

APPENDIX C: STAFF CONSULTATION SUMMARY

Summary Table: Outcome of Staff Consultation

Staff feedback	HCC Response	Action Taken/Recommended Changes to Proposal
<p>As pay to enter site, a staff presence is important to provide assistance and information to visitors and manage any issues with their visit. Rangers are working away from the main visitor area.</p>	<p>Staff feedback taken into account and discussions with staff took place to understand how this could be improved.</p>	<p>In response to the staff feedback, it is proposed that there be a phased delivery, which retains visitor services staff during a 12-month transitional period, including the establishment of online ticketing, to provide support for visitors, members and volunteers.</p> <p>As indicated above, a phased delivery is now proposed to provide cover 7 days per week for visitor and volunteer support during a 12-month transitional period.</p> <p>Proposal for weekend day duty manager role to be shared between appropriate staff on a rolling 3 week rolling cycle.</p>
<p>Concerns were raised about Rangers needing to pick up visitor related queries and issues, potentially reducing time available to spend on the reserve.</p>		
<p>Customers want access to the reserve earlier, suggestion to alter opening hours to 9.00am-4.00pm.</p>	<p>To better meet the needs of the customers, it is acknowledged that there could be changes or more flexibility in opening hours.</p>	<p>Consider adjusting opening hours to 9am – 4pm. Further feedback on opening times at the reserve will be included in focus groups/ workshops with wider stakeholder group.</p>
<p>Although an online booking system could work, the visitors to Titchfield Haven are often not comfortable using digital technology, which has also been seen from the number of paper copies requested for the current engagement survey. This could deter visitors and reduce income.</p>	<p>Options for sale of tickets on site or a dual approach, both online and onsite tickets sales to meet customer needs considered.</p>	<p>Proposal to establish a dual approach for tickets, both online and onsite tickets sales to meet customer needs to support visitors during the transitional period at Titchfield Haven.</p>

<p>Initial feedback from discussions with volunteers is indicating that they may stop volunteering if the visitor centre is closed. Volunteers are a very important part of the delivery at Titchfield Haven and the support and management of volunteers will be very important through this period, which may be reduced if Visitor Services staff are no longer present.</p>	<p>As indicated above, proposed visitors services staff to provide cover 7 days per week for visitor and volunteer support.</p>	<p>Proposal to establish a staff and volunteer welfare facility on site.</p>
<p>The proposed arrangements for the Yard, including the operational building will need to ensure storage arrangements for the site are sufficient and the shared access with Haven Cottage will need to ensure turning space for towing vehicles.</p>	<p>Discussions and meetings held on site with staff to review options and clarify operational yard needs to ensure it is the right solution for staff, volunteers and visitors.</p>	<p>Options for amendments to the proposal have been identified to better meet these needs should the decision be approved.</p>