

HAVANT THICKET RESERVOIR

RESERVED MATTERS APPLICATION

NORTH WEST CORNER

STATEMENT OF COMMUNITY INVOLVEMENT



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1. INTRODUCTION

Background

This Statement of Community Involvement supports the application for the approval of Reserved Matters relating to Phase 9: North West Corner of the Havant Thicket Reservoir scheme (henceforth referred to as HTR).

Phase 9 relates specifically to the North West Corner and Visitor Centre for the HTR site, as well as its associated facilities including a car park, educational bird hide and play and picnic areas.

The community engagement and consultation approach for the Visitor Centre reserved matters application has been informed by Havant Borough Council's Statement of Community Involvement (March 2025) and the engagement undertaken for the original planning application. Although the SCI does not specify consultation requirements for reserved matters applications, the original scheme was subject to extensive engagement reflecting its scale and significance. This Reserved Matters application represents a smaller phase of that consented development, and a proportionate consultation approach has therefore been adopted, providing continued opportunities for stakeholders and the local community to engage with the proposals.

This document describes the range of stakeholder and wider public engagement that has taken place to gain feedback on the Visitor Centre design proposals, together with people's ideas for these, from a broad spectrum of community representatives and local residents. The document also provides a summary of the comments that have been gathered and how these have been taken into account in developing the proposed design for the Visitor Centre and its associated facilities.

Detailed records of the feedback are also available in the appendices for this Statement.

2. ENGAGING WITH COMMUNITIES

Background

Detailed community engagement to inform the Visitor Centre Reserved Matters Application (RMA) began in April 2025. However, it is important to note that this is in addition to extensive previous engagement around recreational facilities, including a visitor centre, at the reservoir site that shaped the original HTR planning application which was approved in 2021.

Furthermore, there has been ongoing engagement on HTR, including on the issue of recreation, with around over 70 community representatives and other stakeholders (from more than 30 different organisations / areas of interest) via the dedicated reservoir project Stakeholder Advisory Group (SAG). The SAG was first established in 2004 and has been meeting on a regular basis since 2020.

Community engagement to help guide the design development of the HTR Visitor Centre and its associated facilities has taken place across a number of 'strands'. These are set out below, along with an overview of the activities delivered for each.

Stakeholders

Members of the HTR Stakeholder Advisory Group (see above) were invited to take part in a series of engagement events during 2025 and 2026. These are listed further below.

Stakeholders attending the events included the following contacts:

- Elected members from Havant Borough Council, East Hampshire District Council and Hampshire County
- Elected members from Rowlands Castle Parish Council and Horndean Parish Council
- Officers from Havant Borough Council, East Hampshire District Council and Hampshire County Council
- Members of local community groups (e.g. Friends of Staunton Country Park, Friends of Hermitage Stream)
- Members of local environment groups (e.g. Havant Climate Alliance, Hampshire Bat Group, Havant Thicket for Nature)
- Staff from Forestry England (including those involved in managing Havant Thicket woodland next to the HTR site)
- Staff from the Forestry Commission
- Staff from Staunton Country Park (Hampshire County Council Countryside Service) which is next to the HTR site.

2 April 2025: HTR Visitor Centre initial design briefing to update stakeholders on the planning and design context for the centre and its associated facilities, answer people's questions and gather initial comments, suggestions and ideas.

27 May 2025: HTR Visitor Centre focus groups (Round 1) to present the initial proposed design for the centre and its associated facilities to stakeholders, answer people's questions and gather additional comments, suggestions and ideas.

26 November 2025: HTR Visitor Centre focus groups (Round 2) to present the updated design for the centre and its associated facilities to stakeholders, answer people's questions and gather additional comments, suggestions and ideas. This included an update on how stakeholder feedback had been taken into account in the design development.

21 May 2026: HTR Visitor Centre focus groups (Round 3) to present the almost finalised design for the centre and its associated facilities to stakeholders, answer people's questions and gather final feedback (prior to submission of the RMA). This included an update on how stakeholder feedback had been taken into account in the design development.

Following each of the above events, the design presentation and other materials were circulated to all members of the HTR SAG via email, with people invited to send in any questions and / feedback within two weeks.

Under 18s

7th May 2025: Havant Thicket Reservoir Student Ambassador Visitor Centre Workshop. The Student Ambassador group (primary and secondary school pupils from local schools) was invited to site to take part in a workshop hosted by Urban Fabric. The children were tasked with creating a poster outlining their aspirations for the Visitor Centre, including the materials, information, activities and potential uses they would like to see. They also designed their own play parks and presented their ideas to the group.

General public

31st May 2025: HTR Visitor Centre public drop-in at Meridian Shopping Centre, Havant. A public drop in event was held at Meridian Shopping Centre, Havant, to engage with visitors on the proposed Visitor Centre designs, answer questions and gather feedback and ideas. Shoppers were able to view the proposed designs, including a scale model of the Visitor Centre. An online survey was created to gather views and measure interest in the proposals, with shoppers invited to participate. A total of 33 people completed the survey, providing valuable insight into local opinion.

May 2026: HTR Visitor Centre customer research. Formal customer research on the almost finalised design for visitor centre and its associated facilities was commissioned. This comprised face-to-face survey work with c100 adult residents in the PO7, PO8 and PO9 postcode areas, as well as an online survey of c190 U18s at Park Community School in Havant and Horndean Technology College (both secondary schools).

A summary of the feedback received from the above engagement activities is provided below, with further detail available in Appendix A (Record of feedback from engagement) and in Appendix B (HTR Visitor Centre May 2026 Customer Research report).

3. WHAT PEOPLE TOLD US AND HOW WE HAVE RESPONDED

Feedback from Stakeholders, Under-18s and General Public

Overall, there was strong support from a broad range of stakeholders and the wider public across all aspects of the visitor centre design, including the over-arching site layout, the location of the key elements, the design of the buildings, the sustainability strategies, the location and appearance of the visitor centre.

A summary of the main feedback themes and how these have been responded to is set out in the table below. Please also see Appendix A (Record of feedback from engagement with stakeholders, Under 18s and the general public) for more detail.

An important area of discussion was around the location for the visitor centre. Whilst many stakeholders were very happy with the centre being located on water, there was a small number of people in the stakeholder focus groups who raised concerns, both during the sessions and in their written feedback following events. By presenting a detailed environmental assessment, the reservoir visitor centre project team were able to clearly demonstrate that the proposed location was appropriate, particularly in terms of improving conditions for flora and fauna.

Across all of the engagement, there was great support for the design principles of using natural materials, increasing biodiversity and deploying innovative environmental strategies.

Feedback theme and summary detail	Response to feedback
Visitor centre location: A small number of respondents were concerned that the proposed location of the visitor centre on water would cause disturbance to shy bird species. As a secondary issue, they were concerned that servicing the building might cause challenges.	The proposed visitor centre location on water, with the building, accessed by a walkway, has already been approved in principle by outline planning consent granted in 2021. The proposed location, together with an appealing design maximising natural light and ventilation, will provide a compelling and exciting visitor attraction. This will give a unique experience for local people and other visitors, allowing them to get up close to nature in a memorable way. The design team has experience of similar visitor centres surrounded by water at Attenborough Nature Reserve in Nottinghamshire and at Brockholes in Lancashire. Both have been extremely successful and have provided an excellent means of connecting diverse audiences with nature. This is particularly helpful for people with accessibility needs who can readily access an excellent vantage point in the building and on its external terraces. Servicing challenges have been successfully addressed through a separate building which

	<p>locates services best accommodated on land, as well as bulk storage for the visitor centre cafe kitchen. Furthermore, the services building provides additional toilets, a Changing Places facility and an additional café outlet. An excellent advantage of an on-water location for the visitor centre is discrete security. Land-based visitor centres require high fencing and associated security lighting, particularly where the wider site isn't closed off at night. This can be both visually obtrusive and causes disturbance to fauna (animal wildlife). Our proposal uses a drawbridge (as successfully used at the Attenborough and Brockholes centres), eliminating the requirement for fencing and minimising the need for security lighting. These precedents also demonstrate no evidence at all (with data collated over a combined total of 30 years) of people attempting to swim out to the visitor centre out of hours. Detailed assessments, drawing on documented studies and evidence, by our independent ecologists from Middlemarch Environmental Consultancy demonstrated that the on-water location was preferable in reducing disturbance to birds compared to a land-based location. The assessment reports have been included as part of the wider suite of documents for the Reserved Matters planning application for the reservoir visitor centre.</p>
<p>Hours of operation: Some concern was raised by a small number of stakeholders over how much the visitor centre will be used in hours of darkness.</p>	<p>The concern related specifically to the potential for disturbance to fauna, primarily through any requirements for lighting for use of the visitor centre during hours of darkness (for example, for evening dining or events). The proposed external and internal lighting design minimises light pollution through considered zoning, low lux levels and suitable light temperature fittings. This is set out in detail in the Environment Statement included in the Reserved Matters submission. The proposed hours of operation for the visitor centre will be set out in detail in the subsequent submission for planning approval of the Havant Thicket Reservoir Site Management Plan. It is noted, irrespective of the potential for evening use of the centre, that during winter, daylight hours may mean it is sufficiently dark to require lighting to be activated, both for amenity and public safety.</p>
<p>Assessment of bird disturbance: Concern was expressed by a small number of stakeholders as to whether an on-water</p>	<p>Middlemarch Environmental Consultancy were appointed to undertake independent and scientifically based objective ecological assessments (with the assessment reports included as part of the wider suite of documents for the</p>

<p>visitor centre location would increase disturbance to birds, in particular shy bird species.</p>	<p>Reserved Matters planning application for the reservoir visitor centre).</p> <p>Middlemarch used best-practice methodologies to assess whether shy birds would suffer greater disturbance through an on-water location for the visitor centre versus an on-land location. Their findings demonstrated that an on-water location reduced bird disturbance which they summarised as follows: <i>'Our independent assessment remains that positioning the visitor centre within the water is the option most likely to deliver the lowest overall impact on biodiversity.'</i></p> <p>The assessment reports also state that: <i>'Evidence based upon peer-reviewed guidance has been utilised in the assessment undertaken, which on balance, clearly demonstrates that there is no conceivable benefit to the positioning of the visitor centre on land versus within water.'</i></p> <p><i>'The visitor centre, whether within the water or on land, is located within an area of highest anticipated human activity. The likelihood of bird species which are particularly sensitive to human disturbance frequenting this area is considered low. Species which are tolerant of human activity, or those which will more readily habituate to disturbance events, are most likely to be present within this area. As previously discussed, it is critical to reiterate that the reservoir has not yet been created, therefore birds which will colonise the site will do so by entering an existing system and a habitat that is characterised by the presence of the visitor centre and associated human activity. There is no incumbent bird community to disturb.'</i></p>
<p>Education opportunities:</p> <p>There was enthusiasm for maximising all opportunities for education benefit within the visitor centre project proposals.</p>	<p>We have developed the visitor centre design to provide education opportunities in a number of ways. First, the visitor centre includes a dedicated education suite, with a large classroom / conference room space (suitable for a class of 30 students and their teachers) including a well-equipped learning wall, discrete provision of toilets (incorporating an accessible toilet) and cloakroom storage. This suite also has its own separate external terrace. This stand-alone provision allows the suite to operate independently to meet safeguarding requirements. Second, the educational bird hide has been specifically designed to work for school and college groups (facilitating a half-class of about 15 students and 2 teachers). It specifically differs from conventional bird hides (which will also be provided elsewhere on the reservoir site) in having a larger provision of glazed openings and a separate briefing area, together with information panels. This</p>

	specifically creates an inviting educational environment for young people to encounter bird-watching. Third, the play provision at the visitor centre area has been designed to use scientific devices related to water, to entertain and educationally inform users. Finally, the visitor centre and surrounding recreational facilities, will incorporate attractive interpretative information displays explaining the nature of the reservoir and its environmental context.
Play diversity: In particular, young people we consulted were keen that the play provision was not just for young children, but appropriate for use by a wider range of ages.	The extensive visitor centre play area, incorporating a zip wire, has been specifically designed to offer stimulating and age-appropriate play opportunities to the broadest range of young people. This is set out in more detail in the landscape sections of the Reserved Matters submission.

Feedback from May 2026 Customer Research

The key findings from the research carried out with local adult residents, as well as local Under 18s, on the almost finalised visitor centre design proposals include the following points:

- **Support for the proposed visitor centre is widespread across local residents and students** (87% of respondents support the plans overall, with only 3% opposed).
- **The plans are seen as a positive addition to the local area, particularly for wellbeing and outdoor activities** (92% of respondents believe the site would work well as a place to relax).
- **90% of respondents like the proposed exterior design of the Visitor Centre**, while 92% like the interior design.
- **The majority of respondents (59%) prefer the proposed location for the Visitor Centre out over water.**
- **Walking and cycling routes and café facilities emerge as the strongest priorities for both local residents and students** (95% of respondents regard these as important).

The full customer research results are available in Appendix B (HTR Visitor Centre May 2026 Customer Research report).

Conclusion

This document and its associated appendices set out a clear picture of high levels of positive support, from across a variety of stakeholders / community representatives and the wider public, for the various facets of the visitor centre design. This includes the over-arching site layout, the location of the key elements, the design of the buildings, the sustainability strategies, and the location and appearance of the visitor centre.

Where queries or comments have been raised, a 'You said, we did' approach has been taken to transparently demonstrate how feedback has been carefully considered and responded to by the visitor centre design team.

Appendix A Record of engagement for Havant Thicket Reservoir visitor centre (Stakeholders and Public - Adults and U18s)		
Number	Feedback comment	Project Team response
01	<p>Following my attendance at the Visitor Centre briefing for stakeholders and further discussions with fellow cllrs I provide feedback on behalf of Rowlands Castle Parish Council to augment what I provided at the event.</p> <p>We consider that the Visitor Centre should not be built out over the water within the valuable wetland and there should not be a terrace over the water where the presence of people (movement and noise) will cause disturbance and where litter will be likely to blow into the wetland. There was a view expressed at the VC meeting that it did not matter losing part of the best and most diverse areas of the wetland by building the VC out over the water. The Parish Council disagrees with that view in that the existing deeply incised stream valley once flooded will create the greatest depth diversity and thus habitat suitable for the broadest possible variety of wildlife and birds. The deeper water areas will be good for diving duck, but other compartments to the east will be largely too shallow for these kinds of species. The VC should put wildlife first and people second.</p> <p>We have already expressed concern at the reduction of the value of compartments 2 & 3 by the placing of mounds on the foreshore, thus adversely impacting the gentle gradient to the woodland and the devalued reedbed in compartment one by adversely changing the initial design. Any further reduction in the wetlands value by placing the VC within compartment 4 over water is just not acceptable and goes against PW's aim of producing a really good environment for wildlife.</p> <p>It was noted that the architect indicated from his own experience at the Attenborough Centre that the most interesting birds would stay about 100m from the entre and hides, with just the common swans, gulls and mallards coming closer to the centre. Devaluing a radius of 100m of wetland habitat is not acceptable and would reduce the habitat value over most of compartment 4.</p> <p>The wetland is, in part, good mitigation for the loss of the original diverse great habitat that the open pasture provided for all types of wildlife but any further loss of good habitat will reduce the biodiversity gain still further. The question has been asked of other wetland managers as to whether from their experience it is better to put the VC on shore or over the water. Without exception they have all stated that it is better to put the VC on shore, primarily for giving much more flexibility for use of the building and also permit building growth should demand require it. It will also be easier to service the building with stock for the cafe and shop and for cleaning and maintenance.</p> <p>I proposed at the meeting on behalf of the Council that the VC be brought back to shore, turned so the ridge runs east- west, so that solar tiles could be used on the south slope, with the main terrace on the south side with the children's play area just to the SW of the building so parents could watch their children. In addition, the use of flint and brick for the walls to a degree, coupled with reduced glass proportion would be better as it would then reflect the materials used locally for building and the glass will not reflect so much light over the wetland and reservoir. People will still be able to enjoy some good views across the wetland and, before or after using the cafe, they can use the paths and bird hide to look closer at those species that do not like being close to humans.</p> <p>In summary, the Parish Council is firmly against the VC being over the water and considers the on-shore location with the length being east-west to be a much better solution. It is hoped that PW will actually listen to stakeholders' comment on this occasion as this is a really important decision that will determine the success or otherwise of the HTR project for the environment and wildlife</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. Our experience at the Attenborough Centre in Nottinghamshire demonstrates clearly that litter blow does not occur (and even if it did could equally occur with a water's edge location). Finally, again from Attenborough experience, we note that an on-water location increases bio-diversity habitats. Joel Hufford has already provided a clarification regarding the 100m comment: Having reviewed your comments, along with all the other views we received, we would like to make a clarification.' Richard Woods, from Urban Fabric Architects, says the point he was making was that at 100 metres away, even the shyest birds are totally undisturbed by human activity. However, he added that had seen a Reed Bunting within 10 metres or so of the Attenborough Centre front door. ' It's worth noting that a shore-side location would increase disturbance to birds.</p> <p>We are providing a services building for stocking the cafe etc on land. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. We do not in principle intend for building growth to be progressed in the foreseeable future, and should this occur, there are more sensitive approaches to this than simply making the visitor centre bigger. The suggested orientation would simply not fit within the red line rectangle, unless it is built largely on the water, but this orientation would not address the most advantageous views. We think site-won timber and rammed earth using site-won clay are preferable in environmental terms over brick (high embodied carbon) and flint - as this would require these materials being brought to be transported site; this is avoidable. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.</p>
02	<p>Feedback on the Proposed Visitor Centre Location at the Reservoir Site</p> <p>I am writing to formally register my concerns regarding the proposed siting of the visitor centre within Compartment 4 of the wetland.</p> <p>1. Location within the Wetland – Not Acceptable</p> <p>Placing the visitor centre within the wetland, particularly in Compartment 4, is wholly inappropriate. This area was always intended to support the most diverse habitats within the entire site, due to its unique physical structure – a deeply incised stream valley that, when flooded, will provide the greatest depth variation. This makes it a vital zone for a broad range of wildlife, especially diving duck and other species that require deeper water – habitats which will not be adequately provided elsewhere on the site. To site the visitor centre here would compromise one of the most ecologically valuable parts of the wetland. The value of the site lies in the diversity across its compartments.</p> <p>We have already seen ecological compromises made in Compartments 1, 2, and 3, including:</p> <p>Reedbed features (channels and scallops) removed from Compartment 1</p> <p>Mounds on the foreshore in Compartments 2 and 3, which have reduced their potential habitat value</p> <p>Siting the visitor centre in this location within compartment 4 will then further erode the site's integrity. The cumulative impact will significantly degrade the overall biodiversity value of the wetland.</p> <p>2. Visitor Experience Can Still Be Outstanding from a Better Location</p> <p>Excellent views of the wetland and a meaningful visitor experience can still be achieved by placing the visitor centre on the shore – This location would avoid direct disturbance and still offer visual connection to the wetland for education and enjoyment. The idea that the centre must be built out on the wetland itself to deliver a quality experience is incorrect and counter to modern principles of sustainable, low-impact nature engagement.</p> <p>3. Terrace Over Water and Glass Frontage – Unsuitable</p> <p>The inclusion of a terrace over the water, which would cause noise and movement disturbance and increase the risk of litter entering the wetland. Similarly, the use of a large glass frontage is out of character with the local vernacular and raises concerns about bird strike and visual disruption to the landscape.</p> <p>We strongly encourage the use of local, traditional materials such as brick and flint, which would help the structure sit sympathetically in its surroundings and align with local character and conservation design principles.</p> <p>4. Ecological Buffer and Wildlife Disturbance</p> <p>Sensitive bird species would be expected to stay well away from the visitor centre. This means that siting the building within Compartment 4 would devalue a significant radius of habitat around it. This loss of valuable wildlife habitat in the best part of the wetland is simply not justifiable.</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. Our experience at Attenborough demonstrates clearly that litter blow does not occur (and if it did could equally occur with a water's edge location).Again from the Attenborough experience, we note that an on-water location increases bio-diversity habitats. It's worth noting that a shore-side location would increase disturbance to birds.</p> <p>We are providing a services building for stocking the cafe etc on land. We do not in principle intend for building growth to be progressed in the foreseeable future. We will specify glass to avoid bird-strike. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated. As above re disturbance - the birds present will not be species that are highly sensitive to disturbance therefore a glass frontage is not a key concern. The presence of the visitor centre, either way, will cause disturbance, however being over water will not create any disproportionate amount. Its position within an area of anticipated highest disturbance is the key point, and it is much better placed there than further north.</p>
03	<p>2. Visitor Experience Can Still Be Outstanding from a Better Location</p> <p>Excellent views of the wetland and a meaningful visitor experience can still be achieved by placing the visitor centre on the shore – This location would avoid direct disturbance and still offer visual connection to the wetland for education and enjoyment. The idea that the centre must be built out on the wetland itself to deliver a quality experience is incorrect and counter to modern principles of sustainable, low-impact nature engagement.</p>	<p>An on-water location would increase views - both outwards and back to the shore. It also avoids having to enclose the building in a 2.1m security fence which would be required for out-of-hours building protection - this would inevitably compromise views. We do know, from our experience at Attenborough and elsewhere, that the public overwhelmingly love on-water visitor centre, and this does indeed drive more engagement with issues of environmental concern, which is a major benefit. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.</p>

04	<p>3. Terrace Over Water and Glass Frontage – Unsuitable</p> <p>The inclusion of a terrace over the water, which would cause noise and movement disturbance and increase the risk of litter entering the wetland. Similarly, the use of a large glass frontage is out of character with the local vernacular and raises concerns about bird strike and visual disruption to the landscape.</p> <p>We strongly encourage the use of local, traditional materials such as brick and flint, which would help the structure sit sympathetically in its surroundings and align with local character and conservation design principles.</p>	<p>Our experience at Attenborough demonstrates clearly that litter blow does not occur (and if it did could equally occur with a water's edge location). We think site-won timber and rammed earth using site-won clay are preferable in environmental terms over brick (high embodied carbon) and flint - as this would require these materials being brought to be transported site; this is avoidable. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.</p>
05	<p>4. Ecological Buffer and Wildlife Disturbance</p> <p>Sensitive bird species would be expected to stay well away from the visitor centre. This means that siting the building within Compartment 4 would devalue a significant radius of habitat around it. This loss of valuable wildlife habitat in the best part of the wetland is simply not justifiable.</p>	<p>Shyer birds are disturbed by human activity and in particular dogs; wherever the Visitor Centre, picnic areas and play areas are located they will prefer more distance locations. We've moved the public areas (picnic and play) southwards and introduced reed and meadow areas as buffers which will help considerably. In addition keeping the visitor centre away from the shoreline increases the distance too. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.</p>
06	<p>Please keep the visitor centre on the shore for the following reasons</p> <p>Better for use by school groups and educational visits. – children are noisy and taking them across a bridge would be an addition hazard. (speaks an ex-Biology teacher who has taken numerous school trips)</p> <p>The Western compartment has the most potential for seeing a wide range of birds but the most interesting ones will stay at least 100 metres away so better to be on shore.</p> <p>There is already a reduction to the biodiversity of the wetlands because of the mounds in compartment 2 and 3. If the Visitor centre stays on land, there will be less disturbance to the Western Compartment.</p> <p>The wetlands are mitigation for the losses in building the reservoir so it is vital that they maintain the maximum biodiversity value which an onshore visitor's centre will help to maintain.</p> <p>A visitor centre on and will be much easier to maintain and be more flexible in how it is used.</p>	<p>Our experience elsewhere is that school groups highly enjoy and interact positively with an on-water education provision. Children would be no less noisy on land - and closer to the more sensitive areas. Balustrading will meet Building Regulations guarding standards. We note that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated. Given the presence of a play area, picnic area, The Terrace etc, sensitive species will already be unlikely to be present. As above.</p>
07	<p>This also reminded me of 2 other very good bits of feedback we have received from a number of site managers over the years, which I would like to add to the feedback I sent yesterday.</p> <p>When designing the VC make sure that you locate the public toilets in such a way that they can be accessed from outside the building. This has a number of benefits. You can close the centre but still keep the toilets open allowing more flexibility in the operating hours for the VC. For example; when you are short staffed, or to allow the centre to close at 4pm while the toilets stay open until 5.30. Helps save on staff costs.</p> <p>Allows people with dirty boots to access the toilets without walking through the visitor centre, keeping the VC cleaner.</p> <p>Consider having a window hatch that you can serve drinks and ice-creams through to people using the outside seating area to reduce queuing inside the building, reduce waiting times, and get faster turnover in busy periods.</p>	<p>Thanks for these good suggestions. We are now going to provide public toilets both inside the visitor centre and a separate provision close to the picnic and play area, and a café kiosk in this location too along the lines you are suggest.</p>

08	<p>Conservation Access & Recreation (CAR) report providing feedback from water industry experts on the location, layout and design requirements for the visitor centre, and related facilities. The CAR site visit and workshop was attended by industry specialists who run similar facilities around the country, and have great experience of managing facilities to reduce conflicts between different user groups and biodiversity interests.</p> <p>Note: This is the final CAR report version PO3. There was an earlier version which had omissions and errors, so it is important that this version is used when considering the CAR feedback about visitor facilities.</p> <p>Feedback from wetland managers with more than 30 years experience of managing wetlands and visitor facilities who were on the Specialist Wetland Sub-Group set up by Portsmouth Water. The attached document sets out their comments on the outline design layout for the NW area and visitor centre illustrations provided. It is important that the design team are aware of this expert feedback.</p> <p>Richard Woods indicated that he did not recall having seen the CAR workshop feedback report, so I promised to forward a copy, but I know I need to do that through you. Portsmouth Water invested a lot of time and resource into running the CAR conference and workshop so it is important that the valuable feedback provided by industry experts who manage and run similar facilities is available to the design team and new PW team.</p> <p>Please can you make sure that this email with the 2 attachment's is forwarded to Richard Woods and the new design team. Thank you.</p> <p>In the CAR report I would draw the design teams attention to page 24 which provides a summary of some of the key findings for each workshop group, and page 26 sets out a summary of the conclusions. A few of the recurring comments and advice from the workshop discussions included.</p> <p>Design VC so that rooms can be joined to make larger spaces.</p> <p>Ensure flexibility to change the functionality of facilities.</p> <p>Future proof – think now about how you would expand the VC at a later date. Make it easy to add extra cells or pods.</p> <p>Playgrounds to be near café for ease of supervision by parents.</p> <p>Connect café and function room to make a more flexible space.</p> <p>Kitchen size and capacity including number of covers – many felt it needed to be bigger (future proofing).</p> <p>Slipway should be built for future proofing.</p> <p>4 oy of 5 of the workshop groups preferred the visitor centre to be located at the west end of the wetland (location 1), with views over the water, but not the island (location 3)</p> <p>Importance of designing the VC and associated facilities to minimise disturbance to the wetland (design out problems & conflicts through careful consideration of layout).</p> <p>Don't provide a separate space for interpretation in the VC, have that on the walls throughout the building.</p> <p>Have some form of meet and greet information point. New technology could be used to provide info when info point not manned.</p> <p>Provide space/ facilities for volunteers as well as staff.</p>	<p>Thanks for these helpful observations. We are allowing the education and café spaces to conjoin when required; with a good level of flexibility. We don't necessarily want to keep growing the visitor centre; and would advocate for a less permanent response to any increase in requirements. The proposed services building would act as a hub for any further future provision. The VC cafe and function room do indeed connect to allow for a greater number of covers. We are obliged under the planning permission to locate the visitor centre in the red rectangle area.</p>
09	Provide space/ facilities for volunteers as well as staff.	There will be generous facilities for volunteers.
10	Have some form of meet and greet information point. New technology could be used to provide info when info point not manned.	The design is predicated on a meet and greet approach.
11	Don't provide a separate space for interpretation in the VC, have that on the walls throughout the building.	We agree with the integration of interpretation.
12	Importance of designing the VC and associated facilities to minimise disturbance to the wetland (design out problems & conflicts through careful consideration of layout).	We agree but are exploring building the visitor centre ahead of the wetlands being filled.
13	4 oy of 5 of the workshop groups preferred the visitor centre to be located at the west end of the wetland (location 1), with views over the water, but not the island (location 3)	We are obliged under the planning permission to locate the visitor centre in the red rectangle visitor centre location zone area.
14	Slipway should be built for future proofing.	We don't necessarily want to keep growing the visitor centre; and would advocate for a less permanent response to any increase in requirements. We note that any future expansion would be invasive for an established wetlands area, which would not be ideal.
15	Kitchen size and capacity including number of covers – many felt it needed to be bigger (future proofing).	We are planning for a larger café and kitchen area than the previous design.
16	Connect café and function room to make a more flexible space.	We are doing this.
17	Playgrounds to be near café for ease of supervision by parents.	We agree with the cafe kiosk being close to the playground - this makes good sense.
18	Future proof – think now about how you would expand the VC at a later date. Make it easy to add extra cells or pods	We don't necessarily want to keep growing the visitor centre; and would advocate for a less permanent response to any increase in requirements. We note that any future expansion would be invasive for an established wetlands area, which would not be ideal.
19	Ensure flexibility to change the functionality of facilities.	The spaces will be flexible.
20	Design VC so that rooms can be joined to make larger spaces.	The key spaces are the café area and education / conference area, and these can conjoin.
21	<p>Our view, (I have discussed and reviewed with group members of HTFN group) is the new building design is great, but using/disrupting a significant area of the west wetland to mount it on stilts or a dedicated island is just a folly. We've seen this with the wetland mounds which were never fully justified and will have a long-term detrimental effect to wildlife, especially birds. We hope the views of stakeholders are seen as positive comments for positive changes and the final design of the wetland will remain dedicated to putting nature first. This has been and will continue to be our goal and the reason the HTFN group continues to exist.</p> <p>Please see below the chat notes as recorded in the Teams meeting.</p> <p>1. When The Avenue and round wood were felled, we asked for a range of tree trunks to be stored and saved to be reused to construct features to reflect the loss of our woodland. Today I have been shown stacks of planks as part of the presentation. Can you confirm that tree trunks were also saved to be reused on site. In addition to this please confirm that the portland style rocks that were excavated have been retained to provide features in the visitor centre area and around the site. thank you</p> <p>2. The Attenborough visitor centre looks good but I do not think we have equivalent space at HTR. We should not build over the water and reduce the wetland area. Move it on-shore please. Reduce cost and complexity. Improve the available area for the benefit of wildlife.</p> <p>3. There is no overriding reason why the visitor centre needs to be located on an island or pier within the wetland conservation area. The visitor centre can be located on the shore at the back western edge of the bay where it will still have a waterfront location, with great views over the wetland and reservoir from an enclosed café, connecting people with nature</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. Yes all the oak will be used, and specifically for the timber frame of the visitor centre. There is no extra cost and complexity to building on water given we can build before the wetlands are filled. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.</p>

22	<p>I would like to reiterate some of the feedback that I and others provided during the 2nd April 2025 HTR Visitor Centre meeting.</p> <p>Many of us are very concerned that the proposed siting of the visitor centre will have a negative impact on the wildlife that the wetlands are meant to support. There is no need for the visitor centre to impinge on the wetland area; carefully designed bird-watching locations will cater for people who want to get close to the birds. Hides should only be provided if they can be vandal-proofed.</p> <p>The visitor centre should not be located on an island. This will increase the disturbance to wildlife and make running the centre more complex.</p> <p>In short, too many compromises have already been made to the wild-life friendly aspects of the reservoir, put wildlife first, give keen birdwatchers a way to observe the birds and provide a high quality, well-designed visitor centre where people can enjoy the reservoir as a whole.</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. Again from the Attenborough experience, we note that an on-water location increases bio-diversity habitats. It's worth noting that shore-side location would increase disturbance to birds. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated. Arguably 'keen birdwatchers' will not seek to use the VC for bird watching purposes, as sensitive (and perhaps to bird watchers, more interesting) species, will be located within quieter areas away from the key recreational hub.</p>
23	<p>We do not agree with the architect's plan to place the Visitor Centre out in the water in the western compartment 4 of the Wetland. The biodiversity value of compartments 2 and 3 have already been reduced by plans to create mounds to the north of them, and plans for the reedbeds in compartment 1 have been compromised. This means that compartment 4 will be the most important part of the Wetland, in providing biodiverse habitats, enhanced by the deep stream valley that will enter it. It is therefore important to minimise the encroachment into it of buildings and human disturbance. For this reason we would like to see the Visitor Centre moved back onto the land and set as far south, away from the Wetland, as possible.</p> <p>In this position the Visitor Centre can still have great views over the water, through glass on one side.</p> <p>There should not be an outside terrace on the water side of it, as this will create more disturbance for timid wildlife. Instead there could be an outdoor seating area, next to the water, on the south side of the Centre (furthest away from the Wetland). From here people can still have the pleasure of seeing more tolerant species like swans and mallard ducks, up close, and feeding them.</p> <p>People who wish to watch more timid species will have the option of using the Bird Hide nearby.</p> <p>The Play Area could be just west of the outdoor seating area, so that parents can be seated between their children and the water.</p> <p>Construction and Design</p> <p>We would like the Visitor Centre to be an outstanding example of sustainability and net zero building design as is possible in a public building.</p> <p>It therefore should achieve an excellent BREEAM standard of insulation.</p> <p>Heating and cooling should be via a ground source heat pump (more effective than air source) with at least some power drawn from solar PV panels or tiles on the roof, combined with a battery. More power could come from solar PV panels or tiles placed on canopies over the car parking areas.</p> <p>We are not against green roofs as nature mitigation, but reducing carbon emissions is a high priority. Perhaps the roof can combine this with solar PV.</p> <p>There should be cycle parking places next to the Centre.</p> <p>Some EV charge points should be available in the car park area.</p> <p>The Centre could also be an example of minimising water use, and re- using grey water.</p> <p>For construction we would like the building using local materials like flint, and especially using the timber sourced from the trees cut down on the reservoir site</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. Moving the visitor centre would not meet planning requirements, of being with the visitor centre location zone. Again from Attenborough experience, we note that an on-water location increases bio-diversity habitats. It's worth noting that shore-side location would increase disturbance to birds. The education bird hide is specifically for school-groups; other bird hide provision will be made for bird-watchers further away from the main visitor areas. We are committed to environmental excellence - but are currently reviewing whether BREEAM Excellent is the most appropriate metric to use (as opposed to Leti, Net-Zero etc). BREEAM Excellent prioritises some issues that simply can't be provided (like born-field sites etc) and it is very expensive to run the administrative verification procedures: it might better for this investment to directly fund environmental issues. We are looking into this further through RIBA Stage 3. A ground source heat pump is our currently favoured option, and we are looking at PV options currently. Green roofs are energy intensive installations and require inconvenient maintenance regimes. They can make sense in constricted urban environments, but lack of spaces isn't an issue here. Cycle parking close to the visitor centre will be provided. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated. As above, more timid species will be elsewhere.</p>
24	<p>I do not support locating the visitor centre on the wetland because of disturbance to wildlife. It would be better located on land to the west. This would also make delivery of goods to the centre easier and also the connection to utilities.</p> <p>In term of the construction materials rather than using glass in this setting I would suggest making use of local materials such as flint, brick and timber.</p> <p>It will be a wonderful resource for South Hampshire.</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. Finally, again from Attenborough experience, we note that an on-water location increases bio-diversity habitats. We are providing a services building for stocking the cafe etc on land. We do not in principle intend for building growth to be progressed in the foreseeable future. We think site-won timber and rammed earth using site-won clay are preferable in environmental terms over brick (high embodied carbon) and flint - as this would require these materials being brought to be transported site; this is avoidable. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area.</p>
25	<p>Let me know if you can't read my writing or you need any explanation of my thoughts.</p> <p>I am not particularly happy about the siting of the main building so much within the wetland. I appreciate the security advantages of it being over the water, but am concerned about the disturbance to the birdlife, particularly if a dining terrace is included.</p> <p>Such a large area of glass endangers birds and bats by accidental striking. Ideally the structure should be less conspicuous.</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. Our experience at Attenborough demonstrates clearly that litter blow does not occur (and if it did could equally occur with a water's edge location). Finally, again from Attenborough experience, we note that an on-water location increases bio-diversity habitats. It's worth noting that shore-side location would increase disturbance to birds. We are providing a services building for stocking the cafe etc on land. We do not in principle intend for building growth to be progressed in the foreseeable future. We will specify glass to avoid bird-strike, and will work within best practice guidance on lighting to avoid disturbance to bats. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.</p>

26	<p>Please find attached my feedback on the workshop slides, illustrations etc. My feedback is presented in 3 parts. A – Key concerns B – Design challenges (as requested by Richard Woods) C - Feedback on Visitor Centre Workshop Slides/ Illustrations</p> <p>I will send the final version of the water industry Conservation, Access & Recreation (CAR) workshop report in a separate email.</p> <p>My offer to do a briefing with photographs for the design team on the hundreds of VC visited over the past 17 years is a genuine one. Kind regards</p> <p>Visitor Centre & Education Hide Workshop Feedback on outline design concepts – Tracey Viney My feedback is presented in 3 parts. A – Key concerns B – Design challenges C - Feedback on Visitor Centre Workshop Slides/ Illustrations</p> <p>In addition, I will attach the final report from the water industry Conservation Access & Recreation (CAR) site visit/ workshop I organised in 2020. Where site & visitor centre managers, Conservation Officers and Rangers who manage similar facilities around the country provided their feedback and advice. I would be grateful if you could pass the report to Richard Woods and the new design team.</p> <p>I note that none of the expert CAR workshop groups supported an island location for the visitor centre, with 4 out of 5 groups supporting a location at the west end of the wetland on the shore with views out over the wetland / reservoir location, and one group preferring a location further in land.</p> <p>Over the last 17 years I have visited about a hundred reservoirs and country parks specifically looking at the advantages and disadvantages of their Visitor Centres, education spaces, multi-function rooms, hides and other facilities. Taking photos, as well as speaking to the staff that run them. I believe that it would be extremely useful to share this information and learning from these visits with the new design team to enable them to learn from the experience of other facilities.</p> <p>If it would be easier for the design team I would be happy to travel. If Richard and the team would like to take advantage of this learning opportunity let me know and we can arrange a mutually convenient date.</p> <p>A. Key concerns 1.The Visitor Centre (VC) should NOT be located on an island or pier within the wetland. It is not acceptable to sacrifice part of the western wetland compartment to build the visitor centre or a terrace on or over the water. •The western compartment (4) was always expected by the Wetland Specialist Sub-group to create the best and most diverse habitat of the whole wetland, because of the existing variable topography, including 2 incised valleys which once flooded will create the greatest diversity of water depth, and thus habitat suitable for the broadest possible variety of wildlife including birds. For example, the deeper water areas will be good for diving duck, which would be great to see from the VC and education hide. Whereas other compartments to the east have less depth variety with more uniform slopes and narrow strips of deeper water remote from the designated hide locations. The current location shown for the VC within the wetland removes one of the flooded valleys in compartment 4 and results in the loss of valuable habitat below the footprint of the building and terrace. This is not acceptable. •Portsmouth Water have already allowed the biodiversity benefit of wetland compartments 2 and 3 to be devalued by the siting of large mounds on the foreshore, and devalued the reedbed compartment 1 by removing the channels and scallops which were part of the outline design. We cannot accept/ support any further reduction in the value of the wetland by siting the Visitor Centre or terrace within compartment 4. •The designer (Richard Woods) indicated at the workshop that in his own experience at the Attenborough Centre the most interesting birds would stay about 100m from the VC.</p>	<p>Individual response picked up below</p>
27	<p>The Visitor Centre (VC) should NOT be located on an island or pier within the wetland. It is not acceptable to sacrifice part of the western wetland compartment to build the visitor centre or a terrace on or over the water.</p> <p>The western compartment (4) was always expected by the Wetland Specialist Sub-group to create the best and most diverse habitat of the whole wetland, because of the existing variable topography, including 2 incised valleys which once flooded will create the greatest diversity of water depth, and thus habitat suitable for the broadest possible variety of wildlife including birds. For example, the deeper water areas will be good for diving duck, which would be great to see from the VC and education hide. Whereas other compartments to the east have less depth variety with more uniform slopes and narrow strips of deeper water remote from the designated hide locations. The current location shown for the VC within the wetland removes one of the flooded valleys in compartment 4 and results in the loss of valuable habitat below the footprint of the building and terrace. This is not acceptable.</p> <p>Portsmouth Water have already allowed the biodiversity benefit of wetland compartments 2 and 3 to be devalued by the siting of large mounds on the foreshore, and devalued the reedbed compartment 1 by removing the channels and scallops which were part of the outline design. We cannot accept/ support any further reduction in the value of the wetland by siting the Visitor Centre or terrace within compartment 4.</p> <p>The designer (Richard Woods) indicated at the workshop that in his own experience at the Attenborough Centre the most interesting birds would stay about 100m from the VC, with only the more common birds such as swans, gulls and mallards coming closer to the centre. Devaluing a radius of about 100m of wetland habitat is not acceptable and would reduce the habitat value over most (two thirds) of compartment 4.</p> <p>The location of the VC as shown will cause disturbance to the wetland reducing the viewing and learning experience from the planned education hide, which is located within 50m of the VC.</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. From our experience at Attenborough experience, we note that an on-water location increases bio-diversity habitats. Joel Hufford has already provided a clarification regarding the 100m comment: Having reviewed your comments, along with all the other views we received, we would like to make a clarification. 'Richard Woods, from Urban Fabric Architects, says the point he was making was that at 100 metres away, even the shyest birds are totally undisturbed by human activity. However, he added that had seen a Reed Bunting within 10 metres or so of the Attenborough Centre front door.' It's worth noting that shore-side location would increase disturbance to birds. We are providing a services building for stocking the cafe etc on land. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.</p>
28	The terrace should not wrap round the visitor centre and extend out over the wetland. Further detail provided in Section C.	The viewing terraces from the visitor centre will bring much visitor benefit, but will not fully wrap-around.
29	Minimising disturbance to the wetland through intelligent design must be at the top of the list of design priorities. The design should put the wildlife first.	We agree and our design is developed to this end,
30	The design and layout must be future proofed to allow for future extension without the need to close the VC.	We don't necessarily want to keep growing the visitor centre; and would advocate for a less permanent response to any increase in requirements. We note that any future expansion would be invasive for an established wetlands area, which would not be ideal.
31	When installing the services they should be over sized to ensure that there is capacity available for future extension of the facilities.	Sensible extra capacity of services will be provided.
32	The education hide must be designed to be dual purpose, suitable for education but also designed to serve as a bird watching hide (see Section C, comments on slide 6).	We are working with Steve Peach (Hampshire County Council) on the bird hide but note that other bird-hide provision will address non-education requirements.
33	<p>How can you use intelligent design to minimise the impact on the wetland of people and dogs using the VC?</p> <p>Locate it on the NW shore, where there will be great views across the wetland and reservoir, it should not be an island or pier within the wetland.</p> <p>Set the terrace/ outdoor café seating and picnic areas slightly back from the wetland where they can have great views while not causing disturbance.</p> <p>Create alternative attractive areas for dogs and children to play away from retained wetland edge.</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. It's worth noting that shore-side location would increase disturbance to birds. We are providing a services building with cafe kiosk and dog wash on land close to the play and picnic areas. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. We agree that the children's play area should be kept away from the wetlands and have re-located it to the south of the site, away from the water's edge and close to the on-land kiosk & toilet facilities.</p>
34	<p>How do you optimise viewing opportunities from the VC while taking account of light conditions?</p> <p>Orientate the building as much to the south as possible, so the view is out over the wetland and the reservoir.</p> <p>Avoid the main viewing areas facing directly east, as that will give better viewing/ light in the morning when the sun angles are low. Noting that good practice in hide design is to ensure that hides are not east facing.</p> <p>Do not have floor to ceiling glass as it is not necessary, large windows would provide the same viewing experience for people.</p> <p>Do not put the outdoor seating area (terrace) in front of the visitor where tables, people and railings will block or obscure the views from within the VC</p>	<p>Our design prioritises good natural light, ventilation and views, in all directions, not just one, with window design developed to minimise energy usage. Outdoor seating areas are greatly valued by the public from our experience.</p>
35	<p>How do you minimise the amount of disturbance to the wetland from noise or movement of people & dogs?</p> <p>Do not locate the visitor centre within the wetland as it will inevitably cause disturbance to wildlife especially birds.</p> <p>Do not locate the terrace/ outdoor seating area for the café within or over the wetland?</p>	<p>We note that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. It's worth noting that shore-side location would increase disturbance to birds. It is also pertinent that the visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation.</p>

36	How do you stop litter (cups, plates, napkins etc. getting into the wetland? Have the main café eating areas indoors but with great views. Do not have an outdoor seating area (terrace) for the cafe out over the water. Locate the outdoor seating area (terrace) in a naturally sheltered spot onshore where it is sheltered from the SW prevailing wind, but with views across the wetland/ reservoir. Ensure the terrace has a hedge and/ or mesh fencing around it to capture any litter to act as a barrier to it being lifted into the water.	From experience this simply is not an issue: people take care. Restricting people to only being indoors would be a very regrettable limitation; from our experience people love outdoor terraces at visitor centres. A hedge to catch litter would surely block views?
37	How will vehicle deliveries get to the VC without causing disturbance to the wetland and posing a H&S risk to the public/ families? Don't have the service vehicle route coming down to the shore line paths/ view point.	We are providing a services building with direct vehicle access.
38	How do you minimise the distance over which goods need to be carried to service the café kitchen and VC to reduce manual handling and staff time? Design such risks out by making provision for vehicle deliveries to the rear of the VC. Have ramps into the rear of the building so that trolleys can be used. Have the VC on land, not on an island or pier.	We are proposing a similar approach to that successfully used at Attenborough, and the proposed catering provider approve this approach: bulk deliveries to the service building, trolley access to the visitor centre. Visitor Centre location has been commented on above.
39	How will the layout for the cafe and kitchen be positioned to ensure there is scope for future expansion, without the loss of other key VC facilities.	We don't necessary want to keep growing the visitor centre; and would advocate for a less permanent response to any increase in requirements. The proposed services building would act as a hub for any further future provision.
40	How will the design of the visitor centre ensure that there are easy opportunities for cost effective future expansion at a later date?	We don't necessarily want to keep growing the visitor centre; and would advocate for a less permanent response to any increase in requirements. The proposed services building would act as a hub for any further future provision.
41	How can you modify the layout of the VC and terrace to make it as safer as possible for families?	The design will meet all Building Regulations requirements and best practice safety guidance.
42	How do you modify the layout of the VC to make it easier for staff to manage and minimise the number of staff needed? Creating good visibility across the building from a small number of points, ideally the pay points. Minimise the number of pay points needed.	We are working with the client and end users on the internal layout to ensure that it is optimised for usage and operation.
43	How do you make the building and services as cheap and easy to maintain as possible? Don't have an island or pier location where services will be more vulnerable to vandalism if exposed, and potentially more complicated to maintain. Don't have a drainage system that needs to be pumped or emptied, as that introduces extra unnecessary costs and risks. Don't have light fittings too high, such that they require ladders or scaffold to reach. Design out the need for hydraulic ramps that can freeze in winter preventing access to the building. Ensure cabling is buried and not visible/ accessible. If you have a green roof make sure it is accessible with a mower, but is not accessible for anti-social behaviour.	Location mentioned and commented on above. We are proposing the lowest maintenance drainage system. We will develop a cleaning and maintenance strategy covering all future operational issues, not only lighting and cable routes. We are not proposing hydraulic ramps. Green roofs are energy intensive installations and require inconvenient maintenance regimes. They can make sense in constricted urban environments, but lack of spaces isn't an issue here.
44	Where will you create space for volunteers to be comfortable during breaks and feel valued as part of team? Consider how many volunteers could be on site at any one time? Have a staff room/ rest area that they can use with seats, a table, fridge, microwave & kettle. Have locker space available for those on duty to leave a coat, bag, lunch?	There is a large staff room for both staff and volunteers, with a separate private space for staff only.
45	Where will school groups gather before entering the VC for meet and greet?	It depends how each group wants to do it; they could meet by the café kiosk or in the terrace area ahead of the walkway
46	Where will school groups store their coats, bags, lunch?	There is a dedicated cloaks area for them
47	How do you make the bin store accessible to staff from the cafe and VC, while allowing safe access and turning space for refuse collection vehicles?	A safe refuse collection method will be established with the end user team.
48	Where and how do you install a barrier to prevent rat running between Swanmore Road and the B2149?	As shown on landscape plans
49	How best can you integrate the VC access routes to paths on FE and HCC land to give a combined sense of place? Good interconnected patchwork that minimises conflict between different users. Integrated signage (shared logos across the 3 land holdings) A robust waymarking strategy with well marked colour coded routes.	Pathway connections, signage and wayfinding are important issues, and the site wide design team will work together to ensure successful integration and design consistency.
50	How do you minimise the impact of the VC on the nighttime ecology including bats? Do not routinely use the VC in the evening /at night, which negates the need for lots of lighting. At the time of the original hybrid planning application no nighttime use was planned. Only use minimum task specific lighting necessary. Security lighting/ task related lighting to be activated by movement sensors with automatic cut off after a specified period of time. Use low level bollards with the light pointed down to light pathways, but only where this is essential. For example, main route from VC to the carpark and bins.	We'll obtain guidance from the ecologist as to what areas we can have light for. We'd then follow the relevant guidance, such as 'the Bats and Artificial lighting in the UK guide', and we'd then plan the lighting with lux plots to show light levels meet the acceptable standards, with a workable but minimal control strategy in place to limit when the lights are on. All would need further development, but will encompass other species as well as bats. The approach to the use of artificial light at night, that where possible new lighting should aim to satisfy the Five Principles for Responsible Outdoor Lighting (Liebel & Ruskin, 2020) namely: 1.Useful - lighting only where needed and should have a clear purpose; 2.Targeted - direct light so it falls only where it is needed; 3.Low level - light should be no brighter than necessary. Use the lowest light level required. Be mindful of surface conditions, and reflectivity; 4.Controlled - use lights only when it is needed. Use controllers and timers or motion detectors to ensure that light is available when it is needed, dimmed where possible and turned off when not needed; and 5.Warm-coloured - use warmer lights where possible, limit the amount of shorter wavelength (blue violet) light to the least amount needed.
51	More consideration needs to be given to landscape screening and fencing to prevent access to, and disturbance of the retained wetland, including in the vicinity of the education hide.	To be developed, but fencing will be used as a last resort.
52	Visitor Centre: This should be located on the land / shore where the layout can be designed to minimise the impact of its users on the wetland conservation area. I do not support the location of the VC within the retained wetland wildlife area, this will devalue the wetland. Further comments are provided in response to Slide 5 and in Section A – key concern.	Comment noted, but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. It is also pertinent that the on-water visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area. The visitor centre, whether on land or within the water, is within the area anticipated to receive the most human activity and is therefore the area where disturbance is highest. Bird species which are most sensitive to disturbance will not utilise this area and will favour areas where disturbance is lower. Species which will typically be present close to this area will be species that are either much more tolerant to humans or those which will more readily habituate to disturbance. When considering the buffer within which disturbance is most likely, 200m or 300m are general rules of thumb for visual disturbance. The visitor centre on water already sits within this buffer from areas such as the play area, picnic area and The Terrace. Although the meadow is intended to be a more natural space, this will also be subject to moderate levels of disturbance. The positioning of the VC within water does not add to this. However, positioning on land poses more potential threats, for example due to security lighting required and the fencing. Diving ducks, the majority of which are sensitive to disturbance, have ample opportunities for foraging and roosting, therefore this small area is not a key feature as, again, this area will be most highly disturbed. Overall there is a good range of water depths proposed, therefore various species each with different foraging needs can be accommodated.
53	Vehicles accessing the VC for deliveries or emergency access should not have to drive down to the shoreline. This increases the risk of disturbance to the wetland and to the public/ families.	Emergency vehicles access will be subject to detailed design; and must meet regulatory requirements. Delivery vehicles would not need to access the shoreline.
54	Play area: This is currently shown remote from the visitor centre. Feedback from managers of other reservoir and country parks (CAR Workshop), as well as stakeholders is that the play area should be located within sight of the visitor centre, in order that parents can keep an eye on their children from the cafe. If the visitor centre is relocated to the land in a waterfront location (instead of as an island) there would more opportunity to site the play area close by.	The play area is located adjacent to the picnic area and the café kiosk and public toilets.
55	Picnic Areas: Picnic tables are currently shown in more than one area. This increases the risk of litter and the need for routine clearing. Better to have one picnic area in a good spot with views, where the area can be more easily supervised and cleaned.	There is a single main picnic area; however the visitor may obviously choose other locations.
56	The picnic area needs to be in a sheltered spot with views, where the SW prevailing wind will not blow litter into the wetland. Fencing and hedging needs to be provided around the picnic area to catch litter and prevent access to the wetland. A dry stone wall made with limestone excavated at the site during reservoir construction could also be an option around the play area.	We agree that the landscape spaces should be congenial. The detailed design of the picnic area will be developed at the next stage and will take account of prevailing conditions, safety and long-term management. We are keen to avoid fencing wherever possible and prefer to use site-won material for bunds or ha-ha's where needed. We will encourage people to take-home or recycle rubbish as part of the environmental ethos of the VC.
57	Don't make the parking area layout too complicated, keep it simple.	The car-parking area has been simplified, with re-use of existing hardstanding (at construction site offices area).
58	Consider more trees along the eastern edge of the carpark to enhance the wildlife corridor, help improve connectivity between Bells Copse and Havant Thicket.	Tree screening to the car-parking area has been provided.
59	Lighting must be kept to an absolute minimum to ensure that the impact on bats and other nocturnal wildlife is kept to an absolute minimum. For example, by using low level down pointing bollards to way mark a path to the VC, and task specific lighting, not floodlights on tall columns.	Lighting levels will be as low as possible whilst balancing the requirements for human safety.
60	The barrier required to prevent rat running between Swanmore Road and the B2149 is not shown, the location needs to be carefully thought through to ensure that it can remain shut most of the time.	The barrier is shown on the landscape plan.

61	The hide must not be east facing. Good practice is to avoid having an east facing hide as it detracts from the viewing experience in the morning when sun angles are lowest and from the east. Reorientate the hide to face further to the south.	We are working with Steve Peach (Hampshire County Council Conservation Ranger) on the bird hide but note that other bird-hide provision will address non-education requirements.
62	Bin store: Is too remote from the VC, it needs to be close to the cafe kitchen but still accessible to bin lorries. Bin lorries must be able to access the bins to pick up the waste safely, but must also have sufficient space to turn without endangering members of the public. Siting of the service yard and vehicle access needs to be carefully considered. The bin store needs to be away from the café seating, picnic area and play area.	The bin store area is appropriately close to the services building. The design philosophy aims to provide a legible approach for vehicles, segregating coaches, cars and delivery vehicles and enabling people to decant from their cars and enter pedestrianized zones as easily as possible. Vehicle areas are screened by mounding and planting so that they do not detract from the use experience of the wetlands, reservoir and VC.
63	Maintaining views over water during a drought To optimise the attraction of the visitor centre Wetland Managers from both the Specialist Sub-Group and water industry CAR delegates emphasised the need to keep as much deep open water as possible close to the visitor centre, so that when water levels drop there is still water in front of the VC. Placing the visitor centre in the current valley results in a deeper water area that could be close to the visitor centre being lost, reducing the area of water that would remain in a drought. The position of the island in the wetland layout design -Drg. HTR-GHD-WL-ZZ-DR-L-0111(PO3) is currently shown filling the existing valley in front of the VC, the island must be relocated to a shallower water area nearby in order to retain the deeper water channel in front of the VC. The VC location and wetland design need to be fully integrated to optimise the viewing experience while reducing disturbance, ensuring there is deep water close to the hide should be part of that joined up design.	The location of the Visitor Centre is closely defined by the red rectangle area specified as part of the outline planning permission granted in 2021. The design of the interface between the wetland and the main reservoir has taken into consideration the need to maintain a minimum level of water in the wetland design.
64	While I support the proposal to have a boardwalk and pond dipping facility along the channel to the north of the visitor centre where it can be set back from the main wetland, it is important that this trail does not extend around the water's edge to the education bird hide. The Design & Access Statement refers to a boardwalk around the wetland edge from the VC to the education hide. I would not support the provision of a boardwalk or path around the edge of the wetland shore, due to the disturbance it's use would create to the wetland. People, children and dogs walking along a boardwalk or the water's edge will cause unnecessary disturbance to the wetland conservation area and the opportunity for this must be minimised by intelligent design. The path from the visitor centre to the education bird hide can start close to the water and traverse the channel to the north where the depth of water can be controlled for H&S purposes around a pond dipping facility. The path can then be set back from the water's edge to minimise the risk of disturbance while maintaining views.	The design of the dipping pond will follow H&S guidance and best practice (eg RoSPA design guidance). Boardwalks will be protected by balustrade where there is a potential fall-from-height in accordance with Building Regulations. The final alignment of paths will be developed in close co-ordination with the ecologist.
65	As the path approaches the education bird hide it is essential that it is fully screened, otherwise those approaching the hide to view the wildlife will scare it off before they arrive.	Appropriate screening will be provided.
66	Robust mesh fencing and landscaping will need to be provided along the whole of the NW shore to prevent people and dogs from accessing the retained wetland conservation area.	Mesh fencing is inappropriately industrial for this location; fencing will be used along with other natural deterrents. We agree that the hide should be set within a native woodland belt set on low mounding to screen the approach to the rear of the hide from the wetlands.
67	North of the education hide a landscape mound could be provided set back from the waters edge and planted with trees on the western slope. This would reduce visibility of people using the busy NW visitor hub and also reduce noise disturbance to the wetland from excited children/ dogs arriving at the site and playing. The western edge of the landscape mound/ strip would need to be stockmesh fenced to ensure that people and dogs cannot access the wetland.	We agree that the hide should be set within a native woodland belt set on low mounding to screen the approach to the rear of the hide from the wetlands. We propose to avoid the use of fencing wherever so that the VC sits within a naturalized landscape.
68	Particular attention needs to be paid to the design of the measures close to where the wetland retaining structure joins the shore to prevent access to the island, especially during drawdown, no barriers are currently shown at this point.	Safety is a paramount issue that will influence the design development. Balustrade will be provided where there is a potential fall-from-height in accordance with Building Regulations
69	Slipway: A slipway is not currently shown on the Atkins Outline Masterplan. A slipway was shown on the previous 2009 Outline Plan and is needed for operational access to the water for inspection and maintenance. The slipway should be shown as it needs to be integrated into the design. The provision of a slipway would also provide an element of future proofing to the design should educational water sports of some kind be proposed at a later date. Including a slipway in the design would help to address stakeholder feedback about future proofing and would be a lot easier to build as a part of the main construction.	A slipway is included in the current design. It is located to the south of the picnic area and will have restricted access for operational purposes only.
70	Consideration also needs to be given to where a boat will be stored for operational and emergency access to the reservoir.	The operational and emergency access requirements are currently under review for inclusion in the reservoir site Site Management Plan
71	Dog use and provision of a dog dip(s); No provision is currently shown for carefully located and designed dog dips. The site is currently used extensively by dog walkers, and it is inevitable that once the reservoir is in place that dogs will try to access the water. It is important that the screening and fencing along the boundary to the wetland, especially in the NW area is robust and prevents dog access. I believe that it is better to recognise the desire by dogs, and their owners to want their dogs to access the water and to make provision for this in an area where it will cause the least possible disturbance. This was also recommended by the Wetland Specialist Sub-Group experts. Oak sleepers have been used at other sites such as the Itchen Navigation and Titchfield Canal to create dog dips where dogs can safely access the water without causing erosion of the banks. Pictures were previously provided to the Atkins Landscape Architect and can be provided again if that would be helpful. This could be a sustainable use for some of the oak removed from the site. A suitable place for a dog dip to be provided would be just north of the tip of the western embankment where a slipway has previously been shown. This is away from the retained wetland, relatively close to the carpark and would attract people with dogs away from more sensitive wetland and woodland areas. The dog dip could be carefully designed in conjunction with the layout of the slipway to have a dog dip on either side of the slipway.	There is no desire to have dog dips as we feel that this will encourage owners to let their dogs off the lead. It should be clear to owners that their pets may not enter the water. We will promote that dogs should be kept on the lead in the vicinity of the VC which includes the play area, picnic site and car park (for their own safety). Forest England (which operates Havant Thicket) encourages people to follow the Forest Dog Code, which encourages people to keep their dog safe and prevent harm to wildlife& other users.

72	<p>The VC will be the honey pot location for visitors, where the greatest disturbance will be, we need intelligent siting and layout of the design to minimise its impact on the wetland. I do NOT support the concept of the visitor centre being located as an island (or pier) within the retained wetland for the following reasons; It will result in the loss of valuable retained wetland habitat below the footprint of the building, as well as reducing the area where water will be retained in a drought. Placing the visitor centre within the wetland will cause disturbance of the adjacent wetland conservation area over a more extended area through movement and noise as people arrive, leave and enjoy the visitor centre facilities, especially the wrap round terrace. With the land take and the inevitable disturbance caused by the visitor centre with this proposed design layout you are effectively sacrificing a larger area of the wetland conservation area than needs to be disturbed.</p> <p>The south-west prevailing wind will carry litter into the wetland, especially from the exposed wrap round terrace/ outdoor seating area, which will be more difficult to screen and control in an exposed island or pier setting.</p> <p>It is not credible to claim that the environment is at the heart of the reservoir design, and that this is an environmentally led project, then choose to place the visitor centre within the conservation wetland area when that is completely unnecessary. Noting that the western wetland compartment was expected to provide the greatest variety in water depths and thus hold the greatest diversity of species.</p> <p>A key requirement in the feedback from stakeholders was the need for flexibility and future proofing of the design. It was specifically also highlighted by the water industry site managers & experts as a key design criteria for the visitor centre at the CAR workshop. An island location reduces the flexibility for future proofing and expansion of the visitor centre without taking up even more valuable wetland habitat space and causing further significant environmental impacts for construction at a later date.</p> <p>The visitor centre and associated terrace for 50 additional outdoor seats would be much closer to the location of the education bird hide and retaining structure island. This will result in disturbance to this area of the wetland and reduce the viewing experience from the education hide as birds will be discouraged from feeding and resting close to or opposite the hide.</p> <p>The location of the visitor centre within the retained wetland conservation area will reduce the wildlife value of the west end of the wetland. Maximising the wetland conservation area was critical to the project to provide an overall biodiversity net gain and ensure support from Natural England, the Environment Agency and LPA Ecologist for the original hybrid application. It is completely inappropriate to create a wetland to provide a net gain and then reduce the value of the gain by choosing to site visitor facilities within it.</p> <p>An island location makes the building more difficult to service, replenish supplies to the café, shop and office, and to remove equipment and rubbish, requiring service vehicles to travel right down to the water's edge, which would not be necessary if the building was located on the water's edge. Having vehicles drive to the waterfront can only add to the disturbance. The space for provision of a service yard and bin store is not shown on the outline plan, nor in the aerial simulation video.</p> <p>Utility services will be more difficult and costly to provide to an island or pier location, especially foul drainage, which will probably need to be pumped up to ground level. I would be particularly concerned about the exposed and vulnerable nature of services below the building in this urban fringe location. Ongoing maintenance of services would also be more complicated.</p> <p>Increased health & safety risks including unnecessary extra manual handling to bring supplies & equipment in/ out of the VC and risk of people tomb stoning from the structure. Emergency access for ambulances and fire engines is more difficult.</p> <p>An island location makes it more difficult to connect the building/ internal education space to the proposed external education space(s). Where do you meet and greet school groups?</p> <p>An island location will make the visitor centre more costly to construct and maintain. This is a particular concern as Ofwat have provided limited funding for the VC, so it is important that costs are constrained through practical and sensible design.</p> <p>I do not believe that an island location provides additional security for the building. Instead, out of hours access is likely to be seen as a challenge. The pier like terrace illustrated around the building over the water provides the risk of youths using it as a jumping / diving platform. With the ability for access to below the structure carrying an increased risk of vandalism and anti-social behaviour, including damage to services.</p> <p>P. Water have previously indicated that; "Creating the new wetland is a very important part of our plans to support wildlife and birds and create a positive legacy." Through better planning of the layout more can be done to design out predictable issues to ensure the wetland is the best it can be and the potential for disturbance is minimised.</p>	<p>Comment noted but we consider all parameters collectively, noting in particular that the outline planning permission red line boundary only allows on water or water edge location - a water edge location would be more disruptive to ecology. An on water location uses less than 0.95% of the overall water area, by modest re-alignment of the wetlands edge we will increase the wetlands area by more than this amount. From experience, litter is not an issue, and if it was it's an issue wherever the visitor centre is located. we think that the service building facilities expanded provision more flexibly than simply building more visitor centre (which would bring greater disturbance to the established wetlands). The services building provides a suitable solution to the issues of servicing. The other issues appear to be a repeat of comments made above; and are responded to above. The project will be delivered within the available cost budget. It is also pertinent that the on-water visitor centre at Attenborough has been successfully integrated into a SSSI, a formal conservation designation. Please also note that the revised site plan proposes a reed bed of approx 1800 sq m to the north of the VC (floor area approx 882 sq m); which is an entirely new addition to the wetlands area.</p>
73	<p>The hide must be dual purpose; suitable for use as an education hide, but must also be designed to serve as a bird watching hide. This is the only hide that will have views over compartment 4, which is expected to be one of the best areas of the wetland to view wildlife and birds. Ideally the hide will be designed with the ability to separate off the education area so that the hide can still be accessible to the public when a school group is present.</p>	<p>We are working with Steve Peach (Hampshire County Council Conservation Ranger) on the bird hide but note that other bird-hide provision will address non-education requirements.</p>
74	<p>There is inadequate landscape screening shown on either side of the hide as a result those arriving at the hide will cause disturbance to the birds as they arrive, reducing the opportunity to have a good experience to engage with nature.</p>	<p>Screening will be provided.</p>
75	<p>The design of the hide should include an entrance lobby to minimise the impact of disturbance as people arrive at and leave the hide.</p>	<p>We are providing a lobby.</p>
76	<p>The hide door needs to be robust for security but must close quietly without banging.</p>	<p>The door ironmongery will be carefully specified.</p>
77	<p>The flooring material must allow people to move round without creating excessive noise.</p>	<p>The floor finish specification will be carefully selected.</p>
78	<p>The use of a roller shutter mechanism to protect the windows at night would be a sensible precaution.</p>	<p>This is one approach, but security will be carefully considered.</p>
79	<p>The hide is shown set back from the water's edge, with vegetation growing up in front of the hide. This is a poor design concept and will cause a number of issues. It will detract from the viewing experience as birds will be hidden behind the vegetation. The vegetation will have to be regularly cut to maintain views and this will cause further disturbance when the cutting is undertaken. Well-designed hides are either raised up to be above the vegetation, or located on the water's edge, with a deeper water channel in front of the hide to discourage vegetation from growing up in front of the hide windows. A position on the edge of the water also reduces the risk of visitors accessing the front of the hide. I have seen people sunbathing and picnicking on the roof of hides and the illustration shown looks ideal for these unwanted activities either on the roof, or in front of the hide.</p>	<p>The final location is being developed but will be located on the water's edge.</p>
80	<p>Consideration should be given to providing a different shape frontage to the (educational) hide to enable viewing in different directions over the wetland.</p>	<p>The educational bird hide provides views in 2 directions.</p>
81	<p>The large more open education space at the centre of the (educational) hide is shown as having floor to ceiling windows. This is unnecessary and increases the risk of disturbance and damage. There is no need for the bottom 1m of the frontage of the hide to be glass.</p>	<p>The proposed educational hide will have a more discrete usage of glass and openings.</p>
82	<p>Consideration should be given to providing one-way glass. As can be seen in the illustration normal glass allows movement within the hide to be seen by the wildlife using the wetland.</p>	<p>One-way glass is very expensive and not necessary. As above, disturbance to sensitive species considered an issue, therefore not relevant and a disproportionate cost presumably. Better to emphasise anti bird strike measures.</p>
83	<p>The siting of the visitor centre as an island or pier within the bay to the south-west moves the centre too close to the education hide. The close proximity of the two structures is shown in the illustration above. As indicated above the movement and noise from visitors and families using the visitor centre terrace will result in disturbance to the wetland around the education bird hide and islands, reducing the viewing and education experience / opportunities. If because of the island location for the visitor centre you then have to move the bird hide north to reduce / avoid the disturbance from the visitor centre, then the general disturbance from the main visitor hub would extend over a broader area of the western wetland which is completely unnecessary, if a more appropriate location for the visitor centre is selected on the western shore of the wetland.</p>	<p>The visitor centre needs to be within the visitor centre location zone (as specified under the outline planning approval granted in 2021), and likewise the bird hide, so these parameters are already fixed.</p>
84	<p>Particular thought needs to be given to whether the windows on each side of the hide will open. This had advantages for bird watchers and photographers, but disadvantages in relation to noise and security.</p>	<p>We are working with Steve Peach (Hampshire County Council Conservation Ranger)on the bird hide but note that other bird-hide provision will address non-education requirements.</p>
85	<p>The education bird hide must be carefully designed to minimise the risk of out of hours anti-social behaviour and vandalism in this urban fringe setting. Hides at night can be used as drug dens. An ideal design would be more of a buried bunker concept with robust landscape screening on the approach. Something more in line with the top left image on slide 14, but with more of the structure buried.</p>	<p>We are working with Steve Peach (Hampshire County Council Conservation Ranger) on the bird hide but note that other bird-hide provision will address non-education requirements, but are looking at rammed earth construction for robustness.</p>
86	<p>The hide must blend in with the rural ancient woodland setting and use local materials. A buried bunker construction would achieve this.</p>	<p>We are working with Steve Peach (Hampshire County Council Conservation Ranger) on the bird hide but note that other bird-hide provision will address non-education requirements, but are looking at rammed earth construction for robustness.</p>
87	<p>A wooden hide would be very vulnerable to vandalism and being set on fire, a common problem when hides are set in a sub-urban area. I would not support a wooden hide construction.</p>	<p>This would be our view too.</p>
88	<p>Provision of an electricity supply to the hide would be useful to allow future installation of cameras or other teaching aids.</p>	<p>We'd need electricity for educational purposes.</p>
89	<p>Roof drainage must not be designed to fall in front of the hide windows as this will deflect from the viewing experience in wet weather. The drainage needs to be designed carefully to minimise the risk of it being vandalised</p>	<p>Noted, and we will ensure that rainwater does not obscure views.</p>
90	<p>The hide should not be white, it must blend into the landscape.</p>	<p>We agree.</p>
91	<p>The picnic area located and illustrated above south of the visitor centre would be a better location for the proposed visitor centre terrace with a direct access to the café. The illustration shows that a café terrace in this location would still have great views across the wetland and reservoir. There is no need to locate the terrace over the wetland where it will increase the area over which people cause disturbance right into the conservation wetland.</p>	<p>The picnic and play areas are relocated to the south-west, close to the café kiosk and public toilets.</p>

92	The pier like terrace illustrated around the visitor centre building over the water provides the risk of youths using it as a jumping / diving platform. With the added disadvantage of having the ability for unwanted access to below the structure carrying an increased risk of vandalism, fire and anti-social behaviour. For example; vandalism to utility services, drains etc.	The VC will be managed and monitored to deter anti-social behaviour. We feel that the building is better protected if it is located away from the shoreline.
93	Maintaining the rural character of the area and not urbanising the site are two of the key design criteria applicable to the NW visitor hub area. P. Water/ Atkins have previously stated that; “The visitor centre is being designed with a rural character to fit in with the natural environment and will be made with natural materials, such as wood”. The glass dominated illustration for the outline design shown is not in any way in keeping with the rural character or the natural environment of the area. It looks like a Tesco’s Superstore frontage and in my view will detract from the rural and historic character of the area. It is certainly NOT embedded in the landscape.	The design has developed considerably, but many visitor centres in rural locations make successful and extensive use of large areas of glazing; it is a well established design typology.
94	No attempt has been made to utilise local materials such as brick and flint.	We’d rather use site won materials (timber and rammed earth) than imported materials.
95	There has previously been reference to the use of wood, but that is not shown in the illustration. I would be concerned about the use of wood externally due to vandalism, but with the oak resource available from the site, it would be great and very sustainable if that could be used in the interior structure of the building.	The visitor centre uses the oak for its frame, and subject to quantities cladding (which is protected from vandalism without fencing). /Land based building structures are intended to use rammed earth of security reasons.
96	Large glass areas in this urban fringe setting are at high risk of vandalism. When the centre at Testwood Lakes opened windows which were not shuttered were immediately vandalised. Further consideration should be given to the choice of materials to ensure that the design concept is robust in this vulnerable urban fringe location. Shutters must be considered for glass windows.	The on-water location protects the building from vandalism (as at Attenborough).
97	The use of floor to ceiling glass is not necessary. The area of glass shown will reflect light and increase the visibility of the building from key viewpoints such as the terrace at Staunton Country Park and in distant views from the South Downs National Park. Great views could still be provided from the visitor centre across the wetland and reservoir if the windows were from 1m to 2.5m high.	We are working closely with the environmental designer to optimise fenestration (window) design.
98	Reducing the area of glass will also help to minimise the risk of bird strikes, which is more likely to be a problem where the water can be reflected in the glass.	The glass will be specified to avoid bird strike.
99	Glass at ground level is not necessary, is more at risk of damage and getting covered in toddler fingerprints. It will be difficult to keep clean.	We would not specify any glass that is non-safety glass.
100	The building is unnecessarily high (up to 10m – slide 5), especially given the need to blend the building into the rural landscape and consider views from The Terrace at Staunton Country Park. There is no need for a tall building if it is only to be one storey high as proposed.	The proposed design is significantly less tall.
101	Reducing the height of the building would reduce the materials needed for construction, have less embedded carbon and require less energy to heat, while reducing construction and operating costs.	We agree.
102	An external outdoor seating area (terrace) is shown wrapping round the visitor centre building on various images. The necessary safety railings, external tables / chairs and sitting area outside for 50 people will detract from the views from inside the café, encouraging more people to sit outside causing extra disturbance. People using the terrace will block the views of visitors inside of the VC.	External terraces are very popular with the public and are extremely successfully used at Attenborough - we see no reason why this wouldn’t also work very well at Havant Thicket Reservoir.
103	The location of the terrace will be exposed and difficult to screen without detracting from the views, litter will inevitably be carried from the tables on the terrace into the wetland. It would be better to have the terrace on the southside of the building where it can be more protected from the SW prevailing wind by landscape screening, plus set back from the water’s edge to enable rustic mesh fencing (and hedging) to be provided to trap litter, allow it to be easily collected, and reduce the impact of the terrace on the wetland.	This appears to be a repeat of a previous comment, with responses above.
104	People arriving, using and leaving the terrace will create noise and movement which will disturb wildlife, especially birds using the conservation wetland, extending the area of disturbance further into the wetland and reducing the value of the wetland. It is highly likely that visitors using the terrace will throw things into the wetland from the terrace (food, cigarette stubs etc).	From experience we do not consider litter to be a major issue; however, if it is, then this is the same wherever the visitor centre is located. The site management team will maintain the whole site to high standards.
105	The text in the illustration describes the wetland ‘surrounding’ the visitor centre. Having a wrap round terrace increases the area over which disturbance will be caused to the wetland conservation area. This is not appropriate.	The terrace now does not wrap around.
106	There needs to be a clear and easy route for school groups to get from the internal education space to the external education space. This is more difficult if an island layout is selected. Where will teachers/ VC staff meet and greet school groups? Will there be a separate education entrance?	The route is highly clear, we see no issue here.
107	Teachers have previously indicated that schools need; Separate toilet provision for child safety Need lockers for storage of coats, bags, lunch etc.	We agree, and these will be provided.
108	It must be possible to utilise the space flexibly for both education and community uses. The more the community use the facility the more they will value it. Things that have worked well at other visitor centres include; Education/ community room next to café seating area. When room not in use a screen can be pulled back to allow the café to use the space, or to provide exhibition space alongside the café e.g. for a local artist exhibition. Being able to divide up the space for different uses with sliding partitions. For example, being able to divide up a large room into a medium and small sized room to allow 2 simultaneous events.	The education / conference space is available for education and community uses. The room can conjoin with the café. We do not propose a further sub-division of the education / community space as the second space could not access the cloakrooms and toilets facilities without disturbance to the first.
109	Volunteers will be fundamental to the successful running of the VC and associated facilities and are essential to help keep running costs down, but volunteers must feel valued. How many volunteers are expected to be on site at any one time?	The design team have configured the staff areas to reflect how valued the staff and volunteers are, with ample space being provided in the back of house areas (office, lounge, and welfare facilities) for them all to make use of, as detailed in responses to other queries below. In terms of number of volunteers expected to be on site on any one day, this will be expanded upon in the reservoir site Site Management Plan, which is being developed.
110	Where will you create space for volunteers to be comfortable during breaks and feel valued as part of team? Have a staff room/ rest area that they can use with seats, a table, fridge & kettle. Have locker space available for those on duty to leave a coat, bag, lunch? Where will volunteers store shared equipment, tools etc.	The staff room is a large area (over 35sqm) with good facilities for both staff and volunteers, with a refreshment area. Lockers can be provided. Tools storage will be mainly located in the services building.
111	I support the general description of the facilities to be provided in association with the visitor centre. However, I do not think that enough has been done to consider the future proofing of this facility. Future proofing the design of the VC has been a fundamental requirement of stakeholders since 2008, when the ‘medium plus’ option was selected as the way forward for the visitor facilities.	We consider future-proofing to be least well served by increasing the size of the main visitor centre, and we need to make sure that the site is not over-developed. The services building provides a hub from which other satellite provision could be provided.
112	Support the use of timber harvested from the Avenue woodland being used in the interior of the VC building.	Noted, and we are pleased to agree.
113	Pleased that flint is included on the slide as a potential material for construction.	We would rather use site-won materials.
114	There were formerly brickworks at the site and using similarly coloured bricks and flint, as can be found in walls in Rowlands Castle would be a good way forward, ensuring the structure is in keeping with the local environment.	We would rather use site-won materials.
115	Consideration should also be given to how the fossiliferous limestone excavated from the reservoir bowl will be reused on site. It is not of suitable quality for use in a building, but it could be used to create walls in the landscaping for viewpoints or flowerbeds.	We are exploring the best use for this but thank-you for alerting us to this resource.
116	There is no recognition of concerns expressed by councillors, stakeholders and the public about the island location of the Visitor centre, and commitment by P. Water (Bob Taylor) at the Planning Committee to work with the local community to find a solution that addressed the communities concerns.	We acknowledge all concerns, as evidenced by this tracker document and the responses we have set out.
117	Only one slide shows stakeholder concerns. Could you provide a full copy of the stakeholder feedback tracking tables, of concerns about the Visitor Centre, previously raised by ourselves and others?	The team working on the visitor centre are updating the stakeholder feedback spreadsheet following the 26 November 2025 focus groups, so we will send you a copy of this after the 2025 Xmas break. For the Reserved Matters planning application for the reservoir visitor centre that we expect to submit next summer, we will include a ‘You said, we did’ feedback report, covering how we have taken account of and addressed feedback from a range of stakeholders. Alongside this, we will set out a full digest of comments we have received. Ahead of the application going in, we plan to hold a further stakeholder briefing to share the finalised design, including explaining how feedback, ideas and comments have shaped what we’re proposing.
118	Someone questioned whether the Visitor Centre is on a floating pontoon. I thought not, but can you clarify?	The current proposal is that the visitor centre would be on a floating pontoon, which would be anchored in place with posts to prevent lateral movement. Vertical movement over a short period of time would be minimal and not perceptible.
119	I did not pay much attention to the Bird Hide during the focus group, but it has been questioned why the roof is so high	The design has been shaped by a number of factors. Firstly, having the best possible structural set up. The design also supports the drawing of light into the briefing space within the building, making it an engaging and attractive space internally. Plus, the design means the hide complements the other buildings within the proposals, so that they work harmoniously together. The bird hide roof is the lowest of any of the proposed buildings and ranges in height from approximately 2.3 to 5 metres, with an average height below 3.5 metres. Compared to a typical two-storey house, with a ridge height of 8 metres, this is quite low.

120	The model of the visitor centre had a flat roof, in the pictures it looked as if it was not flat, which is right? Has the design of the roof been finalised?	The roof pitch will be 7 degrees, with the model you saw providing a good representation of what the building will look like, rather than being a full technical / engineering model.
121	Has the opportunity to capture natural light been maximised?	Yes. This is shown on elevations where all habitable rooms are generously glazed. The roof turrets also bring natural light into the centre of the visitor centre.
122	Is there a conflict between this and sustainability/longevity?	No. The window detailing, and indeed the whole of the external envelope, will be rigorously detailed to be long-life and low maintenance.
123	Do we know what the roof will be made of?	It will be constructed using fully supported stainless steel.
124	Will it have solar panels?	Solar panels will be included on the visitor centre project, but having them on the centre roof would present additional challenges / complications from a maintenance point of view. This is not to do with the centre's proposed location over water, but rather the need there would be to have robust safety systems in place for access onto the roof, something that would not be needed in other potential locations for the panels.
125	Is a solar glass roof a possibility? I have seen one, it was beautiful.	Could you please provide further details on this (No reply received for this request)
126	The three chimneys are not to my taste, I recognise other people may love them and my opinion is not relevant here, but to me it looks like a failed attempt to recreate the Sydney Opera House.	Many thanks for your views / feedback on this.
127	I was surprised the ecologists didn't seem to have thought about glow worms.	In the invertebrate survey that informed the environmental assessment of the visitor centre design, a reference is made to glow worms in terms of public interest, rather than the species being considered notable. The stakeholder feedback we received previously did not include anything about impacts on glow worms. The local information that is being provided by a stakeholder following the 26 November 2025 focus groups is very useful, providing further knowledge that can be factored in when the lighting strategy for the centre complex is designed, for example.
128	I think there will be continuous pressure to maximise income from the visitor centre by allowing evening events. At the start of the meeting, I was in favour of this, but I completely changed my views as I listened to Nik talking about how sensitive bats are to light. I believe it is essential to explore this fully and then be very clear about what is and is not allowed.	Many thanks for your views / feedback on this. This is being addressed with detailed design carried out on the lighting for the project; to minimise light pollution through a variety of measures set out in the Reserved Matters submission. We note that such measures need to be taken irrespective of evening usage, as they are required for public safety on, for instance, dark winter afternoons.
129	I would like clarity on the security around the visitor centre and what measures will be in place to stop people swimming across to it at night.	As part of the overall reservoir site management plan, a range of security measures will be in place to prevent / deter unauthorised access and effectively deal with any instances of people accessing areas they should not. This is in addition to a variety of measures specifically around ensuring water safety at the reservoir site. Furthermore, we are drawing on learning from the Attenborough Centre in Nottingham, which has been open for around 20 years with no occurrences of people trying to access the centre building by swimming across from the shore. In the case of Havant Thicket Reservoir, the water around the centre will be quite shallow, in the section between the shore and the centre building.
130	I understand the presentation before lunch explored the question of how the waste generated in the cafe would be managed. I would like to hear more about this.	A vacuum drainage system is being proposed - as this would be robust and very reliable (such systems are used in very busy motorway service stations, for instance) and could be laid horizontally. The vacuum system would convey waste to a connection on shore that would in turn lead into the main sewer system.
131	I still have very strong reservations about putting the visitor centre over the water. It would be so much easier to have it on dry land, possibly with some decking over the water which would give the visitors a very similar experience without the complications of a single access point.	Many thanks for your views / feedback on this. The key merits of locating the centre over water are as follows: i) Avoiding the need for fencing (for security) around the building ii) Avoiding associated security lighting at night, which would disturb wildlife iii) The overwhelming majority of people we've consulted have been very positive about the centre being over water iv) It provides a real 'wow' factor, helping attract visitors who will encounter nature and become advocates of the natural world – as per the experience at the Attenborough Centre v) The building will have good views across water in four directions rather than just one vi) It has already been accepted in the outline planning consent as an acceptable approach.
132	If on land no need for vacuum drainage	Vacuum drainage is favoured as it saves water and is more reliable
134	Wow factor with building on land	The opposite is true in our assessment. A VC on land would block views.
135	VC (on land) to block noise to interpretation bird hide	Better instead for hide to be further from it
136	Single sided ventilation suggested	This won't work to give required cross-flow ventilation, and would cause building occupants to suffer poorer environmental conditions and/or necessitate greater use of carbon
137	Second service building would not be needed, if VC on land	Service building is beneficial particularly for keeping noise close to the play area
138	Security fencing avoided if VC on land - never seen it for a VC	This is not our experience, e.g. Llanishen Reservoir. Security shutters can be very ugly
139	External terrace on shore if VC on land	There would be a single aspect, but still disturbance
140	Suggested reduction in staff numbers if VC on land	This would not be the case in our assessment
141	Visibility to play area if VC on land	This would still be very distant with VC located on shire (70m+), not satisfactory for parents
142	Sheltered location of option preferred (if VC on land)	Location appears reasonably exposed
143	Sheltered location reduces risk of latter blowing into wetland (if VC on land)	Your point is not understood: risk would appear the same (as VC out on water)
145	Trees and landscaping provide screening if VC on land	As they do with the proposed design
146	p26, p27 on bird disturbance	Middlemarch environmental assessment report demonstrates water based location is preferable and causes less bird disturbance
147	Appendix B (of document provided by stakeholder) infers relocation betterment from VC on land location	The disturbance boundaries you have provided are not based in any scientific method but are based on personal views (unlike Middlemarch report)
148	Appendix A (of document provided by stakeholder) infers betterment from VC on land location	If windows are sealed (as you suggest) how is natural ventilation achieved? Would be high in operational carbon. Terrace has very limited view if VC on land. VC blocks view of reservoir. Terrace faces car-park - not the best aspect. Loss of marginal planting reduces biodiversity. Larger expanse of weldmesh fencing. VC has single aspect view. Terrace has single aspect view. Terrace still a long way from play area - not credible to view this as overseeing children playing. Pond dipping and boardwalk still provides a measure of disturbance if VC on land. Boardwalk specification not to be slippery when icy or wet (no different for boardwalk, and in fact all external surfaces). Loss of kiosk reduces choice for users, and lessens accessibility for people with disabilities.
149	Chart commentary in document provided by stakeholder	No real explanation as to how the maps in document have been developed - What recognised and objective methodology was used? Nothing has been cited. Therefore it appears to be a subjective assessment which cannot be as robust as a scientific methodology. Boardwalk to VC creates no more disturbance than other activities, as demonstrated by Middlemarch objective working methodology. It is not clear what the basis is for the disturbance zones set out in the stakeholder document, other than anecdotal experience, rather than a clear assessment method, with measuring techniques and a recording data methodology. It would good to have concrete evidence of data records, and how these data records have been peer reviewed. Sealed windows (as suggested) mean that you won't get natural ventilation and that more carbon would be expended. It would appear that every view would be blocked by a fence. Acknowledgement in document noted that revised proposed VC location (on land) doesn't fit in assigned location under planning terms.
150	Concern about night-time disturbance to glow-worms	Multiple measures to be deployed to minimise light pollution as set out in environmental statement.
151	We continue to be very concerned re. the offshore location of the VC and the negative environmental impact of this. Advice received contradicts Middlemarch assessment of disturbance zones.	Middlemarch's detailed environmental assessment conclusively demonstrates the overall benefits provided by on-water location.
152	If the VC must be offshore disturbance will be reduced if there is no external terracing.	External terraces will cause minimal disturbance (and is factored in on Middlemarch assessment) but will be a delightful feature for the public
153	Placing VC on pontoon rather than stilts, increases the risk of people trying to swim out to it. Pontoon also increases complexity of bringing services across. This will not be a low maintenance drainage system.	There is no evidence that people try to swim out based on study of similar precedents. The vacuum drainage is a low maintenance technique as evidenced by its usage in high visitor number locations (like service stations)
154	There is room for a VC on land within the planning consent box. Using intelligent design and robust materials this should not require security fencing or lighting around it.	Intelligent design includes appropriate security measures to avoid risk of vandalism; security fencing and lighting would therefore be required if VC were on land.
155	The north west of the Wetlands needs to be fenced off to keep people and dogs away from wildlife. Mounds and vegetation will not be a sufficient barrier. People can't be relied on to keep their dogs on leads.	We respectfully disagree: Staunton Country Park succeeds admirably without excessive fencing.
156	Reedbed to North of VC is likely to dry out in summer so cannot provide mitigation for loss of varying water depths.	The designed depth of this area will mean that the reed beds will not dry out.
157	Bird hide always intended to be designed for dual use. Independent bird watchers will have to walk a long way to the next compartment if the one illustrated is just for school use.	All will be welcome to use this bird hide, but the rime intention is an educational resource; keen birders will doubtless prefer the more distant bird hides (further east in the wetlands area).
158	No illumination at all please for the visitor centre, ancillary buildings, paths and parking	This would be contravention of regulations and would be dangerous to public safety; nonetheless lighting will be designed to minimise light pollution.

159	When thinking about the educational space within the visitor centre building, what facilities and/or equipment would you consider essential? Desk area for staff/teachers with computer that links to a smart board with speakers for presentations/displaying information. Good WiFi access. Easy access to toilets. Tables & chairs for students/visitors. Enough tables and chairs/space for thirty older students (15/16 years) and some staff. Projector and screen and laptop connector. Access to toilet/handwashing. Water fountain. First Aid box. Coat rack. Wellington boot rack?	Excellent detailed suggestions: all to be included.
160	And what facilities/equipment in the visitor centre education space would be a bonus? (If there were no financial constraints, what would you include?) Equipment for practical fieldwork such as pooters/bug pots, magnifying glasses, handheld microscopes, binoculars etc. - Variety of stationary such as colouring pens/pencils, writing pens/pencils, lined & plain paper, perhaps templates for fieldwork tasks (such as field sketches, environmental quality surveys, tally charts for counting species etc). - Microscopes with variety of slides displaying local flora/fauna - Mapping equipment such as maps, compasses, weather writers etc. - Laptop trolley/iPads for student use - Weather equipment such as rain gauges, anemometers, barometers, thermometers etc. Tea/coffee making facilities for staff. Mini whiteboards and pens and board rubbers.	Also really helpful: and all would be possible subject to funding.
161	What kind of information would you like to see included on information boards within the visitor centre? Geological history of the site - Human history of the site - Timeline of construction - Ecology of the site/flora & fauna - Basic information about the reservoir (size, depth etc) - The need for/purpose of the reservoir - Activities available or suggested activities for visiting family's and groups. - Walking trails - Need for conservation & protection Reasons for construction, timeline of construction with photos, facts/figures on the reservoir e.g. how deep, how much water it holds. Walking trails map. Biodiversity at the site. Info such as toilet location, First Aid location, Fire exits.	Interpretation panels will be commissioned latwer, but likely to pick up on most if not all of these themes. Fire exits and first aid location would be part of base building provision
162	What information would you like to see on information boards in the bird hide? Types of birds - Their migratory movements (if applicable) - Their numbers (for example, any scarce species) - Behaviour and lifestyle of the birds - Diet of the birds - Mating habits of the birds. Bird identification and some facts about them. e.g. size, breeding habits, lifespan.	Yes, this sounds spot on; interpretation panels will be commissioned later but should incorporate these ideas
163	Would you make use of an outdoor education space? For example, in the corner of a meadow, a space where forest school type activities could be held (no fire) yes - absolutely 100% Yes, to study ecosystems.	Great to hear!
164	What other elements do you think should be included in the play park? Plenty of bins and signs reminding children to be respectful to the site and wildlife (i.e. not dropping litter). Swings, roundabout, slides, zipline, climbing frames/walls etc.	These are useful ideas and will inform the play provision, subject to budget.
165	Staff from St Johns (Rowlands Castle) made a suggestion that the history & context of why the reservoir was needed and built should be included. AR & JC advised that this will feature heavily in some way. EC suggested interactive displays that allowed people to touch an element of the reservoir on a screen and this opened up more information including photos & videos. EC suggested we make use of outdoor space for education. AR followed this up by posing whether a small area could be made available for Forest School type activities.	Interpretation panels will be commissioned later but likely to pick up on most of not all of these themes.
166	will there be a park or skatepark?	Yes there will be a very well resourced and varied play provision, but not a skate park
167	will there be a skatepark or play area?	Yes there will be a very well resourced and varied play provision, but not a skate park
168	Put lots of carp fish in there and then make it a fishery	We have engaged with a local angling society on having limited angling at the reservoir potentially in the future. We will continue to explore this as an option, with no plans at the moment.
169	I'd like to see the designing process and how it came about and what challenges came about.	Urban Fabric would be delighted to provide a design presentation to address this
170	About the history of it and add some memorials like leigh park gardens do	Interpretation panels will be commissioned later but likely to pick up on these suggestions
171	Variety of different things for different aged people	Agreed; this is very much the ambition, with for example the play area catering for a wide range of age groups
172	maybe, I don't know if there is one but a trail but at different points at the trail there are QR codes and you can then to see a video about the animals or history of that area	Interpretation design will be commissioned later but likely to pick up on these suggestions
173	Cafe, some water sports like paddleboarding or kayaking checklist for what wildlife you see on the walks	The proposal is not to include water sports at Havant Thicket Reservoir in order to better protect the environment and wildlife
174	Would it be possible to add a mountain bike trail, with jumps and stuff, because usually my friends and I have to travel to Queen Elizabeth Country Park but I think it would be nice to have the choice of visiting the reservoir for a change	Yes, there will be extensive cycle routes
175	Water sports: Inflatable obstacle course	The proposal is not to include water sports at Havant Thicket Reservoir in order to better protect the environment and wildlife
176	Add a Starbucks	There will be two cafes (main vistor centre and hub building), but we are keen for this to be a local provider, with the ambition that they will be provide a better service than larger chains
177	Some fish in there so the kids can see them	Yes there will be fish, which will naturally establish themselves (e.g. being dropped by passing bird etc)
178	More play & explore areas for younglings. Oh & safety barriers	Agreed, there will a play area, a pond dipping area, and a wider variety of other provisions for play, adventure and exploration
179	maybe a bike trail near it	Yes, there will be extensive cycle routes
180	Make it look pretty , with like planted flowers , waterfall (mini)	It is very much the intention to use indigenous planting. There will be no waterfall but there will be a water-play area.
181	Maybe you could add specialised bird hides and nest boxes	There will be 3 bird hides in total and other provision for nest boxes
182	Make it more natural and then put like a path around it so it's like a river	It is very much the intention for this to be a natural environment
183	I love it	Very good to hear
184	I like it a lot; -Would like big screens to watch wildlife. Even with TV cameras to show this, from around the wetland . brilliant idea to have the visitor centre on the water. play area: Make it out of recycled plastic - doesn't rot, will last. Green roof on top? Use wild flowers. Stone henge have done it naturally and is a good example. Make sure there is area for frogs, toads as well as birds, perhaps a little pond. Preference for table service but order at the counter. Put bins in the -Would like big screens to watch wildlife. Even with TV cameras to show this, from around the wetland . brilliant idea to have the visitor centre on the water. play area: Make it out of recycled plastic - doesn't rot, will last. Green roof on top? Use wild flowers. Stone henge have done it naturally and is a good example. Make sure there is area for frogs, toads	Very good to hear and lots of good suggestions. We are using wood for the play area, because plastic doesn't rot but does ultimately splinter. Table service is intended to be provided. Green roofs are problematic because of maintenance requirements and risk of leaks, and they are expensive. We can more effectively provide greater biodiversity with this investment on land; areas for frogs and toads provided
185	I like it a lot; Would like it finished earlier! Quite impressed by design. Like having the culvert there. Looks well thought out. Like having it on the water - it's 360 views	Very good to hear, thank you for your responses
186	I like it a lot; Plenty of toilets are a must. Plenty of bins too. Looks amazing, let's hope it comes out like that. Concern with stair access to the embankment but as long as it's accessible that's fine	Very good to hear. Yes abundant toilet provision is very important
187	I like it a lot; Solar panels over the car parking - stops the cars heating up. All looks so good. An outside loo around the edge of the site. Love the fact there's so much glass on visitor centre. Love the skylights. Love using the wood from site. Like the fact it's on water - an interesting idea. Could reed beds be used for the sewage. Like the Weald and Downland visitor centre which is over the water. Really positive	Very good to hear. We've recently introduced solar PV car-ports into a car-park: good suggestion
188	I like it a lot; Like the cafe and education facilities, looks a very relaxing space. Like the bird hides. On water is good, as long as proper maintenance is in place. It's really lovely. It's really nice	Very good to hear. Thank-you for your responses
189	I like it; Looks somewhere I'd quite like to visit. Looks more difficult to access without a car, worried about getting there on foot. My grand children would love it. Having it on water is a nice idea, a different view point and you can see the shoreline. Much nicer than just walking round the field that's there at the moment	Very good to hear. Thank-you for your responses, especially about inter-generational appeal
190	I love it; Blends in naturally with the reservoir. Looking forward to using the space.	Very good to hear. Thank-you for your responses

191	I like it; Happy with it. Don't like the Southern Water recycled water plans	Very good to hear. Thank-you for your responses
192	I like it; Green roof? Don't use hay. Like the sun lights in the roof. What will the boardwalk be made of? Maintenance costs? Have electrical charging points in car parks	Very good to hear. Thank-you for your responses. Green roof is not proposed. We do have EV charging points. Timber boardwalk: high spec to avoid slip issues. Good maintenance is indeed very important.
193	I love it; It's in line with the original plan. It's going to be lovely. All my comments and thoughts have been answered. Like the fact you can walk from Leigh Park Gardens to the reservoir	Very good to hear. Thank-you for your responses
194	I like it a lot; Chartered Surveyor - think water will come in via the roof lighting. Think if the roof was more sloped, that would help. Like the fact it's on water. Do a lot of water sports - sorry that there's no non powered water sports	Very good to hear. Thank you for your responses. Rooflights are vertical to avoid risk of water ingress
195	I like it; Should be shaped more like a pyramid, would be better for reflecting wind. All very nice . Concerned about water bills - explained that SW would be paying	Very good to hear. Thank-you for your responses
196	I like it a lot; Like the fact it sits on the water. Really like using the natural wood	Very good to hear. Thank-you for your responses
197	I love it; Customer is wheelchair user and is very happy with how accessible the visitor centre and site seem to be. Looking forward to using facilities once done.	Very good to hear. Thank-you for your responses
198	I love it; Reusing of the oak. Customer supports water recycling now she has learned more about it. Loves the wetlands, can't wait to use it.	Very good to hear. Thank-you for your responses
199	I like it; Modern and attractive. Not obtrusive. Like it being on water, having educational facilities. Like the school visit side	Very good to hear. Thank-you for your responses
200	I like it a lot; Customer thinks the offering is a happy medium, not too busy. Visitor centre is comprehensive. Customer would use facilities if able.	Very good to hear. Thank-you for your responses
201	I love it; Really like the planned site on the water, will be a lovely place to relax. I hope that the Havant parkrun goes past it!	Very good to hear. Thank-you for your responses
202	I like it a lot; Making so many homes we need the water. Great space for walking around. Like the play park. Great place to take children. Got to have good car park facility, disabled access	Very good to hear. Thank-you for your responses
203	I love it; Customer loves the environmental benefits that it bring. Looking forward to using the space. Community benefit.	Very good to hear. Thank-you for your responses
204	I like it a lot; Well thought out, planned, has the natural wildlife in mind	Very good to hear. Thank-you for your responses
205	I like it; The floating idea is interesting.	Very good to hear. Thank-you for your responses
206	I dislike it; Concerned about the wildlife	Very good to hear. Thank-you for your responses. Please be assured that we are prioritising wellbeing for wildlife in the design and agree this is very important
207	I love it; Particularly loves the views. Has safety concerns but thinks proposed safety measures will be adequate. Customer looking forward to using facilities when open.	Very good to hear. Thank-you for your responses
208	I like it; Customer accepts that this is needed and though misses original landscapes, thinks this is as good as it can be given the circumstances.	Very good to hear. Thank-you for your responses
209	I like it a lot; Looks modern and sympathetic . Like it being on the water - great novelty and will draw people in	Very good to hear. Thank-you for your responses
210	I love it; Customer loves the design, light. Appreciate the oak being reused. Customer is really looking forward to the using the facilities.	Very good to hear. Thank-you for your responses
211	I love it; It's brilliant, accessible. Loved the fact it's over water	Very good to hear. Thank-you for your responses
212	I like it a lot; I like to run round water. Building blends in, in-keeping with reservoir. Like it on water	Very good to hear. Thank-you for your responses
213	I like it a lot; It looks nice, it was a very open nature area and it's nice we're keeping it like that. I think the fact you walk out over water is really nice. Can see it's a nice space to take children to play	Very good to hear. Thank-you for your responses
214	I hate it	Thank you for your response. We really hope you'll come to enjoy the final realised project

215	Visitor Centre Location: Our advice remains that if the VC were located on land by the water, it would cause less disturbance to wildlife. Being out in the water with terraces on 3 sides is a worse case scenario, creating disturbance over a much wider area. The argument about needing fencing and overnight lighting, disturbing bats, glow-worms and nightjars, if the VC were on land, does not hold. It should be possible to build in strong security features to the VC so that fencing and overnight lighting are not needed. This compartment of the Wetland was expected to be the richest in biodiversity given greater water depth and the planned mounds behind other compartments. However, given the level of disturbance it is expected that only the boldest bird species will come near. It is appreciated that there has to be a balance between creating human interest and ecology. However, this design will restrict the range of species that visitors can view, limiting interest.	Regarding the conflicting advice, no objective scientific evidence is brought forward to suggest why ecological consultants Middlemarch's clear and objective assessment method is any way not valid. We would respectfully reassert the primacy of accredited assessors using industry standard methods to develop robust findings. These have demonstrated that the on water location for the visitor centre clearly causes less disturbance. On land visitor centres when they are on wider sites which are open overnight, habitually use fencing and security lighting. These are indeed 'strong security features', but at the cost of negative impact on wildlife, and we want to avoid this. We would also suggest each individual wetland compartment is not in 'competition' but working together to provide an incredibly varied and rich environment, so we would not say that any one compartment is more important than any other. We do not agree that only the boldest bird species will come near.
216	Lighting and night time use: We agree that any lighting, if used, should be subdued and downward facing. However we continue to be opposed to any use of the VC after dark, to prevent lighting and noise disturbance effecting nocturnal wildlife. If the VC is used after dark, there should be no access to the terraces which will greatly increase the disturbance level. It is appreciated the Opening Hours and Event Management Plan will be considered at a later date	We must uphold public safety, for instance at 4pm on a December evening it will be dark, and we must provide adequate lighting. It is also important to note that the exact hours of operation for the visitor centre and wider reservoir site are to be developed through a Site Management Plan.
217	Drawbridge and security: The designers anticipate that the drawbridge, when up, will provide the VC with complete security, as has been the case at 2 other centres. However, given a population with a high level of deprivation, close by, there is potential for individuals to try to reach the VC by small inflatable boat/paddleboard etc. as well as to attempt to swim out to it, posing a risk to life. We were told that there is no plan to light the site at night, when not in use, which is good ecologically. However lighting may become necessary for purposes of health and safety, for the reasons given.	There is no evidence to suggest that people will attempt to access the visitor centre out of hours. This has not happened at the Attenborough Centre in Nottinghamshire, nor Brockholes in Lancashire, both on water locations, over a combined 30 years of operation.
218	Service Hub: It has been pointed out that the space allocated in the Hub building, for ground maintenance equipment, indoor workshop, workers and volunteers (who might need to shower and change) is extremely inadequate. This was originally to have been located in the Control House building. Equipment alone can take up a lot of space e.g. mowers (including sit-on ones), strimmers, chainsaws, bird and bat boxes, fuel and other equipment. The Hub needs to be significantly bigger to allow adequate space to accommodate everything	Site maintenance will be covered by specialists bringing all necessary equipment to site, so no on-site storage is required for these. The storage, volunteer and staff spaces are correctly sized.
219	Sustainable Materials: The use of sustainable materials in the Visitor Centre design is welcomed. However it is not thought that wooden shingles will last long as outside cladding, and more robust material is needed here.	Oak shingles can last up to 100 years and will be carefully detailed.
220	Biodiversity Benefit: We remain concerned that the Visitor centre as located will detract from the biodiversity of the Wetland. The Wetland is to help compensate for loss of biodiversity caused by the reservoir. We disagree with Middlemarch that the benefit provided by the Wetland can be ignored, because it does not exist yet. We need the Wetland to maximise opportunities for biodiversity in future.	We completely agree that we need to maximise opportunities for biodiversity in future. Our design is absolutely dedicated to realise this ambition.
221	How does the Hub make it easier to get supplies to the cafe and shop?	It gives mass storage opportunities. The large vehicle doesn't have to come as frequently. At Attenborough, trolleys are used in moving goods between the two.
222	Not convinced that the Visitor Centre needs to be on water.	Attenborough Centre - this works well. Staff team love the building and are very proud of it.
223	What's the concrete alternative?	Hempcrete (made of hemp). Definitely have enough site won timber for the structure of the building, calculating whether it can be used elsewhere and this is being worked through over the next few months.
224	How would the building be heated?	Will come back with a more detailed answer on this. But it will be a ground-source heat pump. Renewable heating and cooling of the building in one system.
225	Would we be using solar panels?	Short answer is yes. They're more efficient than wind turbines but one turbine might work well for an education piece.
226	What about water?	Rainwater harvesting will be used.
227	Will noise come out of the ventilation towers from the Visitor Centre?	Openings will be towards the south east but this is yet to be in detail. Likely they will only be open when the terrace doors are already open. So would be no more than the noise already coming from the centre via the terrace / doors.
228	Would it just be open during daylight hours?	Also raised in this morning's group. There's nothing in planning that specifies opening hours. We are looking at the potential for limited evening opening for events. No lighting would be permitted on the Northern Access Road.
229	What about the bird hide?	Rammed earth approach. It's as green as timber but more resistant to vandalism.
230	Don't like the visitor centre on water but can see it's more exciting for visitors. Concerns about diving ducks?	It's quite a shallow area, deeper diving ducks - don't see the positioning on water as having a negative impact as they have much better options to chose from.
231	Reed beds are positive. Can see that the decision on water has been made so won't argue against this. Concerns include opening within dark hours and the level of the subdued lighting. Glow worms are massively declining in the country but some are there and they are really impacted by light. Request to keep this in mind when designing lighting.	Level of low lighting will be restricted.
232	We've always tried to make use of what we've lost and really pleased to see the oak trees being used. When they first started the phase of excavation, there were massive portland boulders.	Potential to use as the base for the bird hides. Getting the stone tested and also looking at the potential of working with an artist, or using in the landscaping.
233	Prefer Southern Access Road to be a single access road and to limit visitors along this.	This is part of another application and stakeholders will be updated when more information becomes available.
234	Positive about the plans. Still need more clarification about nighttime usage of the site. Was under the impression from previous meeting with Ruari that there would be no nighttime use. Concerned over impact on bats.	Clarification on the expected opening hours for the reservoir site was requested at the interim reservoir stakeholder group call in April 2025. To date, the context for activities at the reservoir site (once completed) has been around the site being open during daylight hours. In terms of planning approval / conditions, nothing is specified for site opening times. This particular issue will be confirmed via the following areas, which will all need to be aligned with each other: 1) Reservoir site management plan. This will be developed with input from stakeholders, with the finalised approved plan needing to be in place ahead of the reservoir opening to the public. 2) Event management plan. A planning condition is in place that an Event management plan for the reservoir site needs to be developed and approved, prior to the reservoir being open to the public. The plan will cover how events (over and above normal activities at the reservoir site) will be effectively and safely delivered, particularly in terms of traffic management. 3) Reserved Matters planning application for the reservoir visitor centre. As part of the development of the design for the reservoir visitor centre, an option for the centre to be open in the evening (such as for events or evening dining) is being considered. If taken forward, appropriate supporting measures (e.g. a lighting strategy) would need to be set out in the planning application, which would be subject to statutory consultation and approval by the local planning authority (in this instance Havant Borough Council).
235	Would like more detail about lighting.	Richard to read Institute of Lighting Professionals in conjunction with the bat conservation trust.
236	Glass - lots of it and will this cause an issue with sun in eyes?	The overhang of the roof should hit the sweet spot where there's natural light and expansive views, but without the glare.
237	Reedbed - great to see new habitat but it's very close to the Visitor Centre. What sorts of species will this attract?	Would expect the most common species like mallards and cootes. People will be restricted to Board Walks and it won't be a no-go zone for birds. The less tolerant birds have more space elsewhere. Reed bunting. Chettys warbler. Rarer birds have other options.
238	Looks a very good design. Positive feedback about the services building / kiosk. But this could be a honey pot. Need to manage numbers so people will need to know the car park is full from the main road. Don't want residential areas full up of cars.	This will form part of planning under the reservoir site Site Management Plan.
239	Please provide more women's toilets than men's, as it takes women on average three times long to go.	The visitor centre design includes very good provision of toilets to cater for a variety of different users and their needs.
240	Concerned that it's a floating pontoon, will it move?	Very good point, but we're assured by the structural engineer that it won't move. Might move over a season but not over an hour.
241	EV chargers - are these going in the car park?	Yes in the car park.
242	If this is going to be a nighttime venue, what's the plan with the lighting? Do the blinds drop?	Blinds etc. haven't been specified but this is the type of work we're doing now until the spring. Needs to be the right colour, lux level etc. Lighting matters a lot, we're going to get it right and we have the right people on board to solve it.
243	When this project was first discussed, there was no intention of having nighttime activity on site to prevent illegal activity. The road was going to be shut.	Staunton Country Park has extended its hours and that's helping to prevent anti-social behaviour. For instance, in the winter, it gets dark at 3pm. There would be a balance and is something we would discuss collectively but would be looking at specific evening events planned, but this wouldn't be a day to day occurrence. Normally would be closing between 5-6pm. Evening events are not the core purpose of the Visitor Centre.

244	Modern trend for unisex toilets / shared between men and women. Not comfortable with this. Also, how will the waste from the toilets and kitchens be disposed of? And where will gas and electricity supplies come from (solar panels?)	At the moment the toilets are individual cubicles with the sink and toilet inside. Toilets will be provided in the Visitor Centre and outside. Men and women's wouldn't be completely separated. Thinking that vacuum drainage is the right solution. This is used in service stations, it's very secure and wouldn't fail. You couldn't have an accidental leak which you don't know about. Will be removed via an underground pumping station and via Swanmore Road, then pumped into the mains. Considering renewable energy. Might have one wind turbine as an educational piece. Also in conversation with the planners about a net zero carbon commitment.
245	Positive feedback about the oak and timber frame.	Many thanks for the comment
246	Can we explain the security of the services to the visitor centre?	For the Attenborough Centre, access is via a drawbridge. Looking at the same approach here. It avoids the need for a fence and access can be isolated in one spot. Also using CCTV. Detail in terms of services connecting to the visitor centre is being worked up, but the wetlands will be very shallow here.
247	How will it deliver social value as HBC would like to do the same thing? How will this be measured?	Host of social value commitments built into the outline permission (action to share with Cllr Raison).
248	How will litter be discouraged? Needs to be thought out and managed right from the start.	Important point and this will be included in the Site Management Plan which is being prepared with FE and HCC.
249	What lessons learned have been taken from Attenborough Centre? Is the kitchen size here going to be larger than at Attenborough?	Attenborough was more constrained by budget and failed to anticipate how much people would love it which has put a strain on facilities. The kitchen here is very big (100m2). Multiplied everything from Attenborough including the toilets. Attenborough has many good qualities but is probably a bit small.
250	The drawbridge at Attenborough takes a very long time to close and staff have to stand there at night for a long time closing it.	Useful to hear, there was a lack of maintenance on that one, our one will be newer too.
251	Scope for accommodatng bat and bird boxes in eaves of visitor centre roof?	
252	Concern over size of roof vents and need for use of non-reflective materials	Yes, we would look to include these where possible.
253	Does the Oak from the HTR site provide enough wood for what you need in the visitor centre?	The roof vents are correctly sized for maximising natural light and ventilation. Their sizing sits within the parameters of the Outline planning permission for the visitor centre. The roof finish will naturally patinate over time.
254	Will you be working to a 200m or 300m disturbance zone for the visitor centre?	Not entirely, but it does provide enough for the main structural frame; other timber will be responsibly sourced.
255	I like the centre as an island for less disturbance at night	We will use these disturbance zones and others for a robust evaluation; this has been thoroughly set out and eplained in the Middlemarch report
256	Opening hours. What measures will there be to protect wildlife?	Thank you, and we would agree
257	Are the new line of trees aligned with the original Avenue on the HTR site?	The lighting design will minimise light disturbance
258	Could the opening hours be adjusted for the seasons? E.g. longer in summer when more daylight. Will the building management system change with the seasons?	No; this original Avenue was within what will become the reservoir
259	Architecturally, it's fantastic	This will probably be the case, but will be developed further with the reservoir site Site Management Plan
260	It seems an operationally complex building. Need to mitigate this with input from people with previous similar experience. The VC designs are great but show a high level of operational complexity – how will this practically function on a day to day basis?	Thanks you, that's very good to hear
261	Natural ventilation - What control will there be, especially overnight, to address risk of overheating? What about automation/manual use?	We've carried out thorough scenario testing; and also visited similar premises with on-water locations which operate well (notably Brockholes and Attenborough Nature Reserve). We are confident that it will practically function well.
262	Similarity with HCC at Lepe and option of site visit / learning session. Staunton Country Park uses opening hours to control the flow of visitors	The building fabric of the visitor centre has been designed to minimise overheating while maximising usable light through the use of parametric modelling. There will also be dry air cooling provided throughout to offset further overheating.
263	Will there be barriers at the start of the southern and northern HTR access roads?	We'd very much like to take you up on this site visit and will be in touch to set this up
264	Could the HTR wetland be designated as a nature reserve in future?	This will be developed with the reservoir site Site Management Plan
265	What are the plans for electric vehicle charging points?	This is a suggestion that has been put forward before. It is something we are happy to look at in due course.
266	Positioning of the play area in relation to the bins - can the bins be moved?	There will be numerous EV charging point provided as shown on the Reserved Matters submission drawings
267	Clarification of access between the carparks	We think the bin lcoation on the proposed design optimises their location for easy servicing and discrete location (away from the play area)
268	Why are bats not considered in the buffer zone comparison work for VC location?	there will be a barrier between the two car-parks which can raised if needed by ermegency vehicles
269	How important a topic was the terrace for people (according to our feedback received) – is it a popular aspect of the VC?	Bats have been considered carefully in the design to avoid disturbance. However, the Middlemarch report was specifically addressing queries rasied about bird disturbance
270	When will the Visitors Centre be built?	These are highly popular in use, and help, for instance, people with limited mobility feel highly connected with the outdoors when they are enjoying refreshments
271	How long will it take to build?	This is to be confirmed but construction might start towards the end of 2029
272	Could anything be done early?	This is to be confirmed but the visitor centre should be less than one year to build, and the associated landscape will take one further year. However, the construction programme will be worked out in detail with the ultimately appointed construction team
273	Interested in the parametric design/modelling – how does it work?	Yes, and where we can we will. For instance some early tree planting, fabrication of the timber frame, and off-site manufacture of internal and external wall cassettes
274	Over the next 50 years, there will be a change in how exposed the VC is to the sun	Essentially it uses sophisticated computer modelling to optimise between multiple parameters at once: in this case, natural light, natural ventilation, avoidance of glare, avoidance of overheating, eaves oversail, glass specification and thermal performance, which would be impossible realistically to be calculated simultaneously using any other means
275	How do we replicate the atmosphere pre-reservoir?	This is true, but the design has been developed to cope with future climate change
276	When will the event management schedule be decided?	The ambition is firmly to improve rather than replicate the original environment: with greater bio-diversity, enhanced with the introduction of a range of wetlands habitats leading to a greater variety of thriving flora and fauna
277	Is there scope to have a wetlands sub-group?	This will be captured with the submission of the Site Management Plan
278	What are the design plans for the catering area storage?	We would suggest this issue could be covered by the existing reservoir Environment Subgroup, with the scope for specific sessions and site visits on the wetland as would be helpful
279	What are the proposed mitigation measures for coping with overheating in the building?	These were included on the May 2026 focus group presentation and will be with the Reserved Matters submission: essentially the bulk dry, cold and freezer storage will be in the services building, with smaller stores in the kitchen of the Visitor Centre
280	How will the turret windows operate? Is it all outlined in the BMS?	The building fabric of the visitor centre has been designed to minimise overheating while maximising usable light through the use of parametric modelling. There will also be dry air cooling provided throughout to offset further overheating.
281	How do we stop members of the public wandering around just south of the meadow area?	The turret windows will be actuated with controls via the BMS linked to both temperature & CO2. A manual override will be provided for the turrets back of house.
282	Is there a connecting footpath below the avenue of trees?	The meadow is open at the moment as we have tried to avoid introducing lots of fences. We have the option to install ditches if we need to stop people using the area south of the meadow. This would add biodiversity value and avoid impacting on the visual amenity of the space. (Note that the area south of the meadow is reed beds & boardwalks).
283	The wayfinding and signage strategy – when can we see this?	No, there is a footpath down the centre line of the avenue of trees that connects with the existing path network within Havant Thicket. We removed footpaths below the avenue to discourage people walking through the meadow.
284	Our concern is the design of the VC, and most of the NW corner, is no longer putting nature first. The area should be the best in can be, for our local wildlife, whilst providing public access. The new design makes access and open/play areas the priority, nature/wildlife is at most second priority if not lower. A lot of the presentation was spent with the designers/experts countering any suggested changes, and I think this was the underlying purpose of the presentation. Otherwise, it was similar to the first meeting. As per the first meeting, we raised concerns over opening hours and nighttime lighting. We have previously said nature friendly lighting should be implemented throughout and only if needed. No lighting at all should be the target/goal, to restore the area to its original dark sky condition. The designers suggested to recreate 'The Avenue' with 2 rows of London Plane trees adjacent to the FE east-west path. This sums up how out of touch this project is with the area and nature recovery goals. Any new trees must be UK native, preferably selected for biodiversity. We have an opportunity to improve this area for wildlife an increase biodiversity. This should remain the number one priority in our view.	This will be captured with the submission of the reservoir site Site Management Plan
285	As described in the focus groups the express intention of the design is to give priority both to the thriving of flora and fauna and to public amenity: we believe both can be delivered with our proposed design. One example would be having the visitor centre on water, which the qualified ecological consultants we have taken advice from have objectively demonstrated creates less disturbance for birds. Another is the introduction of reed beds into the project, as a new way of supporting and increasing bio-diversity. There is the use of low embodied carbon building materials. Lighting will be designed to be of minimal disturbance, but we must maintain the safety of building users: this is a legal duty. The species to be used for the New Avenue of trees is being reappraised.	

286	<p>We have expert advice which conflicts with that given by Dr Amanda Flint of Middlemarch. Our advice remains that if the VC were located on land by the water, it would cause less disturbance to wildlife. Being out in the water with terraces on 3 sides is a worse case scenario, creating disturbance over a much wider area. The argument about needing fencing and overnight lighting, disturbing bats, glow-worms and nightjars, if the VC were on land, does not hold. It should be possible to build in strong security features to the VC so that fencing and overnight lighting are not needed. This compartment of the Wetland was expected to be the richest in biodiversity given greater water depth and the planned mounds behind other compartments. However, given the level of disturbance it is expected that only the boldest bird species will come near. It is appreciated that there has to be a balance between creating human interest and ecology. However, this design will restrict the range of species that visitors can view, limiting interest. We agree that any lighting, if used, should be subdued and downward facing. However we continue to be opposed to any use of the VC after dark, to prevent lighting and noise disturbance effecting nocturnal wildlife. If the VC is used after dark, there should be no access to the terraces which will greatly increase the disturbance level. It is appreciated the Opening Hours and Event Management Plan will be considered at a later date. The designers anticipate that the drawbridge, when up, will provide the VC with complete security, as has been the case at 2 other centres. However, given a population with a high level of deprivation, close by, there is potential for individuals to try to reach the VC by small inflatable boat/paddleboard etc. as well as to attempt to swim out to it, posing a risk to life. We were told that there is no plan to light the site at night, when not in use, which is good ecologically. However lighting may become necessary for purposes of health and safety, for the reasons given. Since our last comment, it has been pointed out that the space allocated in the Hub building, for ground maintenance equipment, indoor workshop, workers and volunteers (who might need to shower and change) is extremely inadequate. This was originally to have been located in the Control House building. Equipment alone can take up a lot of space e.g. mowers (including sit-on ones), strimmers, chainsaws, bird and bat boxes, fuel and other equipment. The Hub needs to be significantly bigger to allow adequate space to accommodate everything. The use of sustainable materials in the Visitor Centre design is welcomed. However it is not thought that wooden shingles will last long as outside cladding, and more robust material is needed here. We remain concerned that the Visitor centre as located will detract from the biodiversity of the Wetland. The Wetland is to help compensate for loss of biodiversity caused by the reservoir. We disagree with Middlemarch that the benefit provided by the Wetland can be ignored, because it does not exist yet. We need the Wetland to maximise opportunities for biodiversity in future.</p>	<p>Regarding the advice you mention, no objective scientific evidence has been brought forward to suggest why ecological consultants Middlemarch's clear and objective assessment method is any way not valid. We would respectfully reassert the primacy of accredited assessors using industry standard methods to develop robust findings. These have demonstrated that the on-water location for the visitor clearly causes less distrubrance. On land visitor centres, when they are on wider sites which are open overnight, habitually use fencing and security lighting: these are indeed 'strong security features' but at the cost of negative impact on wildlife, and we want to avoid this. We would suggest each individual wetland compartment is not in 'competition' but working together to provide an incredibly varied and rich environment, so we would not say that any one compartment is more important than any other. The compartment you refer to is also not the deepest. We do not agree that only the boldest bird species will come near. We must uphold public safety, for instance at 4pm on a December evening it will be dark, and we must provide adequate lighting, but note too that the exact hours of operation are to be developed through the Site Management Plan. There is no evidence to suggest that people will attempt to access the visitor centre out of hours: this has not happened at the Attenborough Centre in Nottinghamshire, nor Brockholes in Lancashire, both on-water locations, over a combined 30 years of operation. The storage, volunteer and staff spaces are correctly sized. Oak shingles can last up to 100 years, and will be carefully detailed. Where we totally agree is in the assertion that we need to maximise opportuinties for biodiversity in future: and our design is absolutely dedicated to realise this ambition.</p>
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Havant Thicket Reservoir Visitor Centre Feedback

June 2026



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Background

Navigator



Project background



Portsmouth Water is progressing plans for a visitor centre (and associated facilities) at the Havant Thicket Reservoir.

As part of the planning application process, Portsmouth Water have conducted some initial research and stakeholder engagement. They now require more robust evidence to support the submission.

Objective: to understand customers/ residents' feedback on the proposed visitor centre (and associated facilities).

- Understand public reactions to the visual aspects of the visitor centre (and associated facilities)
- Gauge public preference for the location of the visitor centre
- Evaluate the proposed functions served by the visitor centre and the associated facilities

Methodology



Fieldwork dates: 1st – 19th May 2026

Local adult resident survey (n=106)

- 9x on-street intercept shifts across PO7, PO8, PO9 postcode areas
- Researchers recruited participants within the area, and asked them to complete the survey on the spot (via a tablet)
- Quotas based upon Portsmouth Water customer demographics

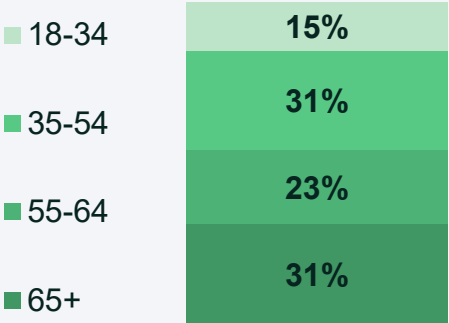
Student survey (n=196)

- Online survey, distributed to two local schools (Park Community School & Horndean Technical College)
- Students completed the survey without the presence of a researcher
- No quotas included for this group

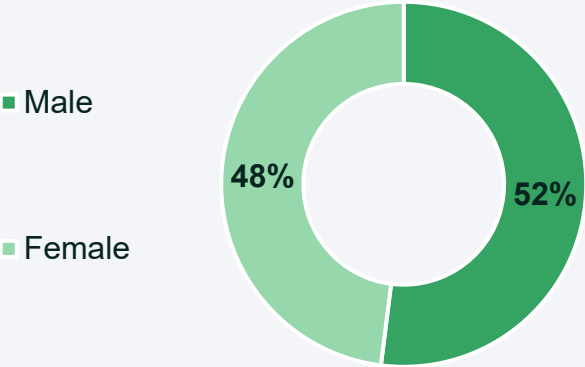
All participants had the option of entering a prize draw for an online voucher, upon completing the survey

Demographics: Local resident population

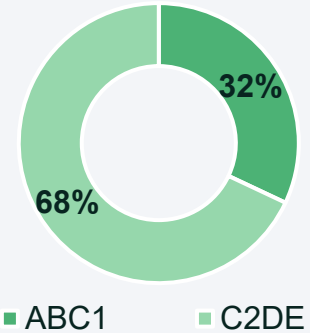
Age



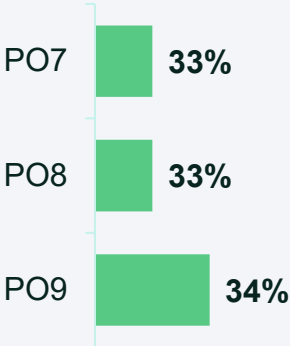
Gender



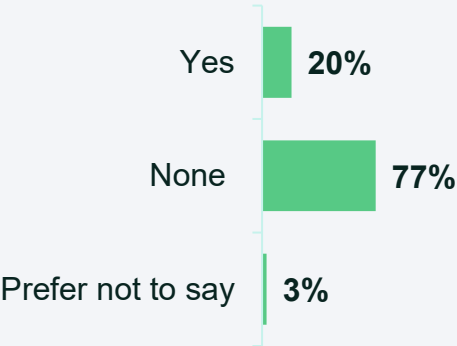
Social grade



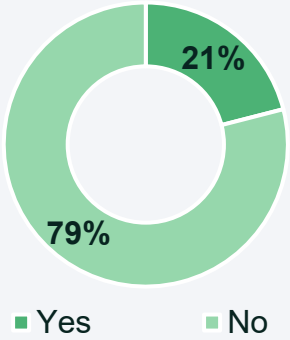
Location



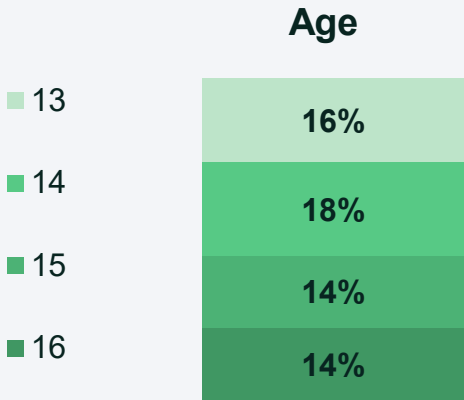
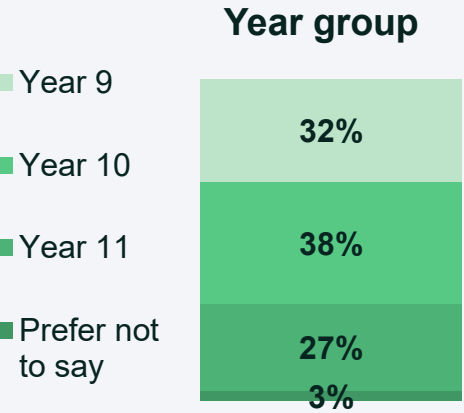
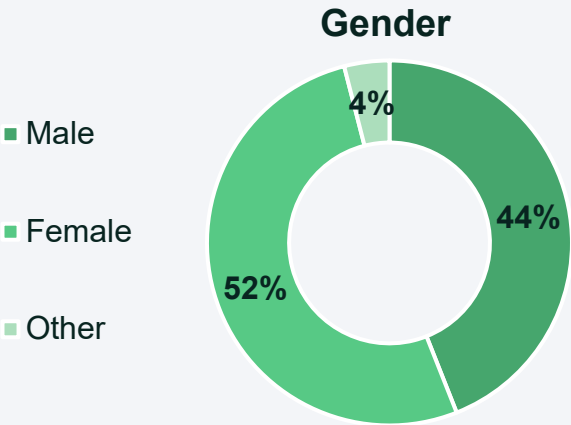
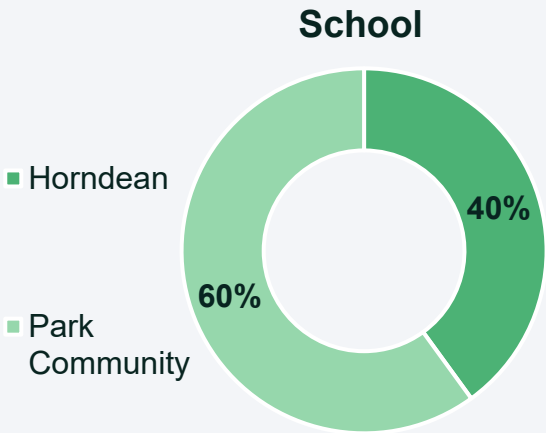
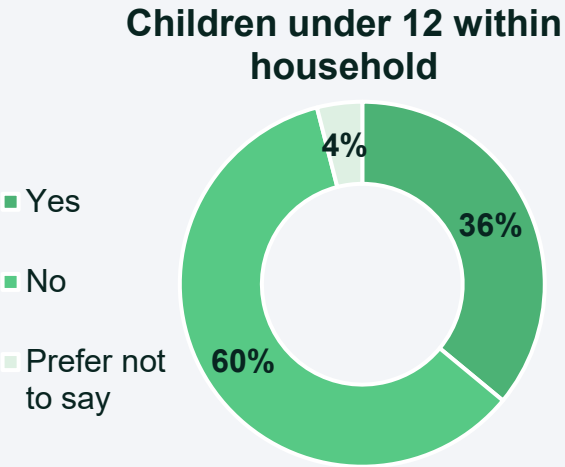
Vulnerability



Children under 12 within household



Demographics: Student population



Key findings

Navigator



Plans for the visitor centre receive overwhelming support across the community

Support for the proposed visitor centre is widespread across local residents and students, with very limited outright opposition. The plans are seen as a positive addition to the local area, particularly for wellbeing and outdoor activities.

There are mixed views about whether the site will impact wildlife, though this does not appear to impact their overall views on the visitor centre itself. Students are more concerned about the impact the site has on wildlife than the local residents.

Implications for Portsmouth Water

- Messaging should position the site as a community asset that supports relaxation, recreation and connection to nature.
- Engagement should focus on reassurance around the impact on wildlife and the local benefits, particularly for students.



Support the plans overall, with only 3% opposed.



Estimated to visit, once the site is complete



Agree the site would make the area more attractive to visit.

- Positive reactions to the site are rooted in improving the community, wellbeing and their attachment to nature.
- Existing engagement with the site / surrounding area is already strong, with 63% having previously visited the area.

The proposed amenities are seen as highly important and beneficial to the local area

Walking and cycling routes and café facilities emerge as the strongest priorities across both local residents and students.

Students hold slightly more tempered views towards some amenities, though remain overall positive. They also have mixed views on where the visitor centre should be located, compared with local residents, of whom 4 in 5 prefer the proposed location.

Implications for Portsmouth Water

- Planning submissions should keep the proposed location. Only a very small number want it on land instead.
- Messaging aimed at students may benefit from focusing more on the social and outdoor uses and reassuring them on the impact of the visitor centre's location on wildlife.



Believe the site would work well as a place to relax.



Prefer the proposed location of the visitor centre.



View walking / cycling routes as important for the visitor centre, the top ranked amenity proposed.

- 90% like the proposed exterior design, while 92% like the interior design.
- Visual concepts for the bird hide (81%) and café (80%) are also well received.

Customer context

Navigator



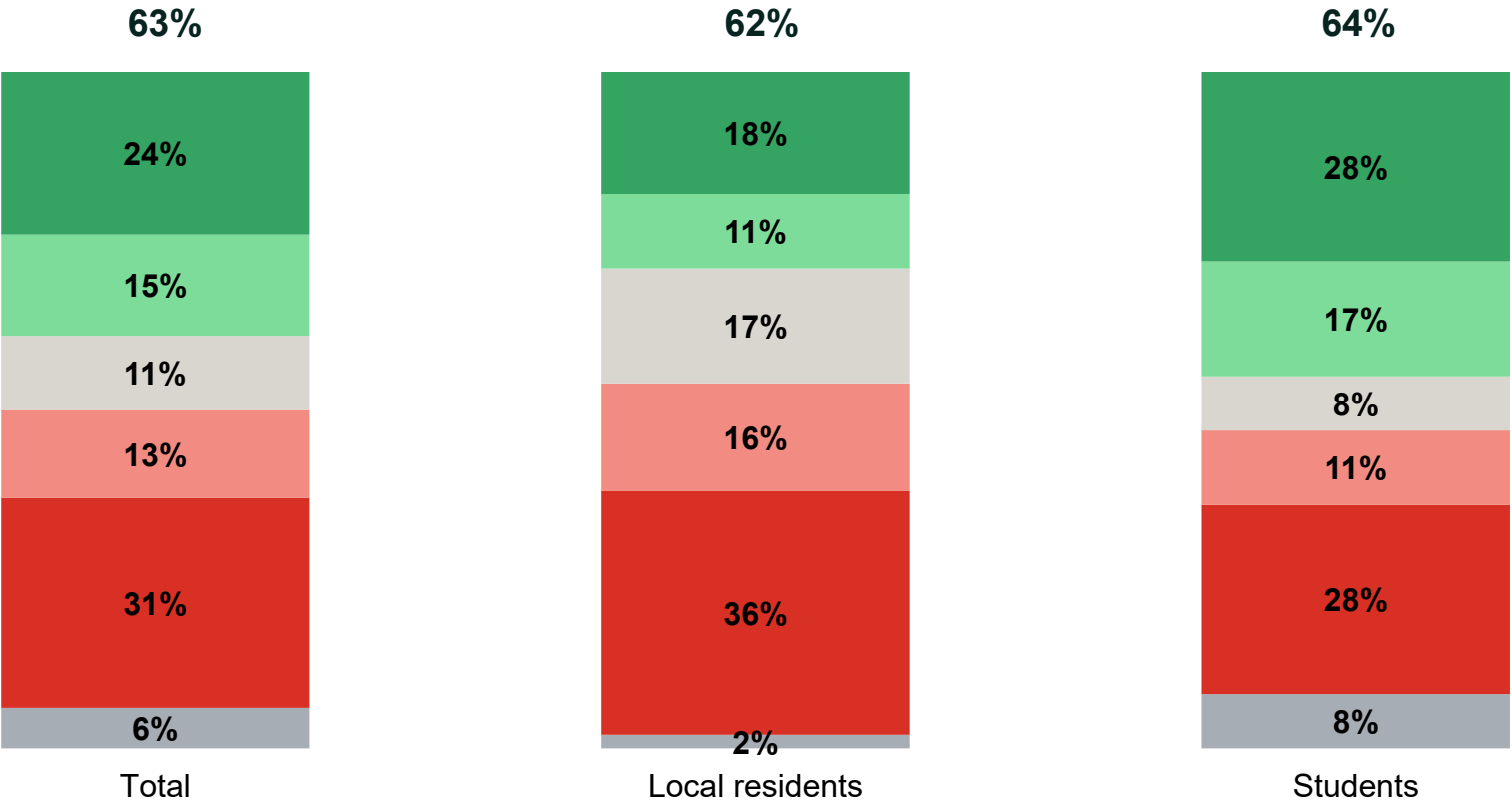
The HTR site has a strong base of existing engagement

Students are more likely than local residents to have visited the site in the last 6 months.. 3 in 10 respondents have never visited, highlighting an opportunity for the visitor centre to broaden awareness and attract new audiences.

Last time visited the site | Total

Net: Have ever visited

- In the last month
- In the last 6 months
- In the last year
- More than a year ago
- I have never visited
- Don't know

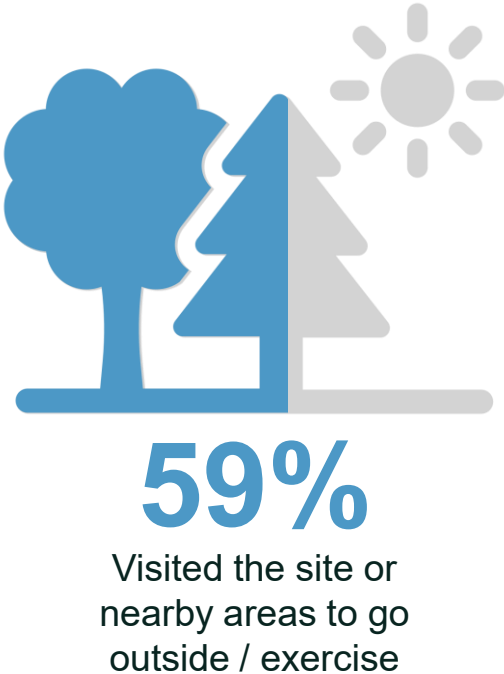


Q3: When was the last time you visited the Havant Thicket Reservoir site, which is located between Leigh Park in Havant and Rowlands Castle, or nearby surrounding areas such as Havant Thicket woodland or Staunton Country Park?
Base: All respondents (302) Adult (106) Student (196)

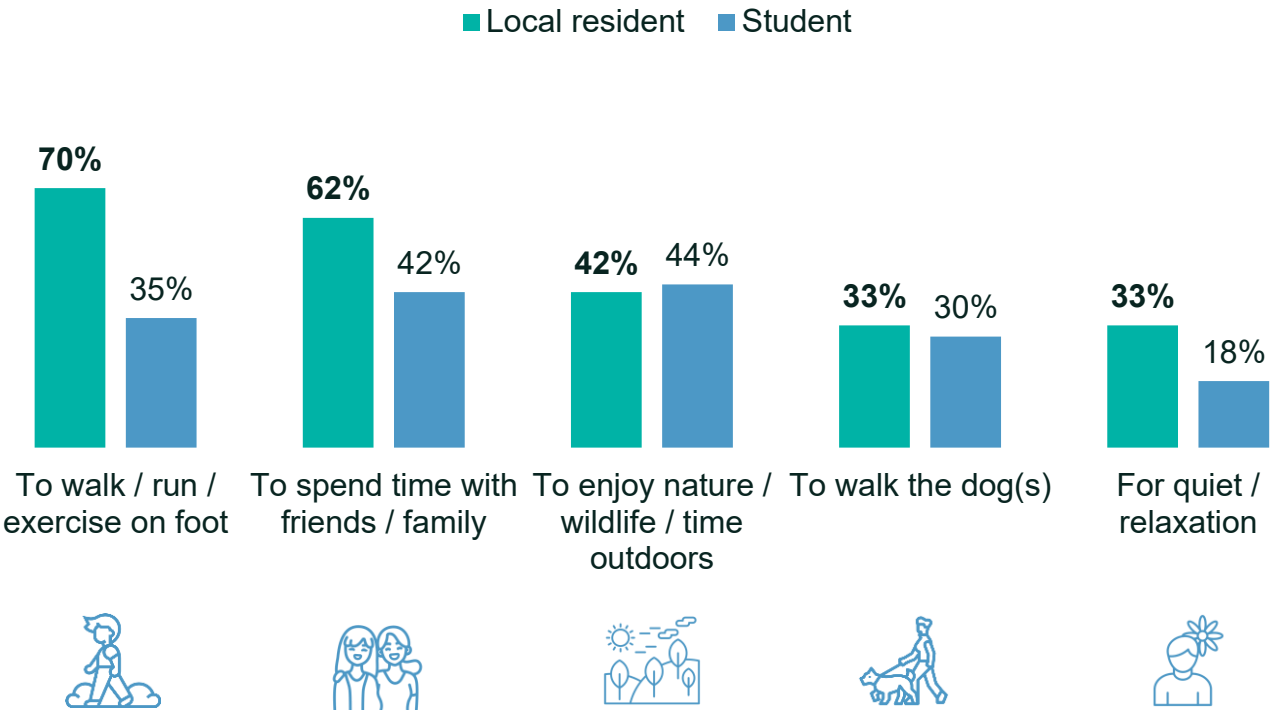
Among previous visitors, the site is primarily valued as an outdoor space where they can exercise.

Currently, visits are driven by outdoor and wellbeing focused activities, particularly local residents. Relaxation is a less prominent reason for previous visits amongst students.

Reasons for visit | All who previously visited the site / nearby area



Top 5 reasons for visiting:

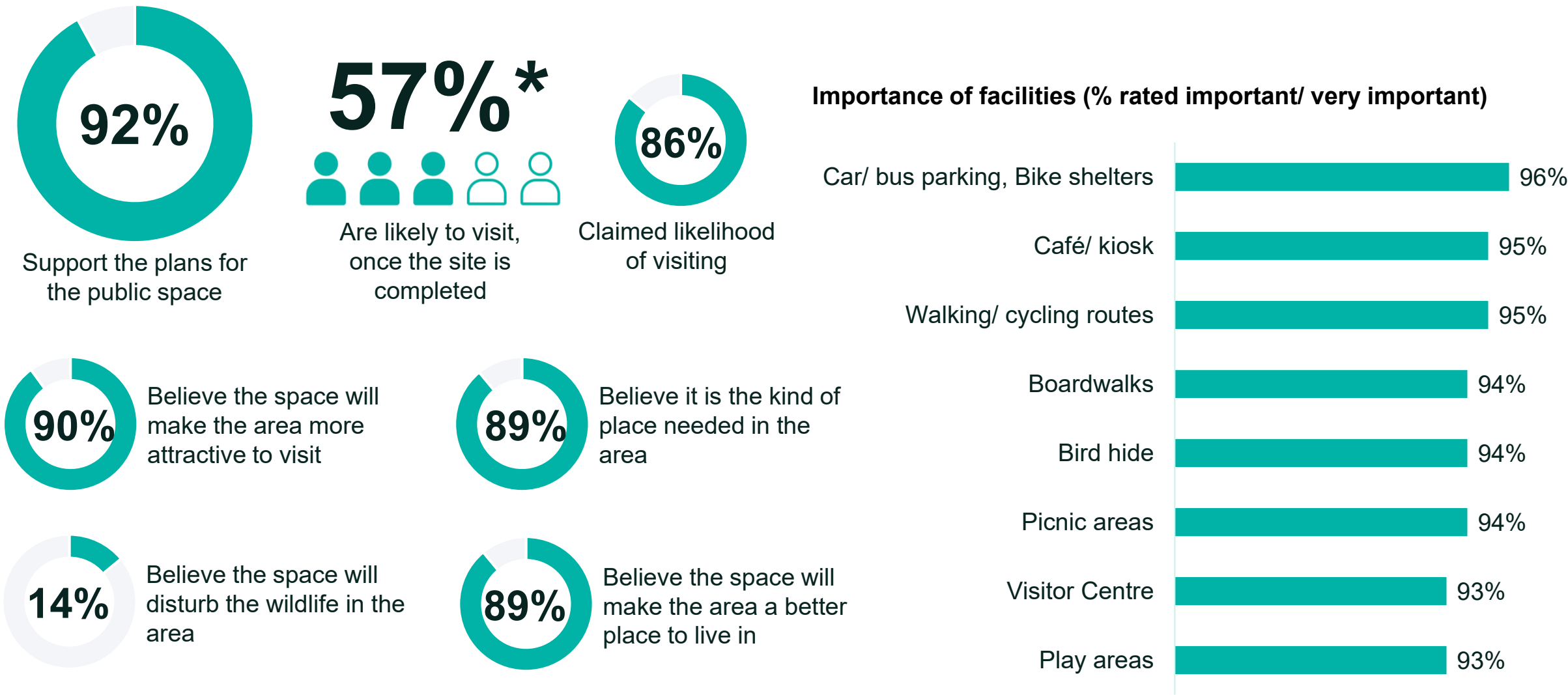


Overall sentiment

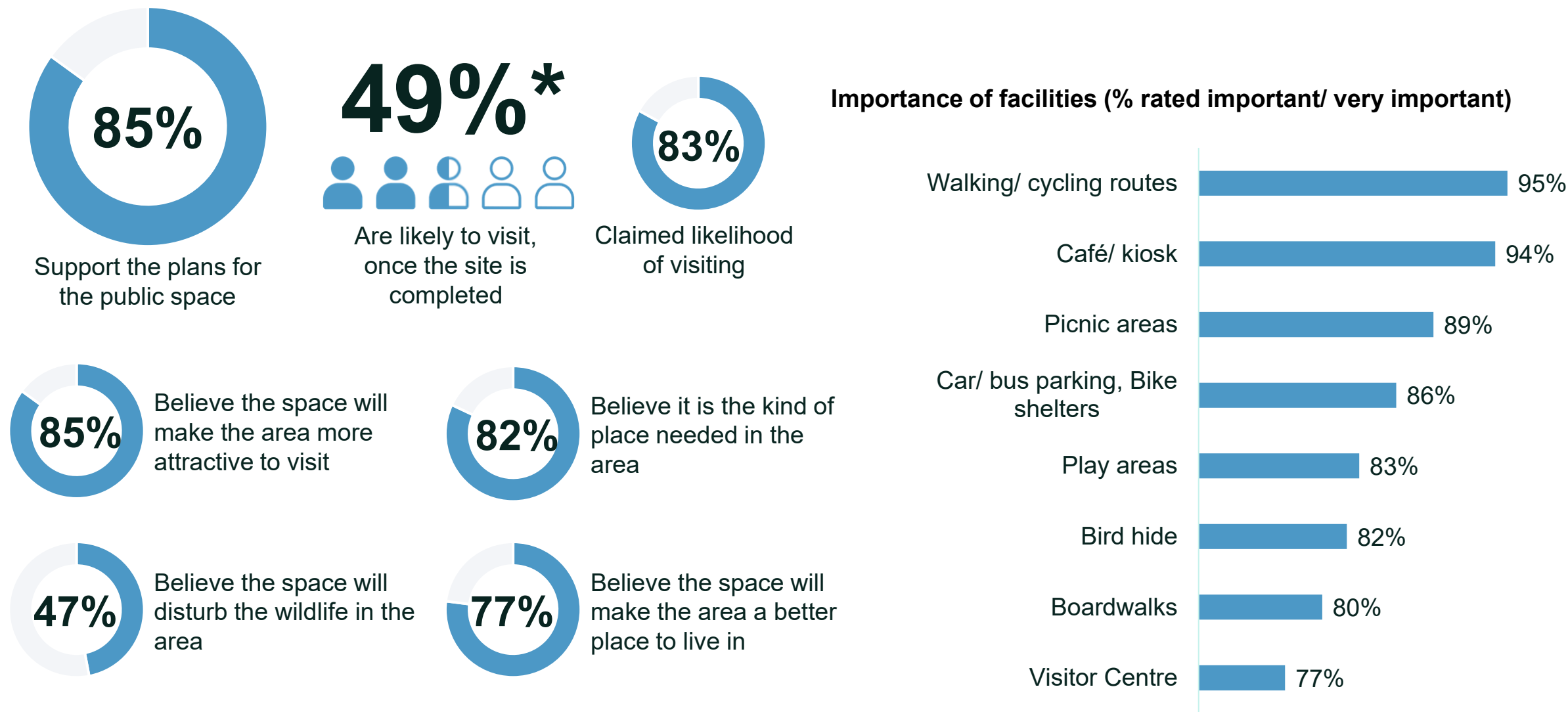
Navigator



Summary of local resident sentiment toward HTR visitor centre



Summary of student sentiment toward HTR visitor centre

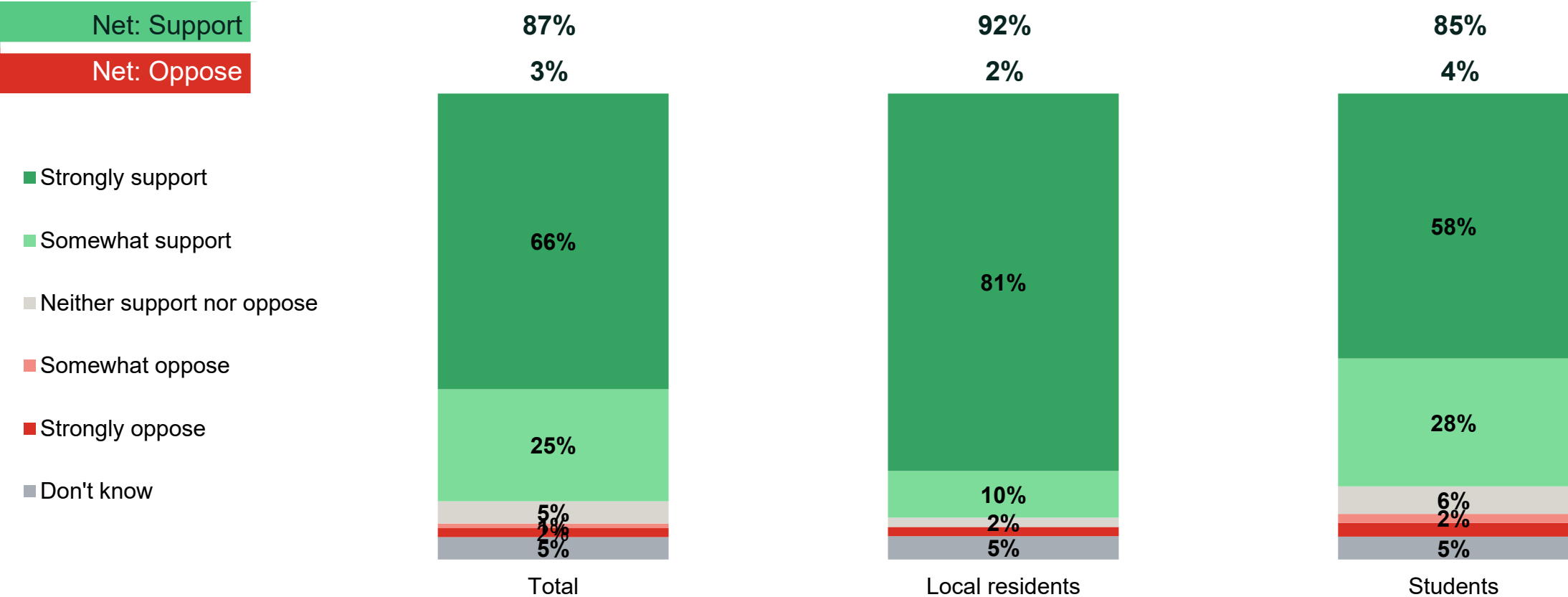


Q5, Q17, Q12, Q16, Q7 *Estimated proportion of visitors is calculated by taking 80% of those stating 'very likely', and combining with 20% of those stating 'quite likely'.
Base: Student respondents (196)

Plans for the visitor centre have overwhelming support across the community.

Conversely, there is minimal outright opposition to the visitor centre plans.

Support for plans | Total



Support for the visitor centre is rooted in wellbeing and connection to nature.

Supporters commonly describe the plans as an opportunity to build a public space that will help people engage more closely with nature and provide outdoor activities. 1 in 10 responses mention the idea that the visitor centre will encourage people to go out in nature.

Reasons for supporting plans | Total



*"It would be a good **place to relax** and it looks quite pleasant. It would also just be a good place for **picnics** and getting out."*
Student

*"Kids need a place **to see wildlife and get off their phones**, [it would] be great for family bonding."*
Local resident

*"We need to **get back to nature and a calm place to escape for a while** from the doom and gloom. Nature heals us."*
Local resident

*"Anything that gets **people to enjoy and respect nature** is a good thing."*
Local resident

*"This space can cater for the needs of both **wildlife and humans** of all ages whilst providing a **relaxing** environment."*
Student

*"The plan seems **solid and beneficial to everyone**; it'll protect the rivers and conserve water, and the public space provides an area for families and friend to get together."*
Student

Opposition towards the visitor centre focuses on the impact on wildlife, and the effects of ongoing construction on local residents.

A total of 10/302 respondents oppose the plans for the Visitor Centre.

Reasons for opposing plans | Total

The construction of the reservoir has had a negative impact on the local area

"It destroyed the upper avenue at Staunton Country park which removed the habitat of multiple at risk species of bat, newt, butterflies and birds. Along with this it cut off a large chunk of the country park, this along with many other reasons such as light pollution, sound pollution and littering from guests visiting the reservoir."

Student

"[I] live near and think there will be too much building and activities should leave it to the wildlife. [I'm a] Member of the wildlife trust."

Local resident

"I used to live opposite the construction site and all the animals that lost their homes due to the reservoir came into our houses. E.g.- mice and rats."

Student

The reservoir is unnecessary

"They take and don't give back We pay for it at the end of the day. Shareholders that's all they care about."

Local resident

"[I] Don't think we need it."

Student

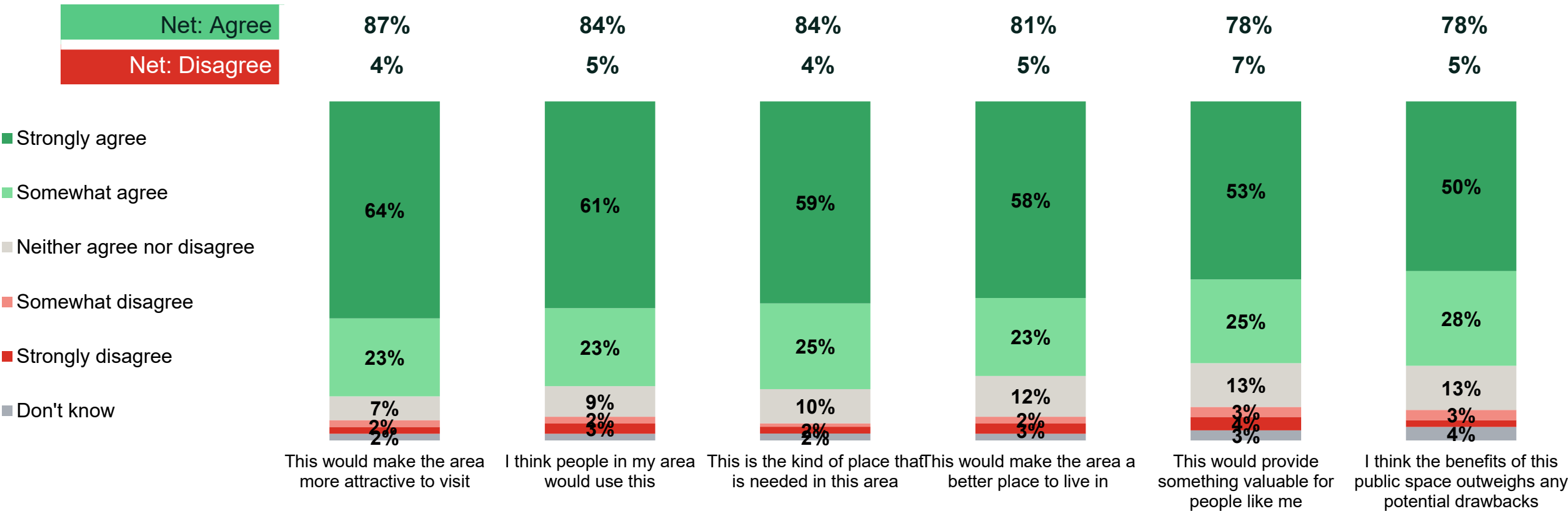
"I do not believe that this reservoir will bring any more encouragement for tourists or the general public, especially as we already have something as historic as Staunton Country Park."

Student

The visitor centre is viewed as a valuable addition to the local area.

Respondents see the space as something that would make the area more attractive, better to live in and more useful for the community.

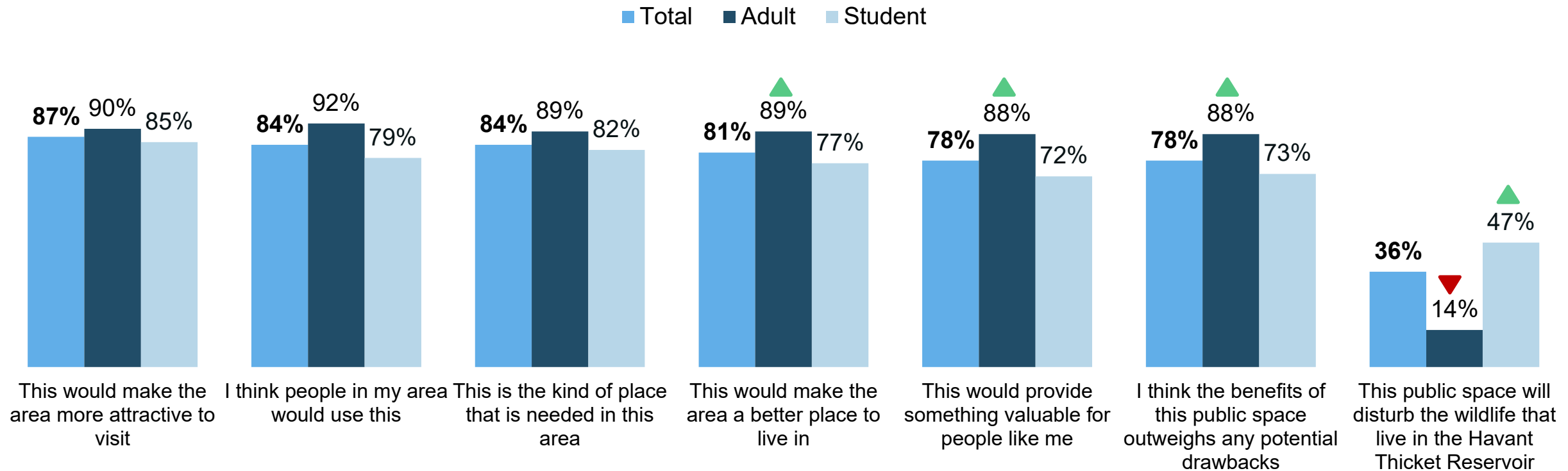
Impression of facilities | Total



The visitor centre (and associated recreational facilities) are viewed positively among both residents and students.

However almost 1 in 2 students are concerned about the impact on wildlife.

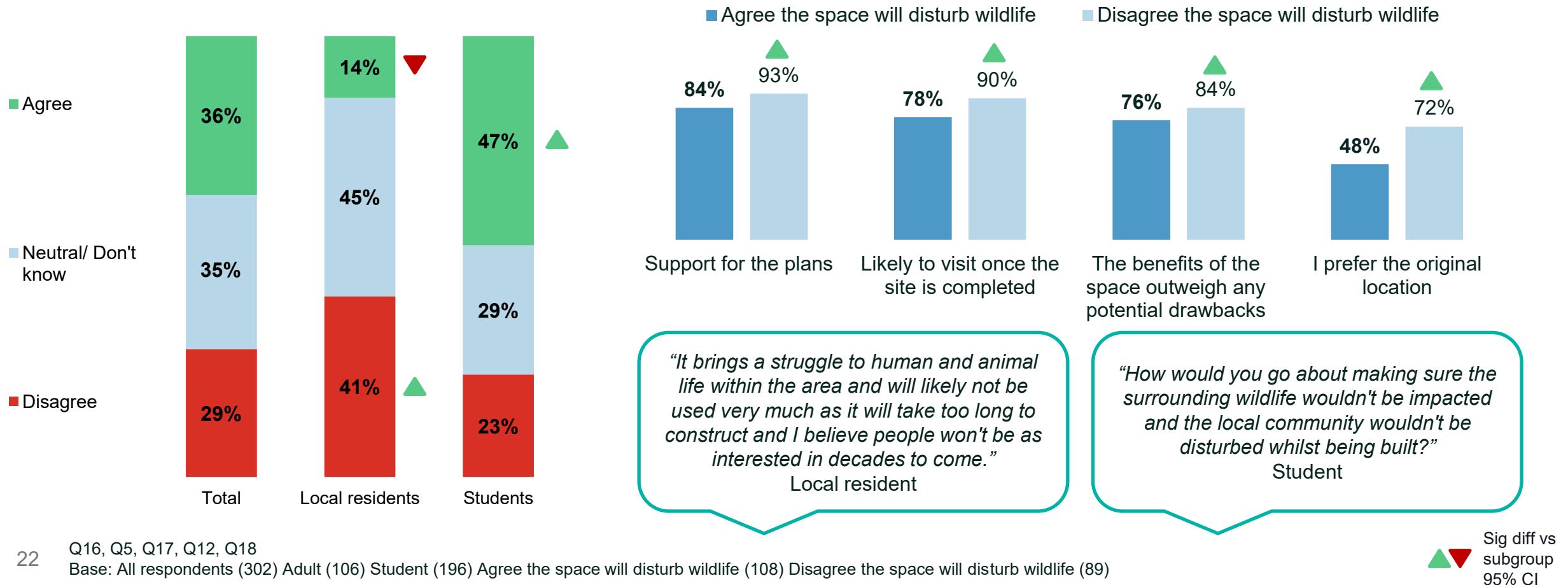
Impression of facilities (% agree/strongly agree) | Local residents vs students



Students are driving the mixed views as to whether the visitor centre will disturb native wildlife.

While there is some level of concern about potential impacts on wildlife, this does not materially weaken overall support for the visitor centre plans - this group remain overall supportive of the plans and likely to visit.

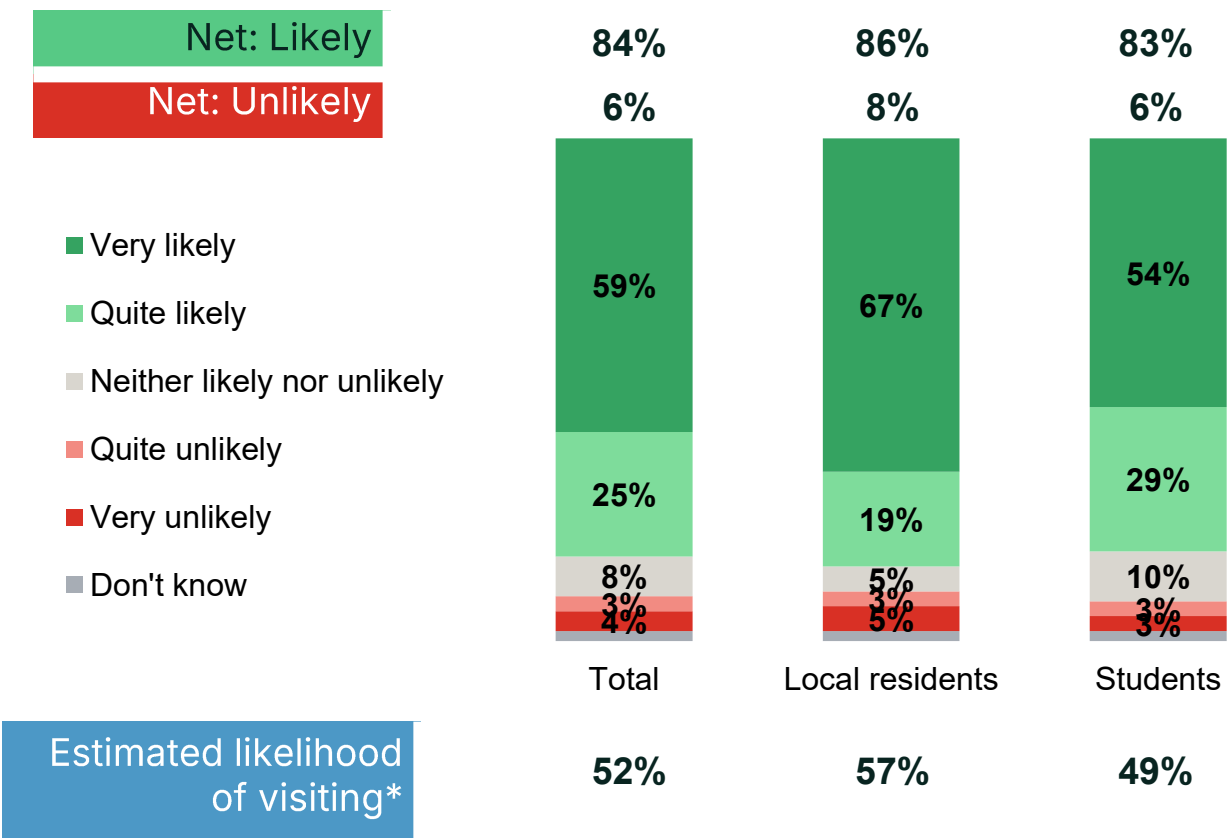
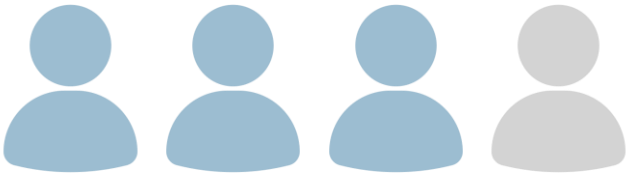
Deep dive: 'This public space will disturb the wildlife' | Total



The visitor centre is expected to attract strong levels of local use.

Many of those who have not visited the area before say they would be likely to visit the site once it is completed.

Claimed likelihood of visiting the site | Total



3 in 4

Of those who have never visited the site before claimed to be likely to visit the visitor centre

*41% estimated likelihood among this subgroup**

Q17: Based on the plans for Havant Thicket Reservoir we shared today, how likely would you be to visit the site once it is completed?
Base: All respondents (302) Adult (106) Student (196) All who have never visited site before (93)
*Estimated proportion of visitors is calculated by taking 80% of those stating 'very likely', and combining with 20% of those stating 'quite likely'

Questions raised tend to focus on the delivery of the site, rather than opposition to the plans.

Open ended feedback largely focuses on how the visitor centre will operate once its open, with respondents wanting clarity on the wildlife impacts, parking arrangements and timeline for opening. There is also appetite for the site to encourage exercise.

Open end feedback | Total

What impact will the site have on wildlife?

- Respondents would like further detail on the impacts on wildlife, including whether there will be areas of undisturbed land to preserve existing habitats.

When will it open?

- Having seen the plans in detail, respondents want to know when they can expect the visitor centre to open.

Will there be a car parking charge?

- There is some concern about the visitor centre having expensive car parking fees.
- Respondents would like the car park to be free / affordable for them to visit multiple times.

Will there be cycle routes?

- Some would like to see cycling encouraged, to add more activities to the area, e.g. mountain bike trails.
- Others suggest offering a bike rental scheme, and bike lock ups to encourage visitors to cycle.

Evaluation of amenities

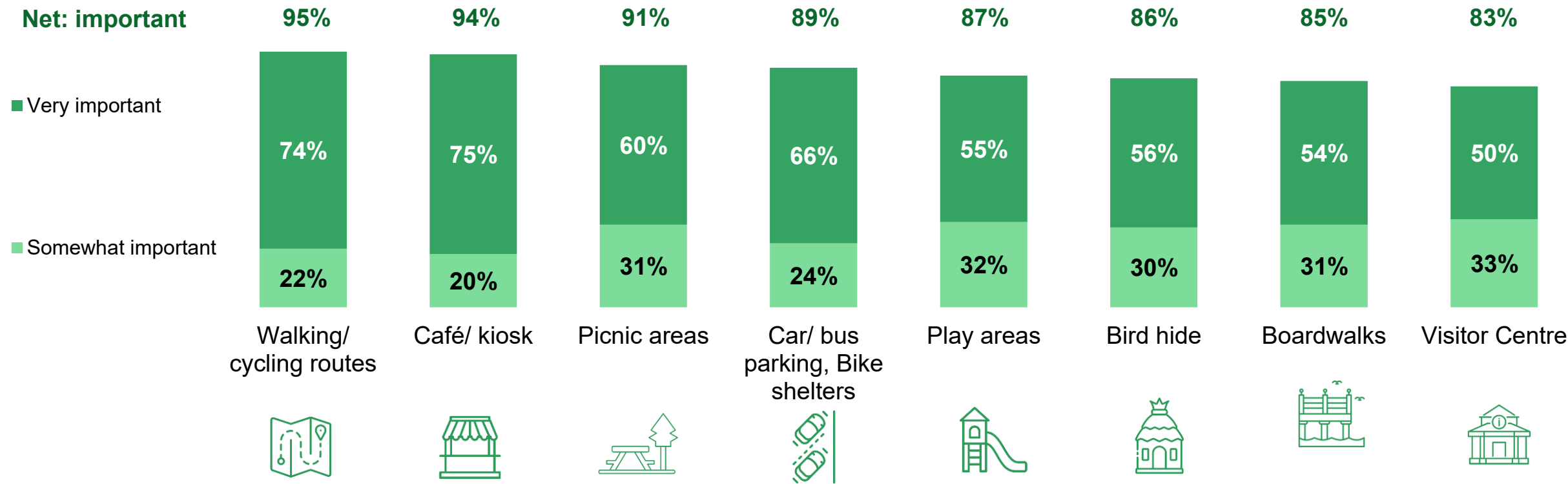
Navigator



Support is very high across all proposed facilities.

Outdoor facilities (e.g. walking routes, café/kiosks and picnic area) emerge as the strongest priorities for the local community.

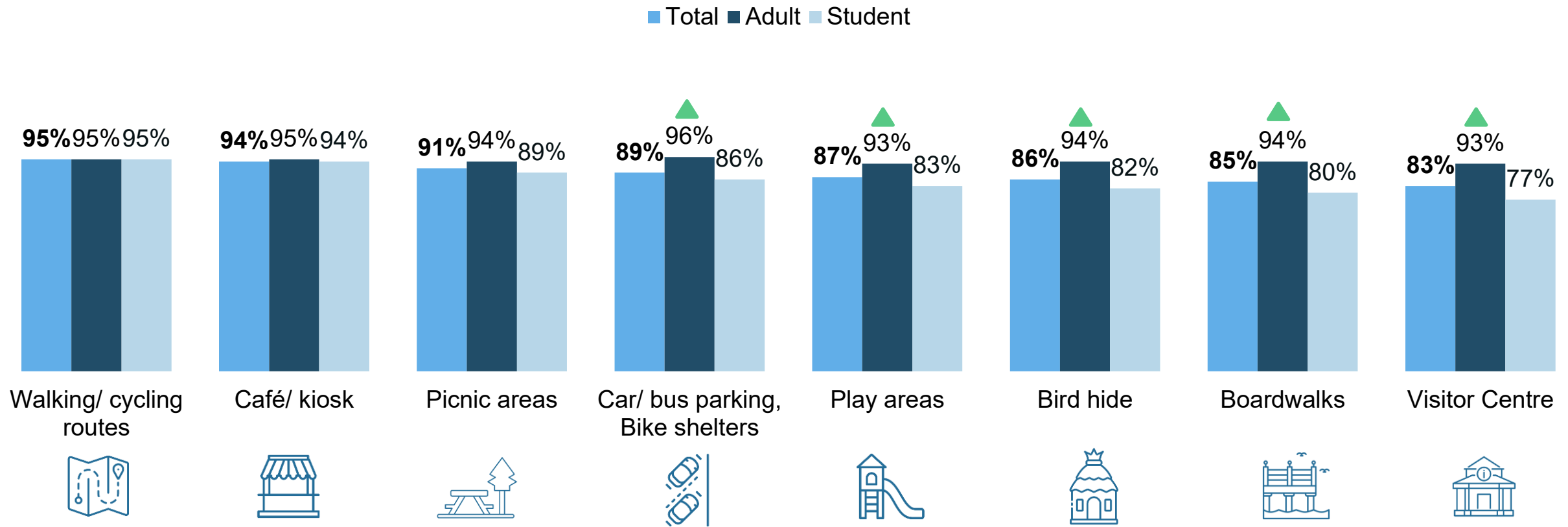
Importance of facilities | Total



The proposed facilities are widely viewed as important across both local resident and student groups.

However, parking, play areas, bird hide, boardwalks and visitor centres are less likely to be deemed as important by students compared to adults, but nevertheless most students agree that these facilities are important.

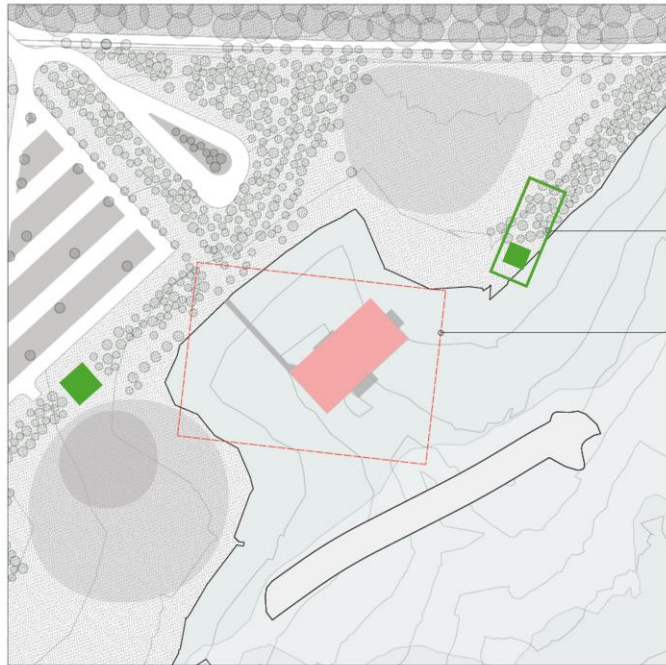
Importance of facilities (% rated important/ very important) | Local residents vs students



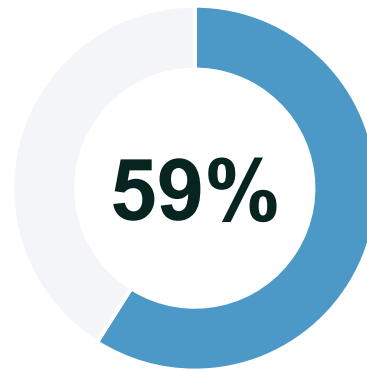
Over a half prefer the proposed visitor centre location - this jumps to 4 in 5 among local residents.

Visual appeal and good views are the key reasons cited for preference.

Visitor Centre Evaluation – Support for Proposed location | Total



Proposed location



prefer the proposed location

Local residents: 80% ▲

Students: 47%

Reasons for preference of proposed locations (coded from verbatim)

n=178

It will look better 25%

All locations look good 13%

Better views 10%

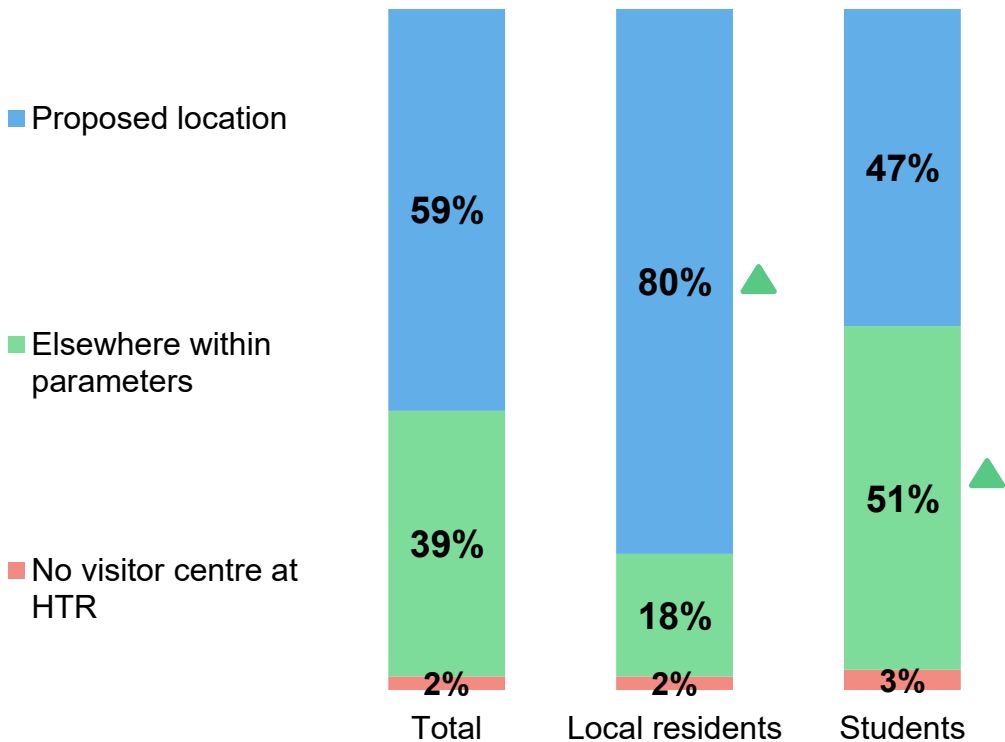
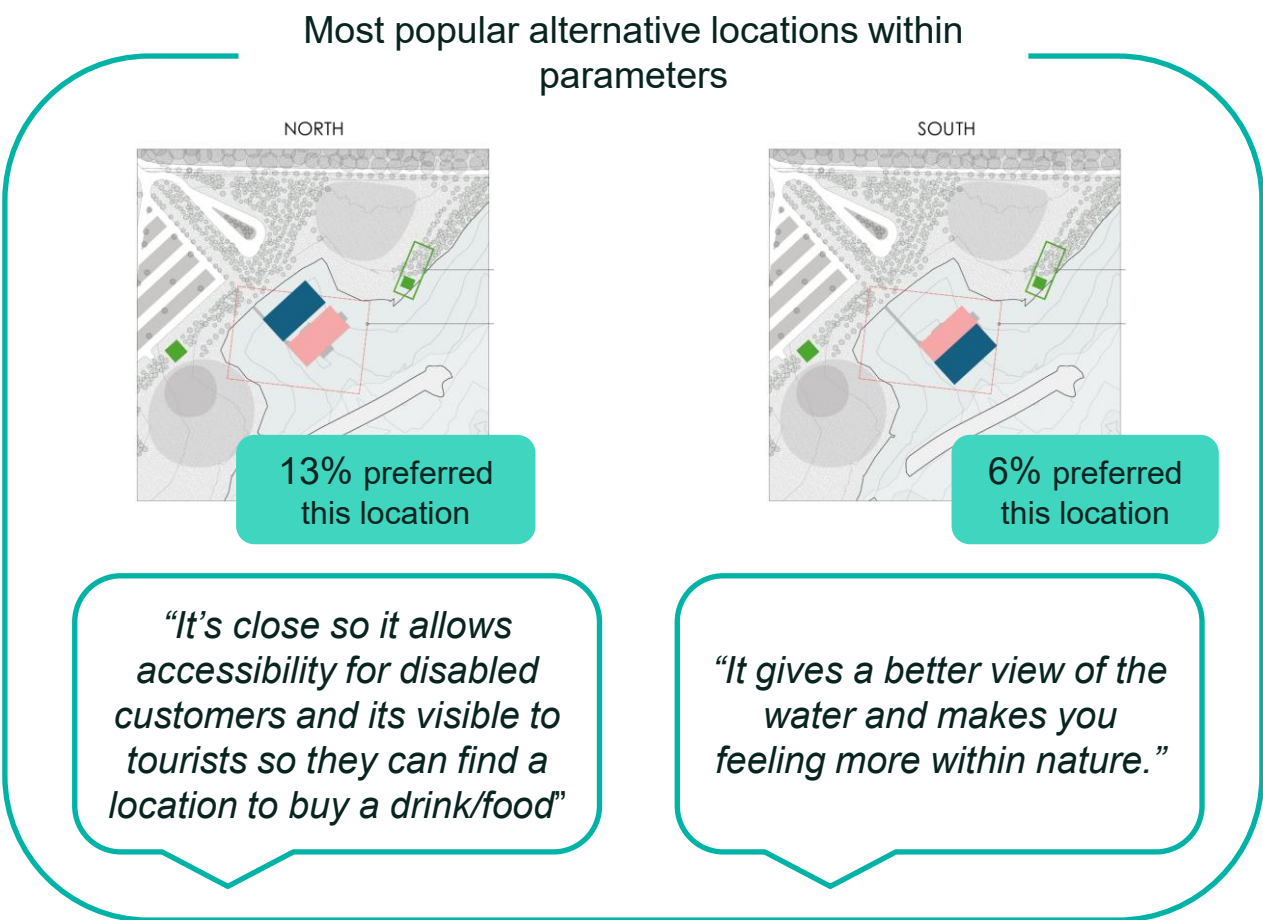
"It looks like you would get a good all-round view."

About 2 in 5 would like to see the Visitor Centre placed elsewhere – Navigator

mainly driven by students.

A small minority would prefer if the Visitor centre was closer to land for accessibility purposes, while a handful prefer to have the visitor centre slightly further away from land as they believe it would give allow a better view of the water/ more immersion in nature.

Visitor Centre Evaluation - Location | Total



The exterior and interior designs of the visitor centre are universally well received. Navigator

Visitor Centre Evaluation - Visual | Total



	Adults	Students
Like	93%	89%
Dislike	3%	9% ▲



	Adults	Students
Like	91%	93%
Dislike	7%	3%

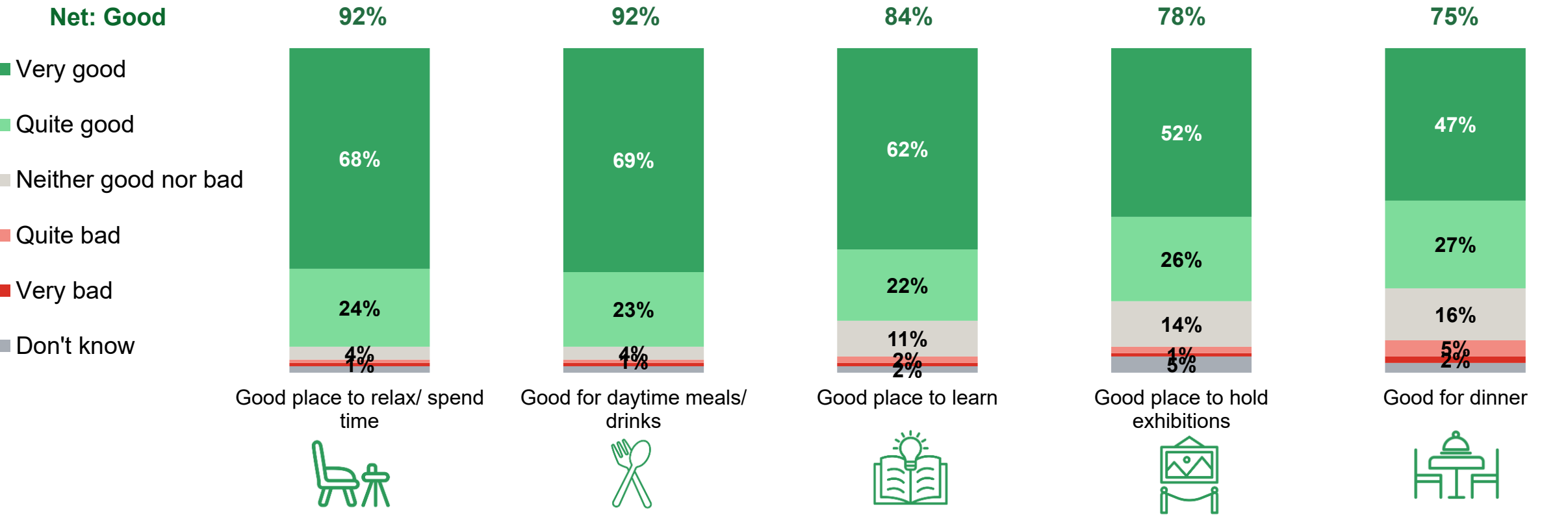
Q8: Based on the image, how much do you like the design of the visitor centre building? Q9. Based on the image, how much do you like the inside of the visitor centre?
Base: All respondents (302) Adult (106) Student (196)

No subgroup differences

Visitor centre concept is seen to be capable of supporting a wide range of uses.

Relaxation and daytime meals are seen as the most natural fit for the visitor centre, while still performing strong across educational and evening functions, particularly amongst local adult residents.

Evaluation of the visitor centre - Function | Total



Students are more likely to have more tempered views on the visitor centre’s potential functions than local residents.

Students are more likely to feel neutral towards the learning and dinner related functions than adults.

Evaluation of the visitor centre functions | Local residents vs students

		Adult				Student			
		Total	% Very good	% Quite good	% Neutral	Total	% Very good	% Quite good	% Neutral
	Good place to relax/ spend time	95%	91%	5%	2%	90%	56% ▼	35% ▲	6%
	Good for daytime meals/ drinks	91%	86%	5%	5%	92%	59% ▼	33% ▲	4%
	Good place to learn	92% ▲	85%	8%	3%	79%	49% ▼	30% ▲	15% ▲
	Good place to hold exhibitions	84% ▲	76%	8%	8%	75%	39% ▼	36% ▲	17% ▲
	Good for dinner	89% ▲	74%	15%	3%	67%	33% ▼	34% ▲	23% ▲

The bird hide and kiosk visual concepts are also well received, though slightly less popular amongst the student participants.

Bird Hide and Kiosk Evaluation - Visual | Total



	Adults	Students
Like	91%	77% ▼
Dislike	2%	18% ▲



	Adults	Students
Like	92%	74% ▼
Dislike	4%	22% ▲

Thank you

Appendix

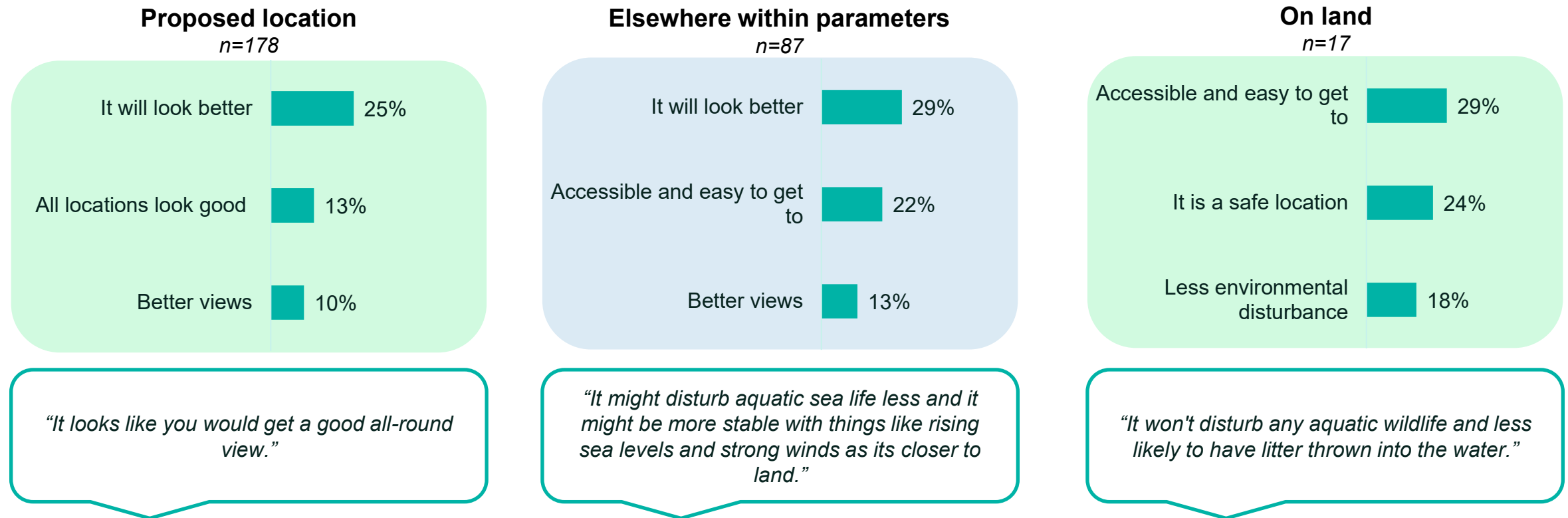
Navigator



Preferences for the location are shaped by differing views around accessibility, the view and environmental impact.

Supporters of the proposed location tend to value the visual setting and overall appeal, while those preferring the alternative locations more commonly cite practical access, safety and minimising disruption to wildlife.

Reason for preferred location of the visitor centre | Total

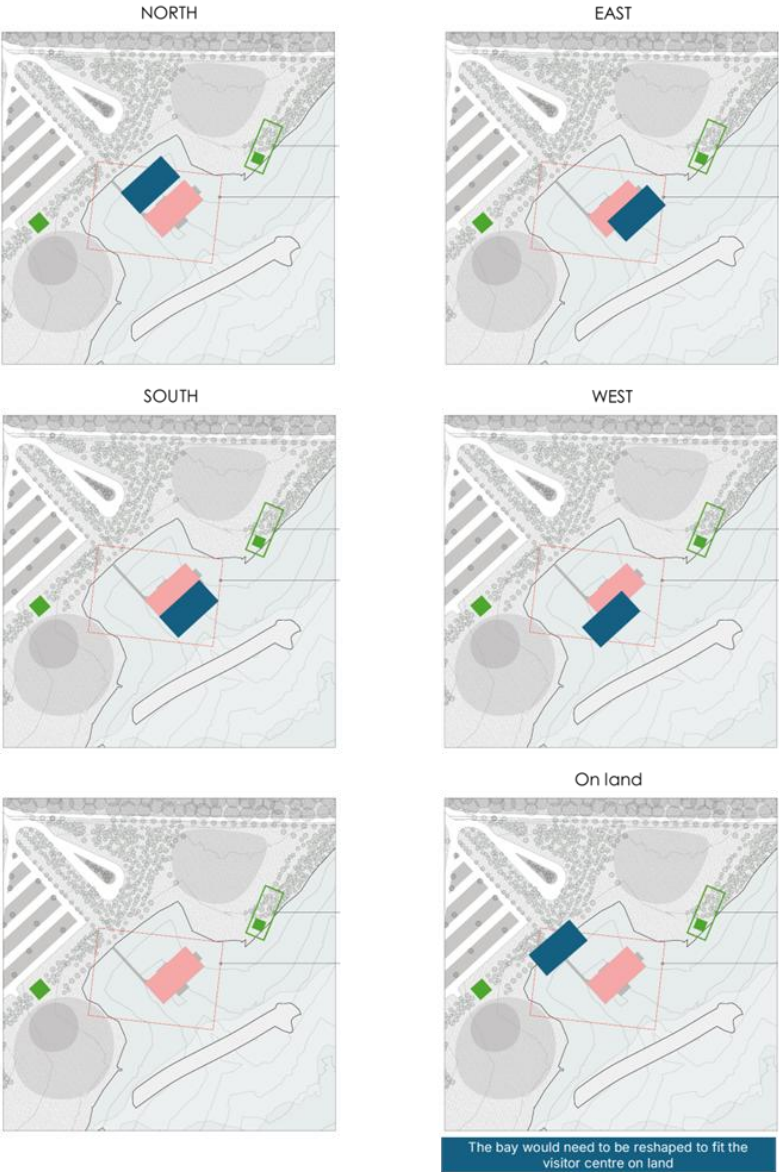


Stimulus for potential locations of the visitor centre.

Q12. The Visitor Centre could be built anywhere within the red box. Where do you think the visitor centre should be located?

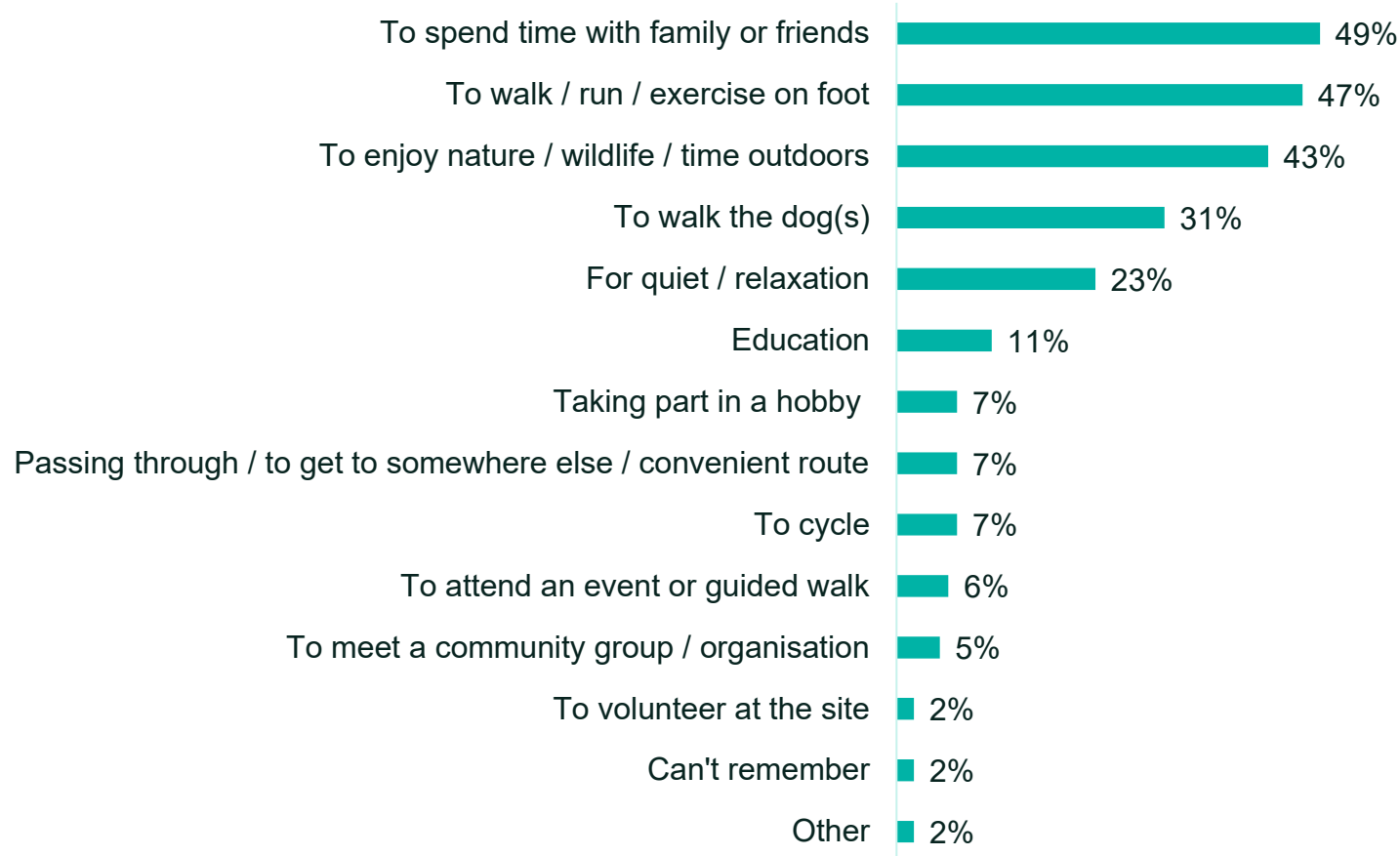
The red box shows where the Visitor Centre is currently planned to be built, while the blue box indicates alternative places where it could be built.

Further North
Further East
Further South
Further West
On land
I prefer the proposed location
Somewhere else (Please specify)
I don't want a visitor centre at Havant Thicket Reservoir



Existing engagement with the site and surrounding area is primarily driven by recreation, wellbeing and spending time outdoors.

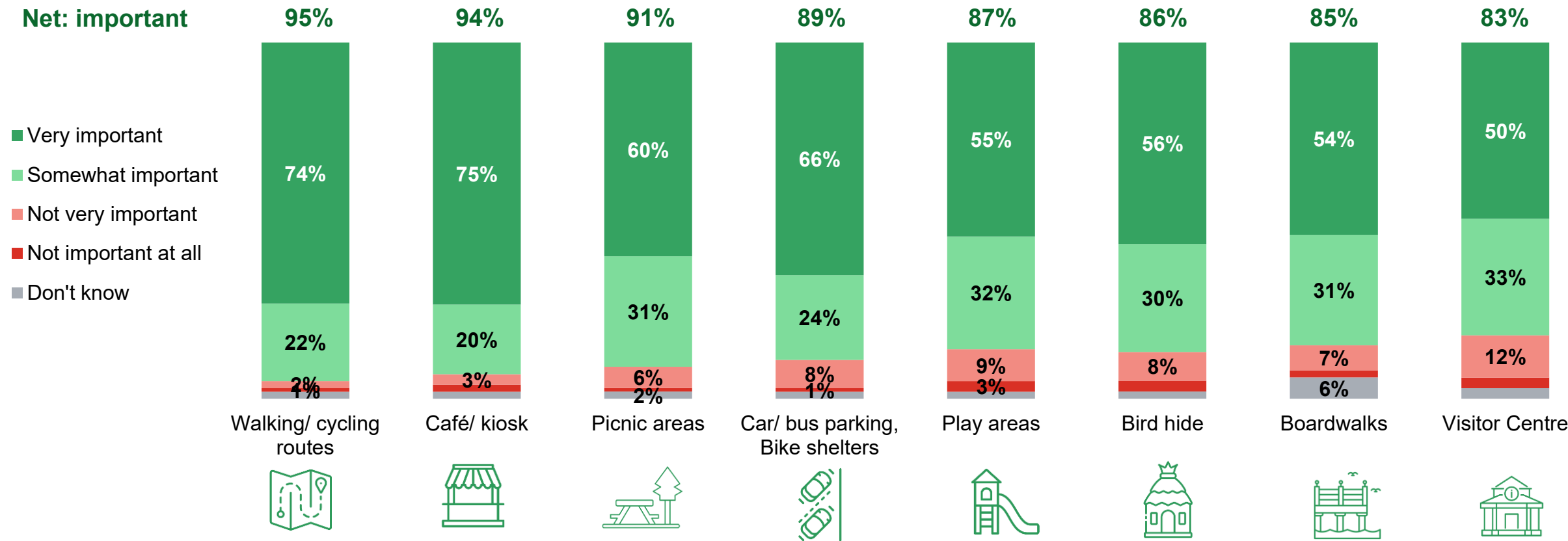
Reasons for visit | All who had previously visited the site or surrounding area



Support is very high across all proposed facilities.

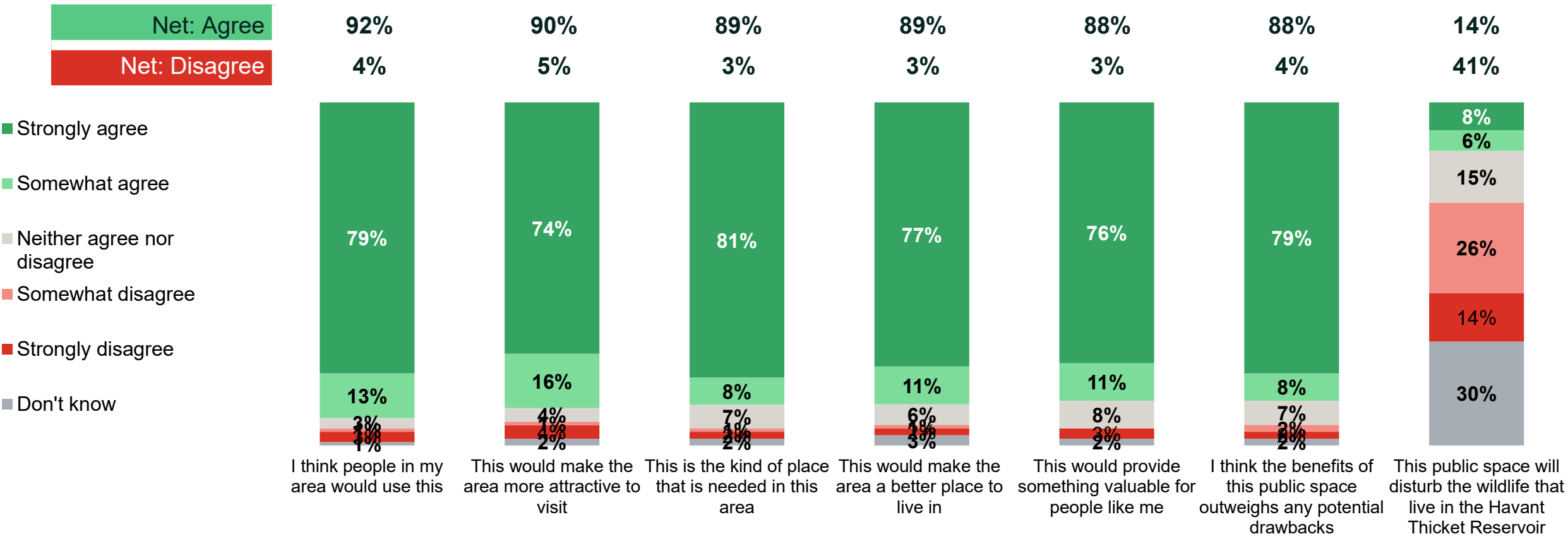
Outdoor facilities (e.g. walking routes, café/kiosks and picnic area) emerge as the strongest priorities for the local community.

Importance of facilities | Total



Local residents see the visitor centre as a valuable community asset, with wildlife concerns much more muted.

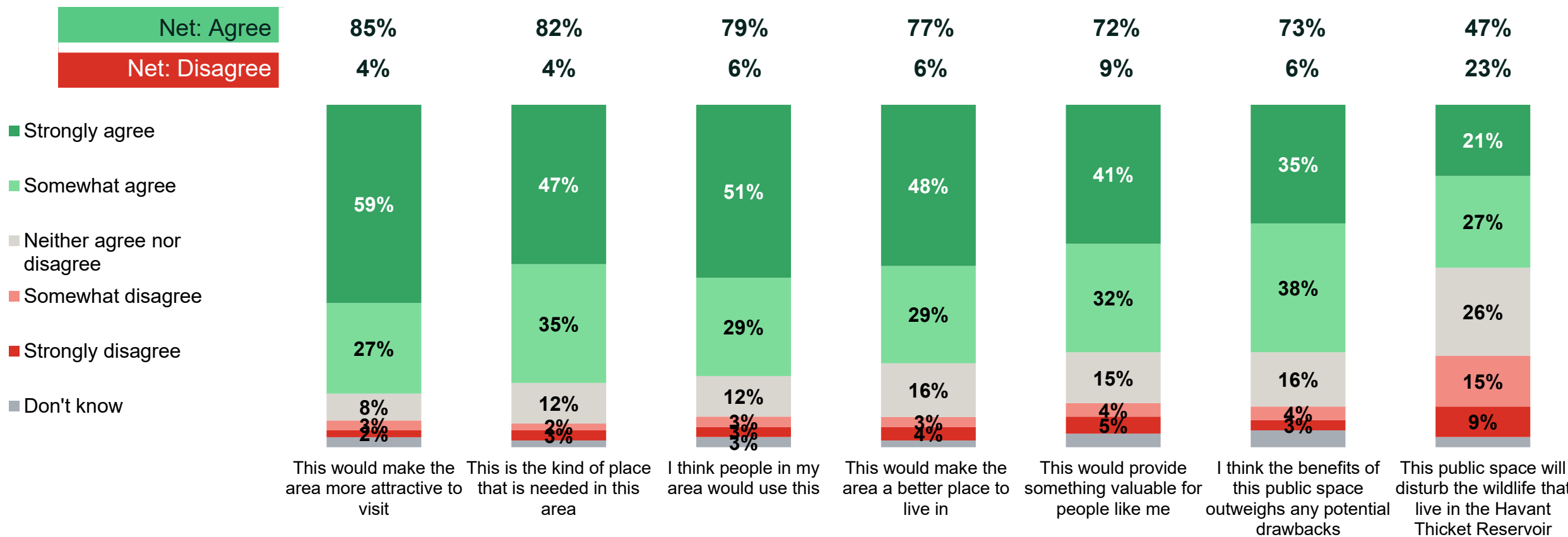
Impression of facilities | Local residents



Students are broadly positive about the visitor centre, though hold mixed views on its impact on wildlife.

Navigator

Impression of facilities | Students



Quotas: local residents

Quota		Target	No. achieved
Postcode area	PO7	30	35
	PO8	30	35
	PO9	30	36
Gender	Male	50	55
	Female	50	51
Age	18-34	14	16
	35-54	32	32
	55+	54	58
Children under 12 in household	Yes	15	22
	No	0	84
Vulnerability within household	Yes	No target	21
	No	No target	85
Social grade*	ABC1	No target	19
	C2DE	No target	41

