develop and include them in the next round of consultation.
- Assess risk of noise amplification and include messaging in next round of consultation as relevant.
- Assess landscape risk/impact of a 'drawdown' area and include messaging in next consultation as relevant.
- Assess risk/impact of soil nitrification and include messaging in next consultation as relevant.
- Engage local running club to establish key routes, use this to provide more detailed proposals on the trails and include information in materials for next consultation.
- Engage the residents of Leigh Park and Warren Park through community organisations.
- Engage with Hampshire Fire and Rescue to discuss opportunities to incorporate access for fire trucks. Include message during next round of consultation as relevant.
- Engage young people through youth organisations and schools.
- Ensure clear communication of embankment height at next round of consultation, perhaps visually.
- Ensure continued support for the Scheme, with ongoing communication, engagement and consultation.
- Ensure early promotion of the next round of consultation.
- Ensure that safe pedestrian access to the Site from residential areas is provided and include information in materials for next consultation.
- Explore opportunity to provide community discounts with project team and provide further details at next round of consultation.
- Explore opportunity to provide traffic calming measures and provide further details at next round of consultation.
- Explore opportunity to use hydro turbine to generate power as water is pumped between sites. Include messages in next consultation as relevant.
- For the next round of consultation, develop materials around the environmental assessments, impacts, planned mitigations and anticipated benefits of the project, including in relation to climate change.
- For the next round of consultation, develop materials on traffic modelling and assessments based on the proposed access road, including construction, operation, anticipated cumulative effects and the collaboration that we are doing with other developments and mitigations we have in place to avoid congestion.
- Include further details of construction compound locations or working assumption in materials for next consultation.
- Include further details of how the quality of the water supplied by the reservoir is ensured at the next round of consultation.
- Finalise Access options report and provide further details of junction design or working assumption in materials for next consultation.
- Provide a more definitive outline of parking facilities at the next round of consultation, with explanation of how we arrived at our proposals.
- Provide further detail on the key partners involved at the next consultation. Who's who? How are they involved. Who's responsible for what.
- Provide further information at next consultation on construction management and planned mitigations, to minimise disruption, even if basic principles rather than details.
- Provide further information at next consultation on safety, security and planned mitigations, even if basic principles rather than details.
- Provide further information at next consultation on the evolution of the project and the planning timeline.
- Provide general outline of planned consultation and details as early as possible.

- Provide more detailed information on public access to the Site at the next consultation, relative to the phases of construction outlined in the timeline.
- Provide more detailed information on the engagement activity that has been undertaken and the impact that has had on the project at the next consultation.
- Provide more information on hydrological issues in the next round of consultation, including sources, groundwater and flooding, in relation to climate change. Include messaging about benefits to the Rivers Itchen and Test, by reducing reliance on these sources.
- Refine list of activities, paying close attention to the low/mid activity scenario supported by the community in previous rounds of consultation, engaging groups as necessary. Then take a more definitive outline of the activities available to the next round of consultation, seeking confirmation of community support.
- Update constraints plan, to make avenue impacts clearer.

4.12. The design work following the 2019 consultation took on board many of the stakeholder concerns and included measures to reduce impacts on ancient woodland and Staunton Country Park, this included the following changes to the 2009 Outline Masterplan:

- Realignment of the embankment to minimise the loss of ancient woodland at the Avenue and Round Wood;
- Realignment of the embankment to avoid ancient woodland on the western site boundary through the inclusion of a 15m no-dig zone and avoidance of root protection zones;
- Re-locating the car park within the north west corner of the Site avoiding Bells Copse ancient woodland;
- Retaining an area of ancient woodland within the wetland area along the northern shore of the reservoir as 'wet woodland'.

Spring Public Consultation – 11 May to 15 June 2020

4.13. Following the 2020 consultation, an in-depth review of all feedback received was carried out in the Spring Consultation Report (see Appendix E) this included a 'You said, we did' section. The report was shared with all consultees and wider stakeholders during August 2020. On the 14 September 2020, a stakeholder webinar will be held to present the 'You said, we did' report and key information on the planning applications.

4.14. The most frequent concerns with the Scheme surrounded the loss of ancient woodland; the impacts of either access road option on local roads, residents and ancient woodland; and the disruption caused by construction. In response, a new approach to access has been developed which combines both options. This will 'dilute' the construction and visitor traffic that will use either route, and reduce the loss of ancient woodland by halving the width of the proposed northern access route into the Site.