

DECEMBER 2021

# Future of Clair Hall Site

## Haywards Heath



# Consultation Report

Prepared for Mid Sussex District Council

e.c.f.



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# Executive Summary

- I.** Mid Sussex District Council (MSDC) embarked on a 12-week engagement process to assist with an understanding of what the future of the Clair Hall site (including the Redwood Centre and car park) could look like. The Future of the Clair Hall Site Consultation has been designed to work alongside the community and give the community a strong voice in shaping the future of the Clair Hall site.
- II.** The engagement and consultation process officially launched on 30 June 2021 and lasted for 12 weeks, closing on 22 September 2021. Due to Covid-19 restrictions when the engagement process was launched, the consultation was designed to include digital and physical elements in line with public health guidance. After restrictions were eased in England, digital and physical community engagement methods were used to ensure the widest range of the community could participate. Engage Communicate Facilitate (ECF), an independent specialist community engagement consultancy, were hired by MSDC to manage the engagement and consultation process. The engagement process was designed to ensure the widest range of voices in the community are able to provide their ideas and views on the future of the Clair Hall site.
- III.** As part of the consultation process, MSDC undertook a statutory consultation which consisted of both digital and physical elements, a dedicated email and telephone line, community workshops, a dedicated project engagement website, stakeholder meetings, formulation of a community engagement group, physical drop-in sessions, and youth engagement programme. Throughout this engagement process feedback was invited from consultees.
- IV.** Based on the feedback received, ECF have drawn a series of general observations for consideration by MSDC Cabinet as they enter the next stage in determining the future of the Clair Hall site. A summary of feedback can be found on page 31 of this report.

# Introduction

In June 2021, Mid Sussex District Council (MSDC) launched the Future of the Clair Hall Site consultation. Following the consideration of a petition regarding the Clair Hall site at the Council meeting held on the 4 November 2020, a consultation was developed to seek feedback on the future of the site. The consultation was designed to work alongside the community and give the community a voice to shape the future of the site.

Between 30 June 2021 and 22 September 2021 a public consultation on the future of the Clair Hall site (including the Redwood Centre and car park) was delivered. More than 1,400 responses have been received and collected throughout the engagement process. Additionally, nearly 8,500 visits were made to the Engagement HQ project website to find out more about the consultation and engagement process.

## **Purpose of this report**

This report presents the findings of the Future of the Clair Hall Site consultation. The feedback and comments received have been analysed by an independent organisation, Engage Communicate Facilitate (ECF), who led the community engagement programme on behalf of MSDC. This report provides observations from the consultation to be considered at a Cabinet meeting of MSDC in December 2021.



*Clair Hall's current use as a vaccination centre*

# Engagement Approach

## Overview and methodology

A methodology was developed that sought to ensure a wide range of individuals participated in the process, including those who are traditionally seldom heard. The methodology was also designed to ensure individuals could participate using both digital and physical means, considering the Covid-19 restrictions that were in place at the start of the engagement process.

## Engagement activities

A full engagement programme, including physical and digital elements, was executed throughout the 12-weeks and designed to encourage participation across a wide range of groups in the Haywards Heath area. To raise awareness of the project, the following activities were undertaken:

- Launched the online Engagement HQ site as a platform where people could access all information on the consultation and submit their experiences and memories of using the site (their “stories” as well as their ideas for the future of the site).
- Approximately 30,000 leaflets were delivered to addresses within Haywards Heath.
- An article was published in the Mid Sussex Matters newsletter.
- Updates were posted on the MSDC Twitter, Instagram and Facebook accounts.
- Updates on the Engagement HQ news feed.
- Two online community workshops took place.
- Three meetings of a Community Engagement Group (CEG),

consisting of representatives of local groups, took place.

- Two individual stakeholder meetings took place.
- Drop-in sessions in The Orchards Centre, Haywards Heath on the 16 and 18 September 2021, with over 250 people attending, took place.
- Four meetings have taken place as part of the dedicated youth engagement programme.

A copy of the two distributed leaflets and the distribution area used have been included in this report in Appendix G and H.

# Engagement Approach

## Table 1

<b>Online engagement</b>	
<b>Engagement HQ</b>	8,182 website visits 624 site registrations 610 active participants (those participants who have verified their Engagement HQ account)
<b>Online workshops</b>	95 people registered to attend
<b>Events Programme 2021</b>	
<b>Wednesday 30 June 2021</b>	Launch of the Future of the Clair Hall Site consultation
<b>Thursday 22 July 2021</b>	First digital community workshop
<b>Wednesday 28 July 2021</b>	Second digital community workshop
<b>Thursday 12 August 2021</b>	First meeting of the Community Engagement Group (CEG)
<b>Wednesday 8 September 2021</b>	Stakeholder meeting with Mid Sussex District Council councillors
<b>Wednesday 15 September 2021</b>	Second meeting of the CEG
<b>Thursday 16 September 2021</b>	First physical drop-in session
<b>Saturday 18 September 2021</b>	Second physical drop-in session
<b>Wednesday 22 September 2021</b>	End of public consultation period
<b>Thursday 23 September 2021</b>	Stakeholder meeting with Haywards Heath Rotary Club
<b>Tuesday 2 November 2021</b>	Third meeting of the CEG
<b>Wednesday 3 November 2021</b>	Youth engagement meeting with the 10th Haywards Heath Scouts
<b>Thursday 4 November 2021</b>	Youth engagement meeting with Haywards Heath College

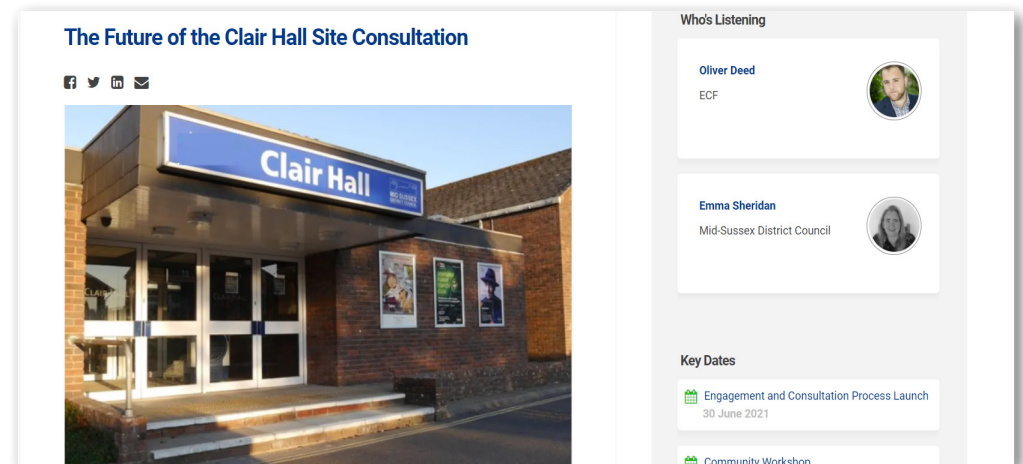
# Engagement Approach

## Engagement HQ

The primary means through which feedback on the future of the Clair Hall site (including the Redwood Centre and car park) was gathered was through the Engagement HQ (EHQ) project website (<https://engage.midsussex.gov.uk/clair-hall>). Paper copies were also made available to individuals who requested them.

The EHQ site acted as the digital consultation hub throughout the process and offered meaningful engagement to those who online is their preferred method of engagement. The site hosted all project materials, including a detailed overview of the consultation, key dates, reports, important links, an FAQs section, the consultation lifecycle, Jamboards from the two digital workshops, a frequently updated newsfeed, and dedicated sections for the community to submit feedback. The EHQ site invited the community to share their feedback in two main ways – ‘Ideas’ and ‘Stories’. The ‘Ideas’ section was a free text box that allowed participants to freely share their ideas on topics such as the uses for the site in the future, if the site should be refurbished or redeveloped, if there are any services currently lacking and what do they like about the site and what could subsequently be improved. The ‘Stories’ function was again a free text box and was predominantly intended to gather feedback from the community on how Clair Hall and the wider site has been used in the past. There was also a ‘Questions’ tab that allowed participants to ask any questions they may have.

Screenshots of the EHQ site are shown on this page and are included in Appendix A of this report.



Screenshot from the Engagement HQ website

# Engagement Approach

## Community workshops

Two community workshops were organised to provide residents with the opportunity to have their say on what they would like the future of the Clair Hall site to look like. These sessions were advertised via mailshot, a press release in Mid Sussex Matters, MSDC social media channels, and on the Engagement HQ. People were invited to register their attendance using Eventbrite.

In total, approximately 46 individuals registered to attend the workshop session that took place on Thursday 22 July 2021 and a further 49 registered to attend the session that was held on Wednesday 28 July 2021. Therefore, a total of 95 registrations were made to attend the public workshops.

The sessions were held on Zoom due to Covid-19 restrictions, and attendees were broken up into virtual rooms with a facilitator and ECF employee. In those breakout room sessions, participants provided their feedback in a structured “Keep, Change, Add” format. This feedback was collected on Google Jamboard and the Jamboards were published onto the Engagement HQ website. These boards have been included in this report in Appendix E.

## Community Engagement Group (CEG)

As part of the engagement process, a Community Engagement Group (CEG) was formulated to ensure that specific elements of the community voice are part of the process, listened to and heard. The CEG was composed of 11 representatives from local community groups that frequently used or had a connection to Clair Hall and/or the wider site. Initially, 21 groups were offered the opportunity to participate in this group. 11 groups responded to the

invitation to participate; the groups represented include:

- Haywards Heath Town Council
- Haywards Heath Community CIC
- Haywards Heath Town Team CIC
- District Scouts
- Mid Sussex Voluntary Action (MSVA)
- Citizens Advice (Community Champions)
- Older People’s Council
- Alliance for Better Healthcare
- Save Clair Hall campaign group
- Sussex National Association of Flower Arrangement Societies (NAFAS)
- The Weald Theatre Group

The remaining ten groups did not respond to the initial invitation email. A full list of those invited to take part in the engagement process has been included in this report in Appendix J.

The project team held three meetings with the CEG, these took place on 12 August 2021, 15 September 2021 and 2 November 2021. The sessions were held on Zoom, first due to Covid-19 restrictions and subsequently due to member availability.



# Engagement Approach

## Stakeholder Engagement

A range of stakeholders were identified and invited to participate in the engagement process. A bespoke youth engagement programme was designed and organised to increase youth participation and to listen to young voices about what they would like the future of the site to look like. The opportunity to request a stakeholder meeting was also available. The following activities were delivered:

- Meetings with stakeholders
  - Mid Sussex District Council councillors meeting on Wednesday 8 September 2021.
  - Meeting with Haywards Heath Rotary Club on Thursday 23 September 2021.
  - Meeting with the 10th Haywards Heath Scouts on Wednesday 3 November 2021.
  - Meeting with Haywards Heath College on Thursday 4 November 2021.

## Summary

A variety of engagement tools were used to gather feedback from residents, business groups, community groups, local schools and other stakeholders. Given the Covid-19 pandemic and Government restrictions, both digital and physical engagement tools were used throughout the engagement programme to ensure greater community participation. The online Engagement HQ hosted all the project materials, and physical copies of these materials could be requested both by email and telephone. The site hosted ways to submit feedback, key consultation

dates, frequently asked questions, the accessibility statement, copies of the community workshop Jamboards, an updated newsfeed and a copy of the interim report.

Online community workshops were delivered, and a number of stakeholder groups were invited to meet and participate in the Community Engagement Group (CEG) which would contribute to the process. Two physical drop-in sessions were held once Covid-19 Government restrictions eased and paper copies of the feedback forms were provided for those who preferred this method of engagement. As part of the dedicated youth engagement programme, local schools and youth groups were offered the opportunity to meet either digitally or physically. Overall, three physical meetings and one digital meeting took place as part of the youth engagement programme.

Overall, the blended engagement approach was successful in terms of how many people participated and the level of engagement we had from them. We heard from many passionate residents of all ages, community groups, Councillors and other stakeholders.

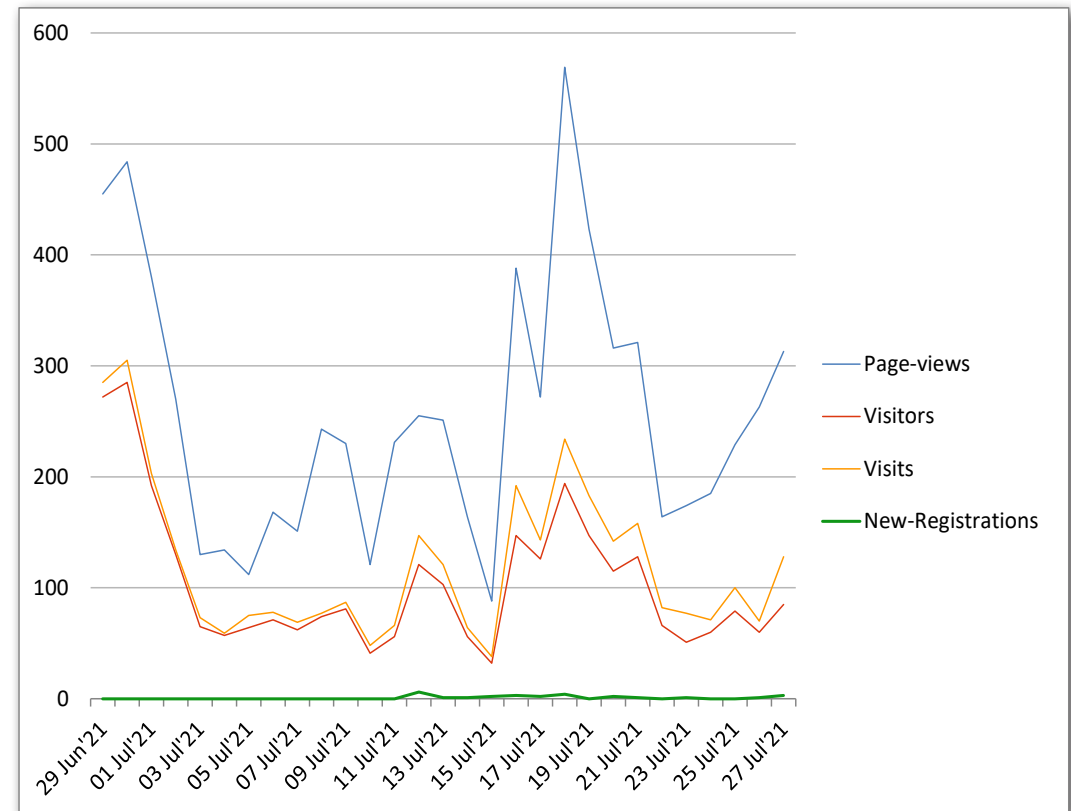
# Participants

**It is estimated that between 800 and 1,000 individuals engaged with the project during the consultation process, either having visited the engagement hub, attended one of the two community workshops, visited the drop-in sessions, engaged with the youth engagement programme, participated as a member of the CEG or attended one of the stakeholder meetings.**

The project team collected data from all those that participated in the Engagement HQ or submitted a physical feedback form. This data covered age, gender, gender identification, ethnicity, religion, whether the individual has a disability, and whether the individual is a carer.

This data was collected in line with the Council's obligations under the Equality Act 2010, which required local authorities to ensure those with Protected Characteristics can participate in consultation processes. Local authorities are obliged to provide participants with an option to decline to answer demographic questions, and a high number of people did this during the consultation process.

**Table 2: Summary of visits to the Engagement HQ website**



# Participants

In total 624 people registered on the Engagement and Consultation Hub and a further 106 people filled in a physical copy of the feedback form. The demographic figures breakdown as follows:



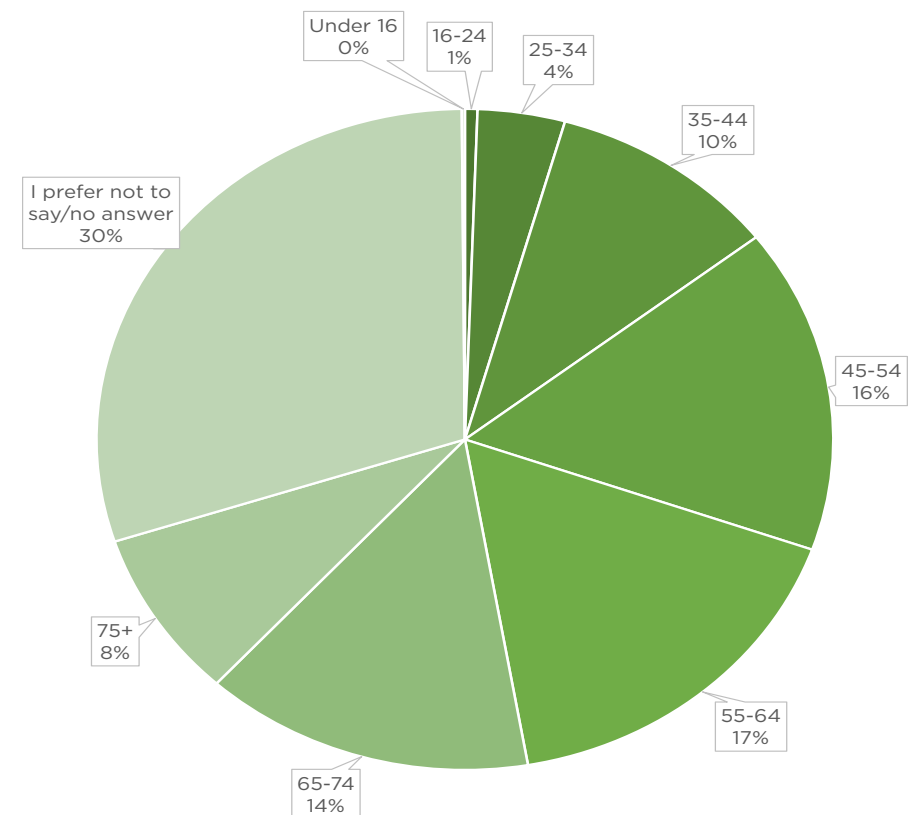
# Participants

## Summary

The demographics of those participating in the Engagement HQ and those that submitted a physical feedback form was slightly older than the wider population in Mid Sussex and underrepresented the 24 years and younger age range. According to the West Sussex County Council's 2011 Strategic Intelligence Assessment 28% of the population in Mid Sussex is under 24 years old or younger. Efforts were made to boost youth engagement through the youth engagement programme.

In addition, there was a slight underrepresentation of men (49% identified as such in Mid Sussex in 2019) and an overrepresentation of those that identified as having no particular religion (26.6% identified as such in Mid Sussex in 2019). However, when viewed holistically, the engagement process enjoyed a wide range of participation from people within Haywards Heath.

**Table 3: Age brackets of participants**



# Engagement findings

This section details the findings of the engagement process on the future of the Clair Hall site. This will be structured according to the two central feedback questions that were asked ('what memories do you have of the Clair Hall site' and 'what ideas for you have for the future of the site') and the various engagement activities undertaken.

## Memories

As part of the engagement process, we asked people how Clair Hall and the wider site has been used in the past. This data was collected on the Engagement HQ site, via the "stories" function, and also collected through the physical feedback forms and individual stakeholder meetings. Overall, we collected 318 different stories from the community on how they used Clair Hall and the wider site in the past. We have carefully analysed this data and summarised the top 10 uses of the site from your feedback.

### Figure 4: Count of the top ten responses to 'How have you used Clair Hall and the wider site in the past?'

When asked to describe how they used Clair Hall and the wider site in the past, the most common response received was for concerts/live entertainment (mentioned 117 times), closely followed with use as a theatre (mentioned 108 times), as a cinema (mentioned 100 times) and use of the Redwood Centre for the Scouts (mentioned 94 times).

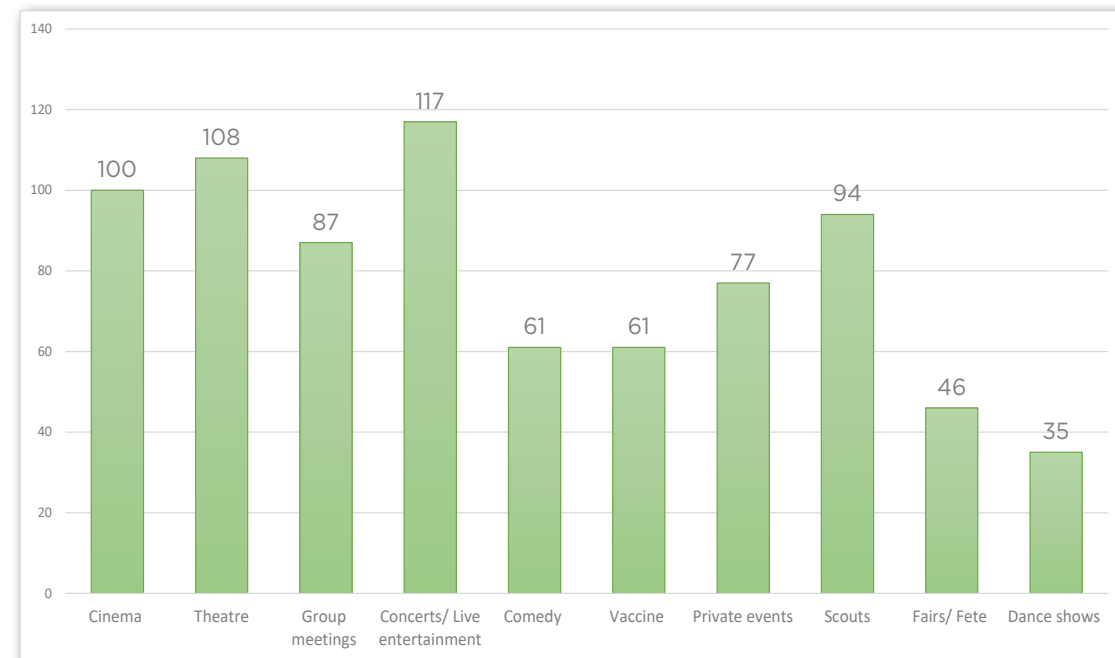


Figure 4

# Engagement findings

## Engagement HQ site

In total 296 different 'Ideas' and three questions were submitted through the Engagement HQ site. Participants were asked to submit their feedback via free text box and all submissions received have been carefully collated and analysed to produce key themes.

We now summarise the key themes that emerged from the 'ideas' feedback received on the Engagement HQ website.

### Retain, Refurbish, Redevelop

Whilst the comments received clearly support keeping the Clair Hall site for community purposes, the most frequent feedback related to the future site was for refurbishment (mentioned 59 times (35%)). Some of the commentary for the site's refurbishment has been published below:

- *"Revamp the existing Clair Hall - must be keep for local community use."*
- *"An updated and improved community arts facility is needed as Haywards Heath continues to expand."*
- *"RETAIN, Review, Rejuvenate, Revamp, Reinvigorate, Reinvent, Repurpose = REWARD. Retain the existing building and make improvements to make it more sustainable."*

An additional 30% of respondents (mentioned 52 times) stated that they would like the site redeveloped, some examples are below:

- *"Clair Hall site needs to be retained as it has perfect links but needs replacing with a modern building. Needs to have multi-purpose use for community and arts events, see the success of Lewes Depot."*
- *"Redevelop the whole site. I would like to see the whole site*

*redeveloped and utilised to the full, with a large centre flexible for local groups, theatre, gallery, meeting rooms, kitchen facilities for those hiring and a cinema with cafe/restaurant available, similar to the Depot."*

A small proportion of respondents (mentioned 17 times (10%)) favoured expansion of the current site, including suggestions for an additional storey and a mixed development. One respondent offered the following comment:

*"Develop the site for mixed use with private finance. Develop the site to provide, ground floor accessible community facilities, cinema, theatre, bowling, cafes etc, for all age groups, open up to the rear to face the beautiful park/cricket green, actually engaging with this public amenity, housing provided on top floors to help finance the development and provide underground car parking. This should be a joint venture with private developers who know how to push the thing forward properly."*

The Depot in Lewes was mentioned 63 times in comments as a venue to get inspiration from. Similarly, the Capitol Theatre in Horsham was mentioned 14 times.

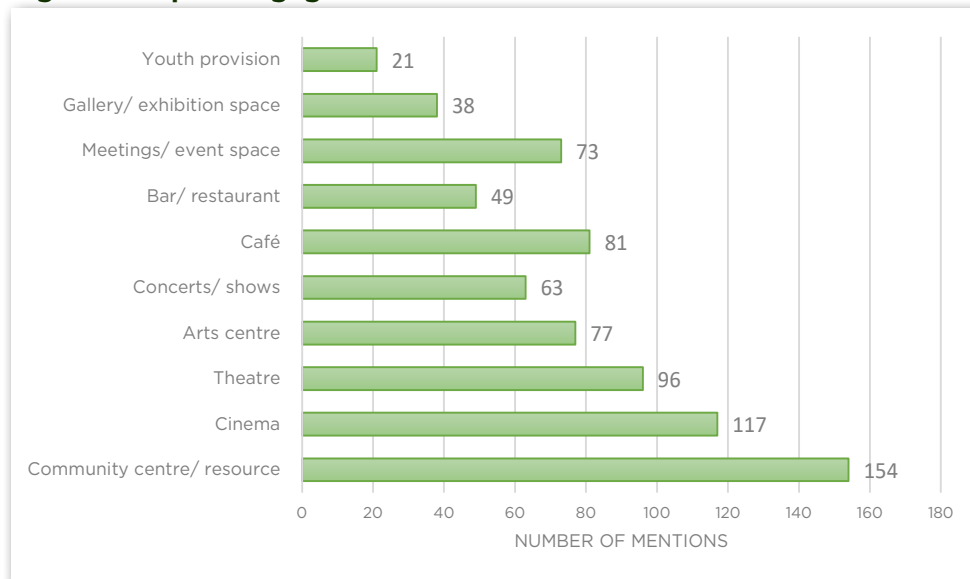
# Engagement findings

## Engagement HQ site

### Future Use

Below is a summary of the feedback received to the Engagement HQ for the future uses for the Clair Hall site.

**Figure 5: Top 10 Engagement HQ Future Uses**



When asked what their ideas are for the future of the site on Engagement HQ, 42% (mentioned 391 times) of comments were related to a future arts use. Out of those comments that mentioned the arts, a cinema (mentioned 117 times (12%)), closely followed by a theatre (mentioned 96 times (10%)) were mentioned the most frequently.

Examples of respondent’s comments, stating that they would like the future site to be used for the arts, are below:

- *“We need a modern, well-equipped performance stage and backstage area, separate cinema area and possible coffee/snack lounge. Something along the lines that they have developed in Horsham. Well thought out and spacious with interesting shows/cinema.”*
- *“Clair Hall should be redeveloped into a multi-use Arts & Community venue similar to The Capitol in Horsham. It could then pay for itself.”*

A significant representative of respondents (mentioned 154 times (16%)) would like to see the future site retained as a community centre and resource. One resident offered the following comment:

*“Flexible community centre/venue. The loss of the Martletts Hall in Burgess Hill has made it even more important that Clair Hall is retained and improved to serve both towns. It should be possible to create an attractive, flexible building which can serve in a variety of functions. Clair Hall is an asset to the community and if lost would be unlikely to be replaced.”*

# Engagement findings

## Engagement HQ site

### Future Use

The following ideas were also raised frequently on the Engagement HQ:

- Introduction of a permanent café/bar/restaurant to compliment both day and night-time activities at the site (mentioned 130 times (14%)).
- A multifunctional space (mentioned 133 times (14%)) that is available for private hire (mentioned 73 (8%)).
- Additional youth provision for the young people of Haywards Heath and surrounding areas to use (mentioned 21 times (2%)).

### Features

Several ideas were commonly requested as additional features for the Clair Hall site, these include:

- To better integrate Clair Hall site with Clair Park by opening the site up towards the rear (mentioned 33 times (28%)).
- Introduction of tiered seating to improve visibility and comfortability during performances/shows (mentioned 20 times (17%)).
- Ensure the future site is more environmentally sustainable, including suggestions for heat pumps and solar panels (mentioned 18 times (15%)).
- Improved ancillary facilities (mentioned 14 times (12%)) – a number of participants raised the issue of a lack of technological equipment available currently at the site.

- The installation of partition walling (mentioned 7 times (6%)) to allow the space to be flexible and cater for numerous community groups at one singular time.

Compared to other engagement channels, comments received on the Engagement HQ 'ideas' board saw a dramatic reduction in participants requesting improved management of the future site (mentioned 7 times (6%)). Participants who submitted comments through the Ideas Board were more clearly focused on the type of space and type of uses that might form part of the site's future.

“

*Golden opportunity for Depot-style venue that Haywards Heath is crying out for! It's hard to see past an opportunity to provide Haywards Heath with a modern venue with bright, open spaces, that could make use of nearby park views for an indoor/outdoor cafe or bar. A cinema would be a priority (If Uckfield can have one, no reason that Haywards Heath can't, surely?)”*

A resident of Mid Sussex



# Engagement findings

## Engagement HQ site

### Redwood Centre

32 comments were submitted on the Engagement HQ 'ideas' board that referenced the future use of the Redwood Centre. From those comments received a significant majority supported the continued use of the site for youth groups, and the protection of the site for the Scouts was mentioned ten times.

Three comments (9%) received requested that the Redwood Centre would be treated separately to Clair Hall building in any future developments.

### Car Park

Overall, respondents who commented on what they would like the future Clair Hall car park to look like demonstrated a clear preference to keep the car parking facilities (mentioned 23 times (45%)). Six respondents (12%) requested that any future consideration for the car park consider the needs and use of the car park by Haywards Heath cricket club.

Four respondents (8%) commented that due to nearby public transport links and car parking facilities, the car park at Clair Hall site is unnecessary and could be used for other functions.

“

*There are currently TWO distinct community facilities operating on the Clair Hall site (Clair Hall entertainments, arts and community and the Redwood Community Centre) and this should be recognised as the future of the site is considered. We risk losing community services, not gaining facilities, if the functions of these two separate buildings aren't considered.”*

A resident of Mid Sussex

# Engagement findings

## Community Engagement Group (CEG)

DECEMBER 2021

During the engagement period, ECF (the independent consultants) conducted three meetings with the Community Engagement Group (CEG) – a full list of those groups represented can be found above. Below is a summary of some of the key themes raised in these meetings and in correspondence. All correspondence has, in full, been shared with the project team.

As part of the first and second meeting, feedback was collected in the form of Google Jamboards and are attached to this report in Appendix C and D.

### **Retain, Refurbish, Redevelop**

The future of the physical site as it stands was one of the key themes that emerged throughout the three CEG meetings. Overall, the CEG members shared a common view that the Clair Hall site must be retained for community use, but that the current site is tired and requires some work. The main arguments raised were as follows:

- Members were keen to stress the importance of safeguarding the site.
- Agreement that the current site is tired and requires some updating.
- Broad consensus amongst the members that the Clair Hall building and the Redwood Centre should be independent, with different entrances and facilities within each of the component parts.
- Suggestion that improvements to the site should allow for greater flexibility and should improve the curb appeal by opening the site towards Clair Park.
- One member stressed the environmental importance of recycling and

reusing the building where possible, using this case to support the idea of refurbishing the site.

- Two members suggested that Clair Hall be immediately reopened for community use, once Alliance for Better Healthcare no longer has use of it, until the time any major works are undertaken.

### **Future Use**

How the site would be used in the future was another core theme to arise during discussions of the CEG. In broad terms, the CEG members agreed that the site should be retained for community use, with a focus on the site being dedicated to the arts. Beyond this, there was some disagreement about how this provision should be offered. The following comments were raised:

- Strong consensus for the future site to be a multifunctional space for the arts, particularly a theatre, that would bring together people of all ages.
- Shared sentiment that the future site should be a destination for both Haywards Heath residents and visitors to the town. Ideas on how this could occur included adding additional conference space, building a permanent bar/café that opens up to Clair Park, adding electric charging points for vehicles and adding an additional storey to the site.
- Agreement that the use of the site as a retail/office space is their lowest priority.
- Split opinion amongst the members on how important the future site as a community centre is – some argued that this was second to the arts in importance, whilst others placed it lower on their list of priorities.

# Engagement findings

## Community Engagement Group (CEG)

DECEMBER 2021

### Features

A core theme to arise during the three CEG meetings were the features for the future site. The arguments that were raised include:

- Requests for the future management of the site to be more proactive, with advocacy among some group members that management of Clair Hall should be transferred to a non-profit organisation and make better use of local volunteers.
- Suggestion for an improved booking system for the site, to ensure booking the site is accessible for all and efficient to use.
- Group members were in agreement that the site's ancillary facilities (particularly the toilet and kitchen facilities) need updating.
- To improve the functionality of the space, it was suggested that partition walling be used.
- Agreed feeling that an inviting green space was not a priority for the future site. One member commented that the current site courtyard is dead space and if removed, could free more space for the Clair Hall site.

### Redwood Centre & Car Park

Conversations of the CEG tended to focus on the overall Clair Hall site or on the Clair Hall building itself. Of those comments that did refer to the Redwood Centre and Car Park, the following arguments were made:

- One group argued that the Redwood Centre must be retained for youth groups, particularly the District Scouts, and emphasised the space's utility due to its size. Several group members agreed that the

Redwood Centre should be considered separately to the Clair Hall building in any future considerations.

- Three comments were received on the Clair Hall site car park with overall agreement that car parking facilities should be kept on site. One member justified this opinion due to considerations for the nearby cricket club and another added that whilst they believe the car parking facilities should be retained at the site, they were happy to pay for such access.

As part of the final meeting of the CEG, the group members were invited to submit a final statement to the Future of Clair Hall Site consultation. Five written submissions were received as part of this engagement and are included as Appendix I in this report. These statements have been considered with equal weighting to all other feedback received.



*Screenshot from one of the CEG meetings*

# Engagement findings

## Community workshops

**As part of the engagement process, community workshops were held on Thursday 22 July 2021 and Wednesday 28 July 2021. These sessions were advertised via mailshot, a press release in Mid Sussex Matters, MSDC social media channels, and on the Engagement HQ. People were invited to register their attendance using Eventbrite.**

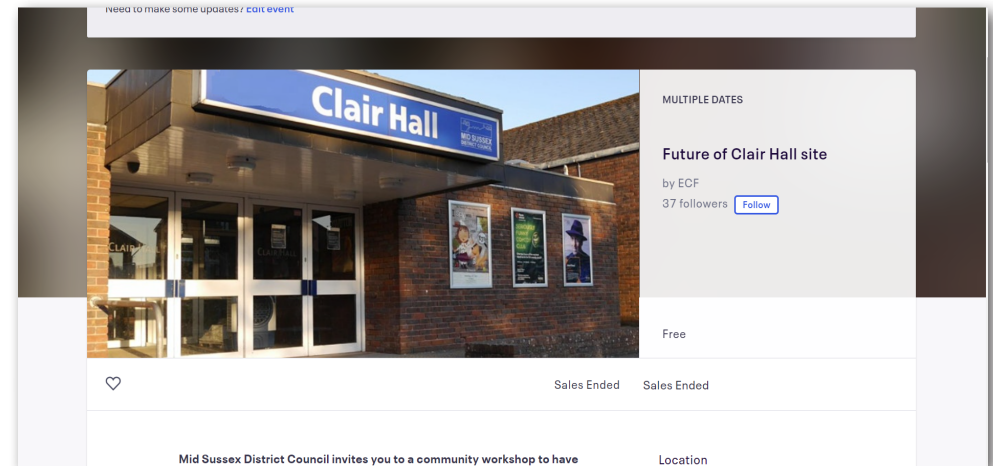
In total, approximately 46 individuals registered to attend the workshop session that took place on Thursday 22 July 2021 and a further 49 registered to attend the session that was held on Wednesday 28 July 2021. Therefore, a total of 95 people registered to attend the public workshops.

The sessions were held on Zoom due to Covid-19 restrictions, and attendees were broken up into virtual breakout rooms with a facilitator and ECF employee. In those breakout room sessions, participants provided their feedback in a structured “Keep, Change, Add” format. This feedback was collected on Google Jamboard and the Jamboards were published onto the Engagement HQ website. These boards have been included in this report in Appendix E.

We now summarise the themes that emerged from the sessions, starting with how attendees had used Clair Hall site in the past.

### How have you used Clair Hall site in the past?

Attendees were first invited to feedback on how they had used the Clair Hall site in the past. The most common theme amongst the attendee’s feedback was that they had used the Clair Hall site for the arts, including as a theatre, cinema, comedy, and live music venue. After this, the most common responses were that participants used Clair Hall site as a venue for private hire and for various group meetings. Another common response from participants was that they had previously used the site for health reasons. For example, breast screenings, vaccinations and donating blood.



*Screenshot from the community workshops Eventbrite page*

# Engagement findings

## Community workshops

### Retain, Refurbish, Redevelop

Out of those participants that referenced whether to retain, refurbish or redevelop the site during the workshop, a majority stated that they would like to see the site refurbished to some degree. A number of these participants stated that whilst the site needs modernising, they were concerned that the community would be left without a venue whilst building works were going ahead.

Several participants expressed preference for redeveloping the site, to a varying degree. One participant offered the following comment during the workshop: *"Incorporating multiple uses into Clair Hall as a re-build."* Another participant stated: *"Knock down and completely redevelop."*

A small minority of participants prioritised keeping the site as it is, with refurbishments only made to make the site functional.

### Future Use

Comments on the future use of the site largely focused on maintaining the current use of the site in its future use, this would include as an arts, entertainment and community centre. In particular, participants emphasised the need to keep the space multifunctional. Some participants stressed the importance of the Clair Hall site as an opportunity to ensure Haywards Heath is a destination town for the arts, including a theatre, cinema and exhibition space. In addition, some present at the workshop sessions emphasised the site's importance as a centre for the community, with one resident offering the following

comment: *"In demand space - for community connection and community spirit."*

There was a broad consensus at both sessions that a café/bar/restaurant was needed at the site, particularly for refreshments during art events and to bring in additional revenue. Linked to this, some participants were keen to ensure the sustainability of the site by adding in additional revenue opportunities. Suggestions included pop-up shops and/or markets.

### Features

Another common theme that participants mentioned during the 'Keep, Change, Add' exercise, were the types of features they would like to see at the site in the future. A number of requests were submitted for improved ancillary facilities (including kitchen and bathroom facilities). Some examples of participant's comments are below:

- *"All facilities need to be modernised e.g., lighting, heating, air con."*
- *"Better facilities - toilets, bar & modern features (5G)."*
- *"Upgrading catering facilities."*

Some participants said that the future site needs better management than it had previously. Suggestions for better management included more promotional activity, introduction of an online booking system and for the site to be managed by the local community.

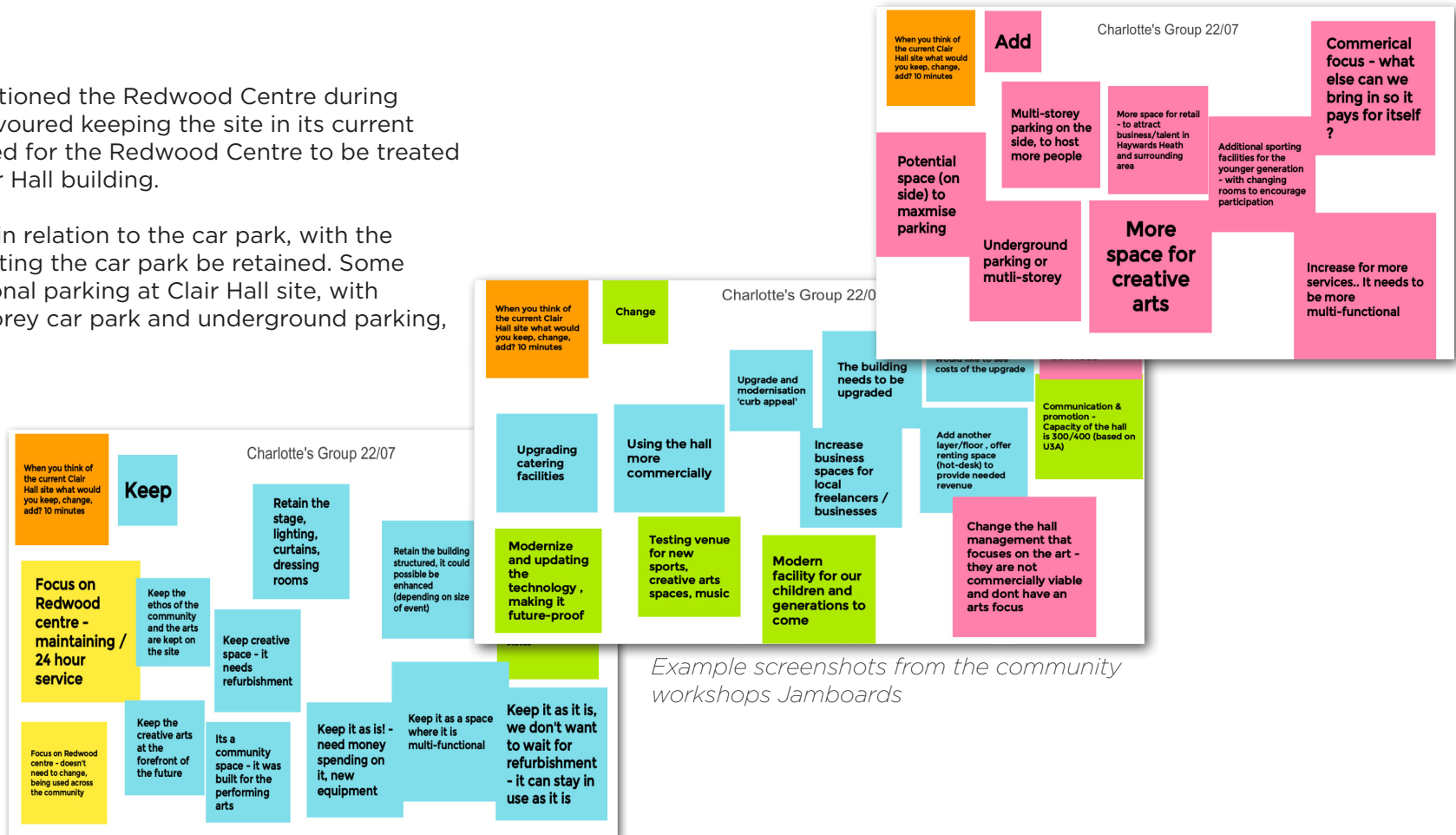
# Engagement findings

## Community workshops

### Redwood Centre and Car Park

Of those participants that mentioned the Redwood Centre during the workshops, the majority favoured keeping the site in its current capacity. Two participants asked for the Redwood Centre to be treated as a separate entity to the Clair Hall building.

Similar comments were raised in relation to the car park, with the majority of participants requesting the car park be retained. Some participants added that additional parking at Clair Hall site, with suggestions of both a multi-storey car park and underground parking, would improve the site.



Example screenshots from the community workshops Jamboards

# Engagement findings

## Drop-in sessions

Two physical drop-in sessions were held at the Orchards Centre, Haywards Heath. These took place on the 16 September 2021 and 18 September 2021. Attendees were invited to review the exhibition boards present at the sessions and leave their feedback in the form of adding 'ideas' to a physical feedback board, fill in a physical feedback form or to use one of the digital methods to leave their feedback. Similar to the Engagement HQ feedback, qualitative feedback via free text boxes was collected on both the ideas boards and the feedback forms.

In total, 121 feedback forms and 142 additions to the ideas boards were received at the drop-in sessions. The key themes to emerge from the feedback received at these two sessions were:

### Retain, Refurbish, Redvelop

Of those 148 comments received that mentioned whether to retain, refurbish or redevelop the site, the most popular response was that the site should be refurbished (mentioned 96 times (65%)). Some examples of resident's comments are below:

- *"The facility should be kept and refurbished. The Redwood Centre should be included in the refurbishment. The town should also look at providing a second venue at the other end of HH. Modernised the quality way to get the facility back."*
- *"I think Clair Hall should be kept and refurbished as it is vital for our community for concerts, plays and films."*

A smaller number of residents said they would like to see the site

redeveloped to some degree (mentioned 44 times (30%)). One resident offered the following comment: *"Should be redeveloped for the use of the whole community of HH - meetings of local organisations, films, musical entertainment etc and car park. HH has grown so much we need a much better venue and also better gardens/green space."* Some residents used examples of other venues as reference to what they would like, the Depot in Lewes and the Hawth in Crawley were mentioned most frequently.

Whilst a majority of comments supported the retaining of the site for community use, a small minority of residents said they wanted the site kept as it is (mentioned 8 times (5%)).

“

*I believe the site should be refurbished but not to a degree that detracts from its past and desired future as a community orientated, multiuse, multifunctional venue."*

A resident of Mid Sussex

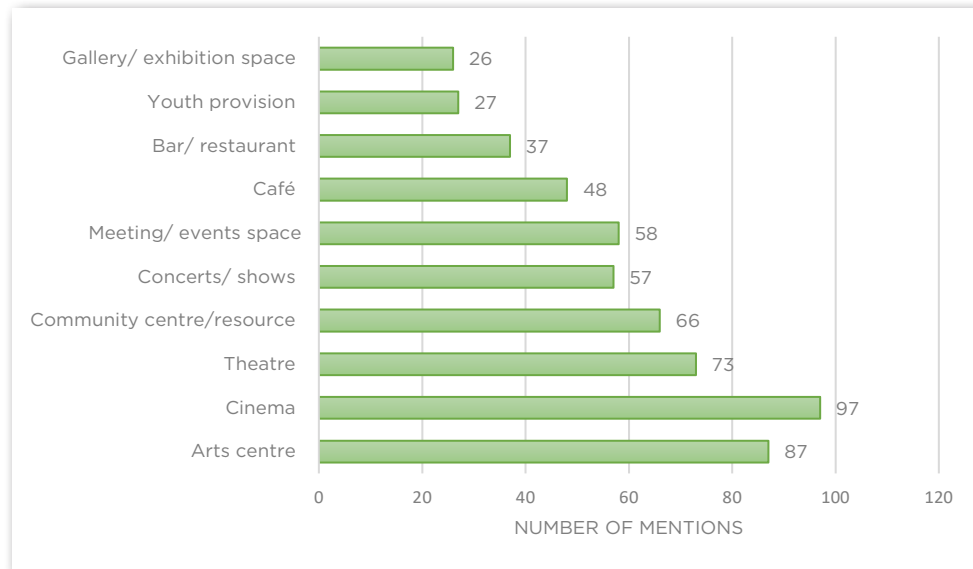
# Engagement findings

## Drop-in sessions

### Future Use

Below is a summarised total of the top ten future uses for Clair Hall site, according to the feedback we received at the drop-in sessions.

**Figure 6: Top 10 future uses**



A wide range of feedback was received for what the site should be used for in the future. This included comments in support of an arts centre, health hub and leisure centre. Amongst these comments, a strong preference was shown for arts-based uses, including for the future site to be used as a multifunctional arts centre (mentioned 340 times (49%)).

Of those that commented with a preference for an arts-based use, the most popular idea for the site's future use was as a cinema (mentioned 97 times (14%)), closely followed by an arts centre (87 per cent (12%)) and a theatre (mentioned 73 times (10%)). A comment that encapsulates this viewpoint is below:

*"It's important to have a large hall for theatrical productions, concerts, dancing clubs/events. Also, cinema in HH would be great to continue this. Without it people will (and currently) have to travel further for events such as barn dances, local theatrical productions, concerts etc. This makes events less accessible for people and discourages clubs/societies etc from using HH as a venue (as there is no venue suitable/big enough)."*

### Features

In resident feedback, the request for additional and/or improved features at the Clair Hall site emerged as a theme.

Of those 52 comments received, requests for improved ancillary facilities (particularly kitchen and bathroom facilities) were mentioned most frequently (14 times (27%)). This was closely followed by requests for improved management of the site. Suggestions for future management included improved marketing of the venue and events, using local volunteers to support the day to day running of the site and organising popular events programmes for all ages. One resident offered the following comment:

*"The public need to be fully aware of what is available by the marketing team and therefore making HH more alive as a place to live."*



# Engagement findings

## Drop-in sessions

### Features

Additional features raised in resident comments at the drop-in sessions include opening the site towards the park (mentioned 8 times (15%)) and installing tiered seating (mentioned 8 times (15%)).

### Redwood Centre

A strong preference was expressed by residents who attended the drop-in sessions to retain the use of the Redwood Centre for youth groups (mentioned 18 times, (67%)) particularly for the Scouts.

The following comment was submitted by a resident:

*"Keeping the large car park is vital, as is continuity for the nursery and scouts who occupy the Redwood Centre."*

### Car Park

A majority of those who submitted a comment on the Clair Hall car park stated the car parking facilities should be retained (mentioned 35 times (71%)) and is vital to the future success of the site.

One participant stated that due to the location of the site and proximity to local transport links, a large car park at the site is not necessary. The resident offered the following comment:

*"The high level of car parking spaces taken value out the site in terms of its potential. the location is perfectly accessible and ideal for people visiting by train."*



# Engagement findings

## Youth engagement

As part of the engagement process and to encourage youth participation in the consultation, a bespoke youth engagement programme, consisting of two individual youth groups meetings, was conducted. Originally four youth groups were offered a meeting, however due to Covid-19 restrictions and availability, two groups were unable to meet prior to the end of the consultation period. Meetings were held with the following two groups:

- 10th Haywards Heath Scouts
- Haywards Heath College

A summary of the key themes that emerged during the youth engagement programme meetings is below:

### Retain, Refurbish, Redevelop

93% of comments (14) received that referred to the future of the Clair Hall site said that they would like to see the site refurbished to some degree. Some examples of comments received are below:

- *"Space did not work for a lot of things - if this could be changed/ altered, the space could be used for more."*
- *"Bigger rooms with more functionality, rather than smaller rooms that can only be used for one or two things."*
- *"Needs modernising."*
- Referencing specifically the Redwood Centre, the following comment was offered: *"Knock down conservatory & expand centre".*

One comment received stated that they would like to see the future Clair

Hall site increased in capacity by adding an additional storey.

### Future Use

Similar to the findings throughout the engagement process, the importance of the site's location (mentioned 7 times, 15%) and requests for the future site to be multifunctional (mentioned 8 times, 17%) were two frequently raised comments for the future site.

However, an area where the findings differed compared to other engagement activities was the frequency of comments received requesting the future use of the site to be arts based (mentioned 8 times, 15%) compared with those for a leisure centre (mentioned 9 times, 20%). Comments received requesting a leisure centre at the Clair Hall site included a modern studio for dance/fitness classes, a sports pavilion and a collaboration with Haywards Heath Dolphin Leisure Centre.

Other comments included requests for the site to be retained as a community resource and somewhere for groups to meet and to introduce a bar/restaurant to the site.

# Engagement findings

## Youth engagement

### Features

Requests for improved features was another core theme to arise during the youth engagement meetings. The following core themes were raised most commonly:

- Improving ancillary facilities, particularly the kitchen and bathroom facilities (mentioned 6 times, 18%).
- Ensuring the future Clair Hall site is sustainable was mentioned five times (15%) during stakeholder meetings. Suggestions to make the site more environmentally friendly included a green roof, solar panels and an inviting outdoor green space.
- Some participants raised concerns about the current stage in the Clair Hall building and suggested that the stage be increased in size and lowered in height to ensure the safety of artists performing. One individual additionally suggested that a retractable stage would enable the space to be more multifunctional and allow for other uses.

### Redwood Centre

Several comments were received regarding the future of the Redwood Centre building:

- One group emphasised that whilst the Redwood Centre is a crucial space for its size and storage facilities, additional storage, particularly outdoor storage, would be a significant improvement.
- Two comments raised (13%) suggested incorporating the Redwood Centre with the Clair Hall building. The following comment was offered: *"Clair Hall and the Redwood Centre does not work together as*

*a whole - a nice new refurbishment that could link the two could work better."*

- Suggestions on how to improve the Redwood Centre for future use included an outdoor fire pit and patio, a cosey corner and bifold doors.

### Car Park

Four comments were received on the future of Clair Hall car park. Of those comments received, three comments (75%) stated they would like the car park retained for community use. The remaining one comment (25%) requested for bike racks to be added to encourage active travel.

# Engagement findings

## Email correspondence

76 emails were received with feedback to add to the Clair Hall site consultation. The emails covered a range of ideas and plans for the future of the site, and some were more focused on certain aspects of the site than others. The most commonly raised ideas for the future of the site from the correspondence received were:

### Retain, Refurbish, Redvelop

Of those emails received, 33 (57%) referenced that they would like to see Clair Hall site refurbished to some degree. Examples of emails received are below:

- *"Systematic upgrades should be instituted over time rather than one big refurbishment."*
- *"It should be refurbished and reused!"*
- *"As the existing building has been ideal for this type of use we would think that future use of this type could be achieved by means of a major refurbishment of the Hall and then better promotion of the facilities available."*

23 (40%) emails received stated they would like to see the Clair Hall site redeveloped to some degree.

One resident offered the following comment:

*"I believe the site should be redeveloped to offer multi-functional areas with adequate parking facilities on site. A two storey building could offer a*

*variety of sized rooms for entertainment and the many clubs that previously used Clair Hall."*

A number of emails received commented that they would like The Depot in Lewes to act as a model for any future redevelopment/refurbishment.

*"The Depot in Lewes is a vibrant arts and social centre, modern and extremely popular in the local and wider community, resulting in a popular hub with a community feel as well as encouraging people into the town to visit. I think that Haywards Heath would definitely benefit from a similar venue, adding a further area of interest just down from the Broadway which is so popular with many."*

Whilst the emails received agreed that the site should be kept for community purposes, a small minority of emails received (2 emails) said that they would like to keep the site as it currently is. Participants that agreed with this view were keen to emphasise that the vaccination programme being undertaken in Clair Hall currently demonstrates that the building is fit for purpose.

# Engagement findings

## Email correspondence

### Future Use

Similar to previous engagement activities, of those emails received throughout the engagement process that mentioned the future use of the site, the most commonly referenced future use was for the arts (mentioned 127 times (38%)). Amongst the arts, the most popular idea to arise was for a cinema (mentioned 37 times (11%)), closely followed by an arts/entertainment centre (mentioned 33 times (10%)) and a theatre (mentioned 23 times (7%)).

After this, the most popular response for the future use of the site was to retain its use for the community, as a community centre and resource (mentioned 40 times (12%)).

*"MSDC should invest in the site and turn it into a modern community hub/complex as a location for hire that provides facilities covering business, cultural, social and community needs."*

Other popular ideas included:

- A multifunctional facility that would cater for the whole community.
- Retaining the site on its current premises.
- Introducing of a café/bar/restaurant. One resident suggested a café/bar with a glass frontage towards Clair Park to the rear of the site, as a means of generating revenue and increasing footfall.
- Continuing to offer the site as a local venue available for private hire.

### Features

Of those emails received that referenced what additional features they would like to see at the future of the Clair Hall site, the following were raised most commonly:

- Improving management of the site (mentioned 12 times (13%)).
- To open the site towards Clair Park (mentioned 10 times (11%)).
- Improving ancillary facilities (mentioned 7 times (7%)).
- Ensuring the future site is disability friendly, including the necessary changing and toilet facilities (mentioned 6 times (6%)).
- Ensuring any future site is environmentally sustainable (mentioned 4 times (4%)). One participant suggested a sustainable drainage system (SuDS), water harvesting and heat pumps.



*View of Clair Hall site*

# Engagement findings

## Email and phone calls

### Redwood Centre

From the emails received, 12 comments were raised in relation to the Redwood Centre. The majority of those comments supported the retention of the Redwood Centre for youth groups, and in particular, for the 10th Haywards Heath Scouts (mentioned 9 times (75 per cent)).

Two comments received suggested the Age UK centre should be relocated to the site, due to limited parking and poor pedestrian access at its present site.

### Car Park

Several suggestions were raised for the future of the car park at Clair Hall site, the following were those most frequently raised:

- Ensuring car parking facilities are retained at Clair Hall site (mentioned 12 times (36)).
- Seven comments (21%) raised suggested introducing more parking.
- Building of an underground car park (mentioned 4 times (12%)) to save space.
- Using the car park for an intermittent local produce and craft market (mentioned 3 times (9)).

### Phone calls

25 phone calls were received throughout the engagement process and six left substantive feedback for the future of the site. Other phone calls received covered a range of different questions, which were responded to in kind.

The most commonly raised themes from the correspondence were:

- Keen to stress the importance of retaining the site as a community resource.
- The current site as perfectly situated in the town that should not be moved from this location.
- Request to redevelop the site in line with venues in Brighton and Lewes.
- Introducing of a bar/restaurant, with one individual raising the potential to increase the attractiveness of the venue by opening towards Clair Park.

# Engagement findings

## Final observations

**Based on all the feedback received, final observations have been drawn for Mid Sussex District Council's consideration.**

- I.** Among most participants there was a firm recognition that the current site required work to ensure the buildings are fit for purpose. Among those who participated, there was a preference to see the site refurbished than redeveloped. Many participants stressed the need to keep the site in its current location and suggested The Depot in Lewes could act as a model of what could be achieved at the Clair Hall site.
- II.** Strong views were expressed that the future site should be retained in its current use - as a multifunctional community centre and resource. This being said, participants showed a clear desire for improved functionality of the space, with popular suggestions including retractable and tiered seating, and partition walling.
- III.** Participants who commented on the future use of the site expressed a desire for an arts/entertainment facility, with many highlighting the current lack of provision for the arts in the area as a reason to provide this at the Clair Hall site. In particular, a cinema, theatre and space for concerts/shows were mentioned the most in participant comments.
- IV.** Further popular requests for the future use of the Clair Hall site included a café/bar/restaurant to provide an additional source of revenue, meeting/events space that is publicly available to hire, and creating a safe space for the young people of Mid Sussex to come and enjoy.

- V.** Requests for additional facilities at the Clair Hall site formed a significant proportion of feedback received. The most frequently referenced requests were for improved ancillary facilities (especially kitchen, bathroom, and technological facilities), to open Clair Hall site towards Clair Park, to improve the management of the site (particularly marketing), the introduction of tiered seating and to make the necessary improvements to ensure the site is environmentally sustainable.
- VI.** Although the majority of feedback received focused on the Clair Hall building, comments were received on the Redwood Centre. The strong consensus among participant feedback was the Redwood Centre should continue to host local youth groups, especially the District Scouts. Feedback praised the size of the centre, as well as its kitchen and storage facilities.
- VII.** A majority of participants that commented on the future of Clair Hall site car park requested that the car parking facilities be retained. Some participants suggested that more car parking would be advantageous and moving the car park underground could free up additional space for the site.

We would finally like to thank all of those that have participated throughout this process for your thoughtful feedback and contributions.

# Engagement findings

## Appendices

**Appendix A**

Engagement HQ site

**Appendix B**

Feedback Word Cloud

**Appendix C**

First CEG meeting Jamboards

**Appendix D**

Second CEG meeting Jamboards

**Appendix E**

Community workshops Jamboards

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**Appendix G**

Second community flyer

**Appendix H**

Flyer distribution area

**Appendix I**

Community Engagement Group (CEG) members final statements.

**Appendix J**

List of organisations contacted and invited to meet about the project.



# Engagement findings

## Appendices

### Appendix A

#### Engagement HQ site

Welcome to the Engagement and Consultation Hub for the Future of the Clair Hall Site in Haywards Heath

Mid-Sussex District Council is undertaking a 12-week engagement process to assist with an understanding of what the future of the site could look like.

This initial engagement programme comes at the start of the wider consultation process about what the future of the site could look like. **Importantly - there has not been any decision made about its future - and there are not any preconceived ideas about what should happen.**

The Council will listen to ideas, thoughts and feedback - and then report back and consult on what has been said about the building and the car park. There is a commitment to work alongside the community and to make sure that all voices are heard. For clarity, the consultation includes the entire site, which includes the car park and the Redwood Centre.


As a starting point, it would be great to know:

- How has Clair Hall and the wider site been used in the past? - Use the Stories tab below to share your experiences.

Look under the Ideas section where you can share with us your thoughts on:

- What sorts of uses are needed in the future?
- Should the existing building be redeveloped or refurbished?
- Are there any services that are lacking in Haywards Heath that we could help address through the Clair Hall site?
- What do you like about the site and what could be improved?

The main Clair Hall building is currently being used as a COVID-19 vaccination centre and this will continue until at least next year (2022). This engagement and consultation does not impact the vaccination programme on the site - this programme is about the future after the NHS has said they no longer need to use it.



**Community Workshop**  
22 July 2021

**Community Workshop**  
28 July 2021

**Drop-in Session at Orchards Shopping centre 2-6pm**  
16 September 2021

**Drop-in Session at Orchards Shopping Centre 10am - 1pm**  
18 September 2021

**Public Engagement Close**  
22 September 2021


**Reports**

**Interim Report (2.04 MB) (pdf)**

**Important Links**

(braille or another language for example) please do not hesitate to get in touch. In addition, you can request a printed version of this materials about the project.

Ideas
Questions
Stories
News feed



**Ideas**

about 2 months ago

**CLOSED: This ideas has concluded.**

Over the last week, we have had a fantastic response from the community to the early stages our engagement and consultation on the future of Clair Hall. We have heard unique, genuine and heart-warming experiences from the past and we encourage you to continue to share your memories.

We are also keen to hear the community's thoughts on what the future could look like. Should we leave it as it is? Refurbish? Redevelop completely? What facilities are needed for the town? What services could or should be provided? How can the site be improved to serve the whole community in the 21<sup>st</sup> century?

We are now launching an ideas section on the engagement hub and encourage everyone to share your thoughts,

**Lifecycle**

- ✔ **Open**  
 This public engagement is open for contributions.
- **Under Review**  
 Contributions to the public engagement phase via the Engagement HQ are closed for evaluation and review. The project team will report back on key outcomes.
- **Public Engagement Summary Report**  
 The outcomes of the public engagement process are documented here. This will include a summary of all contributions collected as well as emerging options for the future of the site.
- **Public Engagement Report Consultation**
- **Under Review**  
 Responses to the Public Engagement Report are now closed for evaluation and review. The project team will report on the outcomes

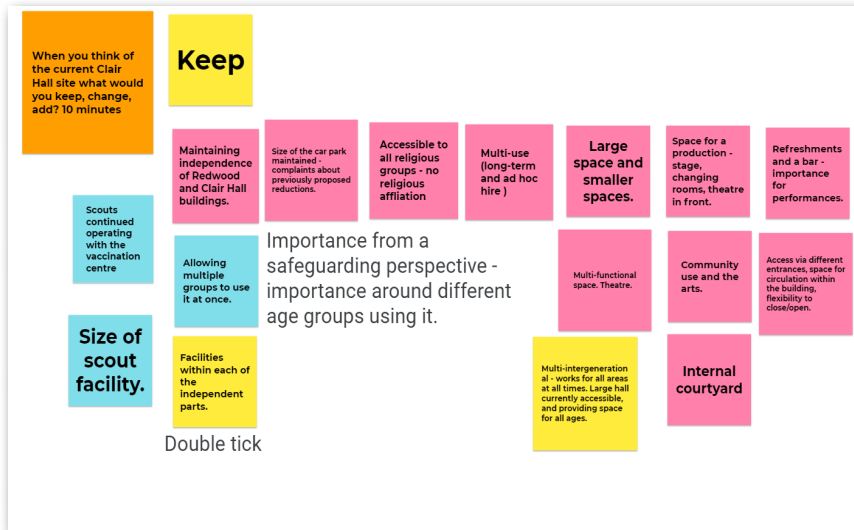


# Engagement findings

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### Appendix C

#### First CEG meeting Jamboards

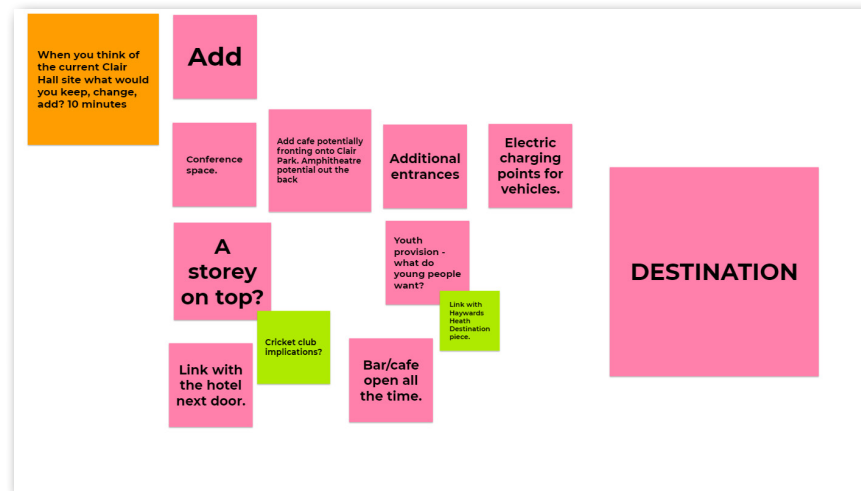


# Engagement findings

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### Appendix C

First CEG meeting Jamboards

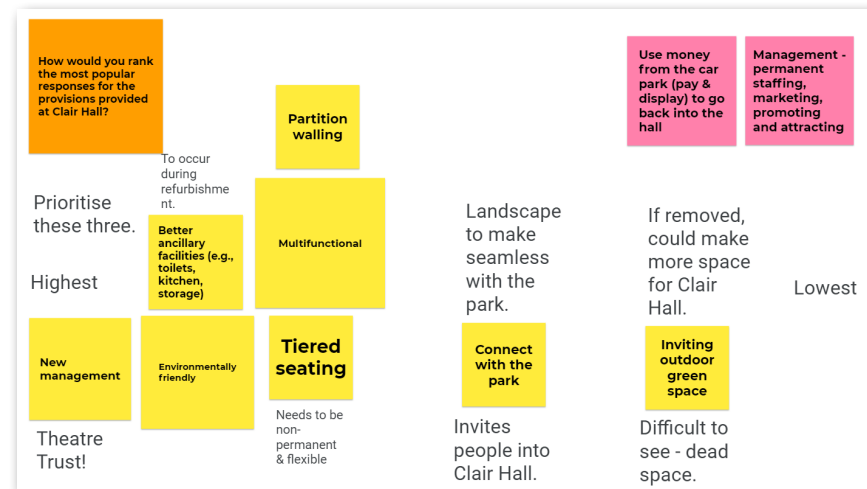


# Engagement findings

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### Appendix D

#### Second CEG meeting Jamboards

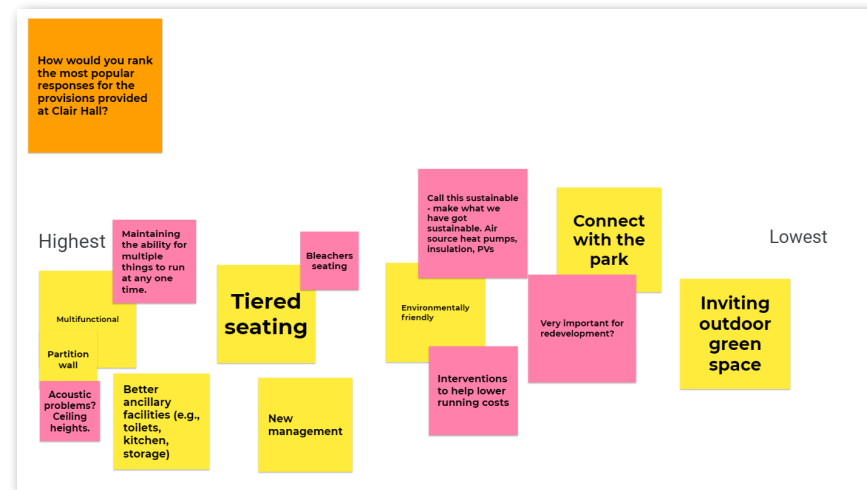
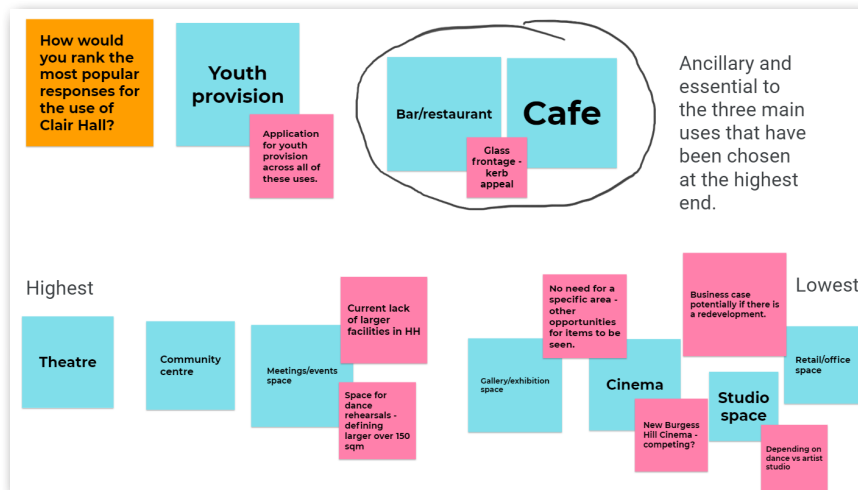


# Engagement findings

## Appendices

### Appendix D

#### Second CEG meeting Jamboards



# Engagement findings

## Appendices

### Appendix E

Examples of the Community workshop Jamboards

**Georgina's Group 22/07**

**How have you used Clair Hall site in the past? 20 minutes**

**From weekly usage up to every couple of months**

Martlets Hall in Burgess was a bit similar and now being demolished during lockdown. To lose both units would abandon the community

Arts - films / folk evenings / dance classes & school productions / parties / comedy shows well attended / exhibitions

Act 2 - pantomime - 14yrs old, been performing since she was 7yrs old, used to use Martlets, now cant - drama group are quite worried as are Wheeled Theatre Group who raise money for the community by performing there

Performed there, theatrical opportunity

Attend regular functions with Arts Society

Daytime Discos, 18th Bday party there, 40ths & 50ths - grown up with it

Local scout & guide bands play there and perform to community. Hayward Heath Concert band now - came from this Scout & Guide group. Packed for the memorial of their leader who passed away

Ceramics Group - meets monthly with additional meetings. Fairly very welcome at CH.

Vaccine programme run from there - where would we be without having such a space to vaccinate so many people?!

Car park, close to station & great bus routes - really accessible/good LOCATION.

Keep Britain in Europe Campaign many years ago, photos of community gathering historically for these meetings

**Rob's Group 22/07**

**How have you used Clair Hall site in the past? 20 minutes**

**On your doorstep**

**Does what it 'says on the tin'**

**Redwood centre - thriving community hub**

**Music concerts, dinner dance type of event**

**Cinema, theatre, concerts**

Community groups need to be supported

close to green space - which is essential for scouting

King's Child, polling stations, education, theatres,

can accommodate a certain quantity of people

health venues, mayors dinners, charitable meetings, general meetings

centre for varied events, well resourced

Clair Hall left to rot - only focus on housing

disparity with regards to 'destination haywards health

fond memories of arts

Needs to be arts based

lack of resources

community groups delivering valuable work

not talked about Redwood Centre enough

Frequently used by scouts, outreach work more effective because of location

arts society venue

serve the people

multi purpose venue

More investment / infrastructure needed

Valuable asset, low cost,

A little dated

Unlike anything in the town

future proofing

meeting space for community - resources should be directed at the space itself

multi purpose venue

musicals, musicians

making productions

education and entertainment

good location

only meeting space

home to scout group

Lewes - something to aim for

only facility in the two areas

Pantomime, comedy nights

# Engagement findings

## Appendices

### Appendix E

#### Examples of the Community workshop Jamboards

**Charlotte's Group 28/07**

**How have you used Clair Hall in the past? 20 minutes**

**Scouts**

Redwood Centre is a separate building - needs to be remembered - currently fit for purpose as a Scouting centre

Accessibility, wide range of users, means it is fit for people in the area - gin festival to pubs - multipurpose. Need for modernisation voiced by some

CH should be retained or rebuilt - size of the building is important - daylight for the cricket ground is very important

Haven't used it very much as there hasn't been any of interest - building currently ugly and uninspiring

Find it an ugly boring building so haven't ventured there as much as perhaps would if the building was improved

Fundraising events for a wide range of local organisations and local and national charities

Scouts at the Redwood centre - its the best scout centre I have ever experienced - excellent facilities, and access to the park, its a critical piece of infrastructure for the young people of our area

Children's parties

Mineral and rock show, USA concerts

Wedding receptions

Important location - car park and proximity to the Train station

Cinema/film nights

Theatre and Pantomime

Comedy Nights - local acts, warm up/trail sessions for bigger acts

weald theatre group (opening show at CH) - pantomime, many shows operatic and musical theatre society as well and professional shows, wedding reception, held there, play bridge meetings and craft fairs, fundraisers

Exhibitions (eg anniversary of railway) live concert by tribute band gin festival, meetings - used it more look and word of mouth than active marketing - might do more if it was better promoted within the town.

Car park - important for Cricket for both adult and junior participation (200 kids), social events, children have worked at the bar during events - opportunity for employment

**Cricket**

Sussex Flower Arranging Society (43 clubs throughout Sussex)

Blood donation

SFAS All meetings have been held at Clair Hall including members days (300 people) training sessions, meetings of the Society council and executive.

Demonstrators and speakers brought in - pleased to see hotel built next door have searched Sussex for suitable location but cannot replace CH - elderly members, locations with proximity to train and having a car park

An important local meeting to see people from the town is a lifeline for those with anxiety depression who don't feel able to travel outside of the town

Covid Vaccination

Voting

Exam centre

Concerts and music events as performers, fundraisers and audience members

**Georgina's Group 28/07**

**How have you used Clair Hall in the past? 20 minutes**

**Redwood - Scouts (2 groups with full waiting lists and 60 young people). A hub for scout meetings, district events, cooking competitions, quiz nights. Current building at capacity**

**Building means so much to USA & Scouts as they literally cannot find anywhere within the area that could possibly cater for their size**

**Birth day parties**

**Nursery - hosting pantomimes**

**Redwood - nursery venue**

**Wedding receptions**

**Children's drama clubs**

**Children's classes**

**Larger events - e.g. AGM or social events**

**Public and community events (e.g. Hayward's Health CIC)**

**Suitability of the building - location, accessibility**

**Lack of other suitable venues in the area**

**USA meetings**

**Mid-Sussex older people's council meetings**

**Combating loneliness and isolation**

**Data presentations**

**Election hustings - unsure if any other suitable spaces in the area**

**Personal entertainment**

**pantomime & kids productions**

**Theatre nights**

**Two chorus groups - currently unable to book into the space, no availability**

**Bands, concerts**

**Cinema screenings**

**Comedy presentations**

**Dementia day & cafe**

**Covid vaccinations**

**Cancer screenings**

**Blood donation**

**NHS sessions for carers with carers organisations**

To view all the community workshop Jamboards, please visit the Engagement HQ site for more - <https://engage.midsussex.gov.uk/>



# Engagement findings

## Appendices

### Appendix F

#### First community flyer



# Engagement findings

## Appendices

### Appendix G

#### Second community flyer

UPDATE SEPTEMBER 2021

## Future of Clair Hall Site

### Haywards Heath



Mid Sussex District Council invite you to a drop-in session to discuss the future of the Clair Hall Site (Clair Hall, the Redwood Centre, and the adjoining car park).

Come along and find out what people have told us so far and if you haven't already, share your views on what the town needs from this site.

We are holding in person drop-in sessions in September, with no registration required, and would love to hear your views so please do come along and have a chat.

You can also contribute by filling out our online survey (details on how to request a physical copy can be found on the overview).

To find out more information or if you can't make it to a drop-in session, please visit [www.mid-sussex.gov.uk/clair-hall](http://www.mid-sussex.gov.uk/clair-hall) for more details and to have your say.



MID SUSSEX DISTRICT COUNCIL

## Consultation Details




**Drop in sessions**

Drop-in sessions will be at the Orchard Shopping Centre in Unit 13 (previously the gift shop Callopie).

This can be found opposite Hays Travel and the Orchard Pharmacy.

(Orchard Centre, 10 St Wilfrid's Way, Haywards Heath, RH16 3QH)

**First session:**  
Thursday 16 September (2.00pm – 6.00pm)

**Second session:**  
Saturday 18 September (10.00am – 1.00pm)

**Contact us anytime**

T: 07542 016586  
E: [clairhall@engagepcf.co.uk](mailto:clairhall@engagepcf.co.uk)  
W: [engage.midsussex.gov.uk/clair-hall](http://engage.midsussex.gov.uk/clair-hall)  
A: Clair Hall Project Team, C/O - ECF - Metal Box Factory, 30 Great Guildford Street, London SE1 OHS

It would be appreciated if, where possible, attendees wear face coverings and keep a respectful social distance.

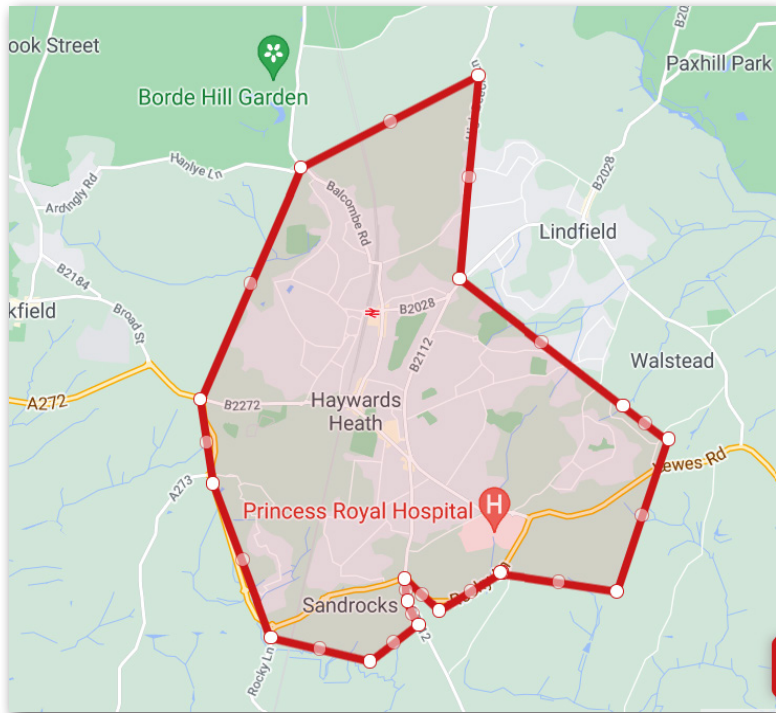
If you would like to receive physical copies of any of our materials, including the online survey, please contact us via any of the means above with your address and we will send these to you free of cost.

# Engagement findings

## Appendices

### Appendix H

Flyer distribution area



# Engagement findings

## Appendices

### Appendix I

#### Community Engagement Group (CEG) members final statements

**As part of the final meeting of the CEG, the group members were invited to submit a final statement to the Future of Clair Hall Site consultation. These statements have been collected and included in this appendix. If you would like to read a full analysis of the CEG findings, please visit pages 18-19 in this report.**

#### Colin Kenward – Save Clair Hall Group

*“We believe that the following should happen:*

1. *Planning for the opening of Clair Hall should be commenced at the earliest opportunity regardless of the outcome to the public consultation.*
2. *That Clair Hall be put under new management and reopened when able for public use. (We note the recent adoption by MSDC of its ‘Community Management and Asset Transfer Policy’)*
3. *A period of structured refurbishment and upgrades should be commenced and managed in such a way as to not lead to unnecessary protracted closures of the Venue.*
4. *MSDC should invest in the refurbishment and ongoing upkeep with the revenue and the monies that it already holds which was set aside for Clair Hall. Furthermore MSDC should actively look for and explore avenues for grants and other subsidies to support Clair Hall.*

5. *It is not environmentally sound to demolish and rebuild a perfectly serviceable community building and this would not be in the interest of the public purse. This is backed up by recent studies and work undertaken by the Royal Academy of Engineering.*
6. *The Councils proposal for the car park belonging to Clair Hall to be made into a ‘Pay and Display’ facility should be implemented. However, the revenue from this scheme should be invested into Clair Hall.*
7. *A new building will put, we believe an enormous strain on the public purse. We strongly believe that the refurbishment of Clair Hall is the more economically viable option.*

*We agree with MSDC’s designation of Clair Hall as an ‘opportunity site’ as highlighted in their ‘Master Plan’ but believe it should be used as an opportunity for the community and not the council.”*

#### Lauren Lloyd – Mid Sussex Voluntary Action

*“Mid Sussex Voluntary Action represents 450 charities and voluntary groups in Mid Sussex and as such, the priority must be a space fit for usage by a wide cross-section of the community. Appropriate and accessible community space is in short supply in Mid Sussex and we want to see continued provision of hireable space for the voluntary sector and wider community to be maintained at the current site until such time as Clair Hall is renovated OR replaced with a purpose built community asset. Community meeting space is paramount for the voluntary sector as we emerge from the pandemic; it allows groups to meet and socialise and provide a service to the community.*

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##### **Lauren Lloyd – Mid Sussex Voluntary Action**

*In particular, we advocate for Arts and Entertainment space which is in short supply in the District, and we encourage MSDC to ensure that in no uncertain terms should the community and voluntary sector be left without the performance space at Clair Hall, even during a building process which can take years to complete. In summary, we would like to see the continuous provision of community space on the Clair Hall site, whether it is in the existing building or in a new structure, and this provision should be community-led, not-for-profit and with the interests of the existing users at the heart any future changes."*

##### **Marion Wilcock – Haywards Heath Community CIC**

*"Clair Hall is not a profit making, income or capital producing asset for Mid Sussex District Council.*

*Clair Hall is a vital Community Asset.*

*It was built with community money for the benefit of the community.*

*Local Authorities have a duty to promote strong communities with essential social infrastructure. In addition to basic needs such as public health it should provide opportunities for recreation, creativity and artistic expression, community identity, local engagement and cooperation.*

*This is recognised by MSDC themselves, who have registered Clair Hall as an Asset of Community Value under the Localism Act 2011. An ACV is legally defined as: A building or other land is an asset of community value if its main use has recently been or is presently used to further the social wellbeing or social interests of the local community and could do so in the future. That just about says it all.*

*As the population of Haywards Heath and surrounding areas increases significantly, the need for a facility which provides adequate meeting space, event space and performance facilities becomes ever more important, not dispensable.*

*The fact that it has possible to support the work of the NHS vaccination programme, which has been an outstanding success for not just for the immediate Haywards Heath area but wider mid Sussex demonstrates, just how critical this building is to the community and the locality NHS.*

*The fact that during works to the MSDC Council Chamber, meetings are having to be held outside Haywards Heath demonstrates that claims there are 20 other suitable venues within a mile of Clair Hall, are simply not correct.*

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##### **Marion Wilcock - Haywards Heath Community CIC**

*There are lessons to be learned from the Covid Pandemic, which are most pertinent to Clair Hall. Residents, both young and older, suffer in isolation. They need to be able to engage with others, whether passively enjoying activities provided or equally importantly, being actively engaged in supporting and providing them. The success of the marshals at Clair Hall has confirmed that there is a vast army of volunteers who would be willing and indeed would benefit from being able to support events at Clair Hall.*

*It is accepted that Clair Hall needs some updating, but this could be readily achieved, to keep the building fit for purpose until such time as a more aspirational building can be designed, budgeted for and funded.*

*MSDC should not simply ignore community stakeholders, but listen to their concerns, genuinely consider their suggestions and work in partnership with them for the benefit of the whole community.*

*So, it is disappointing to read that the new policy of MSDC is to require Community assets must be let on a Full Repairing and Insuring Lease at a commercial rent. This might almost be regarded as a policy designed to ensure that the continued use of Clair Hall fails.*

*The suggestion that the Council is obliged to obtain "best value" is not correct. There are specific exemptions to this general rule which include inter alia the "the promotion or improvement of social well-being".*

*This policy flies in the face of the approach of every other local authority in the region including Lewes, East Grinstead, Horsham, Guildford, Crawley, Brighton, Chichester to name but a few.*

*It is difficult to understand why MSDC have turned their face away from working with and promoting local community groups.*

*Haywards Heath Community CIC would urge MSDC to turn over a new page and work with community groups and make the best of the community asset they have rather than working towards selling or leasing it off to the highest bidder.*

*Clair Hall is not a profit making, income or capital producing asset for Mid Sussex District Council.*

*Clair Hall is a vital Community Asset."*

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##### Steven Trice – Haywards Heath Town Council

###### **“Generally**

*Clair Hall must be a state of the art cultural and community facility for the residents of Haywards Heath and Mid Sussex. Any facilities must provide at least the provision currently available, but the Town Council believes it must cater for other uses so to ensure that the building is financially viable and sustainable in the long term.*

*In relation to the ‘Future of Clair Hall’ consultation.*

###### **What sort of uses are needed in the future?**

*The uses to be supported by Clair Hall should be primarily based on a multi-functional building set up which provides space and the ability to provide.*

- *Theatre and cinema. An ever-growing Town must have a space for residents to visit and enjoy these cultural activities.*
- *The provision of a studio and rehearsal space for the performing arts, music and dance. Local organisations and touring companies/performers need this space to rehearse, teach and develop the arts.*
- *Exhibition space to provide for local artists to display their work and to enable the display of historical information of the Town.*

- *Meeting and conferencing facilities for business and community groups. The building cannot lay dormant during the week 9am – 5pm so the offer of meeting and conferencing facilities will not only offer such to local organisations/businesses, but to those from further afield.*
- *The appropriate facilities within the new building to provide for youth/teenage activities being cognisance of the facilities/services offered by the Redwood Centre.*
- *The aforementioned must be supported by a food and drink offer. The provision of a bar and café in the building and a restaurant for those who would just wish to visit to eat.*

*All of the above should be provided in a new state of the art building that has the most up to date technology and must be built in a sustainable and environmentally friendly manner (carbon neutral).*

###### **Should the existing building be redeveloped or refurbished?**

*Haywards Heath Town Council strongly supports the reprovision of Clair Hall to provide a modern entertainment and community centre for Haywards Heath and Mid Sussex.*

*The Town Council clarifies its position that Clair Hall should be reprovisioned in the form of a new, aspirational fit for purpose future-proofed, sustainable building, however we need to be absolutely certain that the existing facilities at Clair Hall are safeguarded by a clear, binding commitment by MSDC of how, where and when they will replace it. When this is provided, Clair Hall can be demolished and the building we need for our Town can be rebuilt. Meanwhile it should be retained with minimum functionality and minimum expenditure.*

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##### Steven Trice – Haywards Heath Town Council

#### ***Are there any services that we could help address through the Clair Hall site?***

*To make, what would be a valued, community space to be successful in the long term and underpin the business plan, there must be consideration of services to complement the night-time and weekend offer. These could include:*

- *Shared office space.*
- *Small gym pods and specialised gym.*
- *The moving of civic service to the site such as the Town Council and Library.*
- *Moving of the Cricket Club facilities into the building.*

#### ***What do you like about the site and what could be improved?***

*What is liked about the site?*

- *Location of the site as a gateway to the Town. The station quarter area is one of the main gateways to the Town and gives a first impression of Haywards Heath to visitors. There is, in normal times, a great passing trade from commuters. The current Clair Hall does not capture any of this, but there is an opportunity to capture trade in the future whether it is a food offer, meeting use, or the primary cultural facility.*

- *Sustainable Transport links – station/bus interchange. The location offers the ability for residents and people out of the Town to easily access the site by sustainable forms of transport.*
- *Linkage and proximity to Clair Park. Clair Park is a wonderful back drop to the site as one the Town's main open spaces and green lung.*
- *Neighbouring Premier Inn, which could provide accommodation for visitors to meetings and conferences.*
- *Linkage and proximity to Clair Park. Clair Park is a wonderful back drop to the site as one the Town's main open spaces and green lung.*
- *Neighbouring Premier Inn, which could provide accommodation for visitors to meetings and conferences.*

*What could be improved:*

- *The landscaping and entrance to the site is unappealing and unwelcoming. The entrance should be improved/re-landscaped to make it a more aesthetically pleasing, make more of a statement 'that the building is there, and what it offers'. There is also the opportunity to rationalise the area to provide a small enhancement on parking spaces. It is also felt that car parking should be provided below ground to support the rise in usage that the Town Council's representation is promoting.*
- *The linkage and association of the current building to Clair Park is a huge missed opportunity. There is scope to open up and make the building a place to overlook and enjoy one of the Town's green lungs. This could work in conjunction with the Cricket Club facilities/needs and offer the provision of a view from a bar/restaurant and café. Obviously, any break into the park would have to be undertaken sensitively."*



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##### **Tony Pearson - Mid Sussex District Scouts**

*"The following are key points that we think need to be considered for any future development:*

- *It needs to be possible to have at least two users on the site meeting completely separately from each other. This means separate entrances, kitchen and toilet facilities, services, etc. This ensures safeguarding matters can be followed without users of different parts meeting in shared areas. This is what we have now with Clair Hall being separate to The Redwood Centre and this is essential.*
- *We need a main room/hall of at least 130 sqm that has double ceiling heights as opposed to say a residential single height ceiling. In addition, to this other adjacent rooms of at least 60 sqm and 25 sqm are needed. These are the floor areas we have at present, in addition to storage space, that make our current facility at the Redwood so useful to us.*
- *Car parking needs to be available.*
- *Direct access to Clair Park would be desirable.*
- *An outside area associated with each separate user's indoor space would be useful.*
- *A sustainable design to ensure ongoing operating costs for electricity etc. are reduced to save charitable users' money.*

- *A community use on the site for Scouting will mean that we can keep providing our activities for around 150 young people in the area. If it is not there then these young people will miss out."*

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The organisations contacted and invited to meet about the project.

Each of these organisations were informed about the engagement process, and invited to encourage their members to participate in the process:

- Alliance for Better Healthcare
- Amaze
- Citizens Advice (Community Champions)
- Disability Access East Grinstead
- Haywards Heath Business Association
- Haywards Heath Community CIC
- Haywards Heath College
- Haywards Heath Islamic Centre
- Haywards Heath Rotary Club
- Haywards Heath Town Council
- Haywards Heath Town Team CIC
- Haywards Heath Ward Councillors
- Kangaroos
- Mid Sussex District Council Councillors
- Mid Sussex District Scouts
- Mid Sussex Voluntary Action
- Oakland Community College
- Older People's Council
- Save Clair Hall campaign group
- Sussex National Association of Flower Arrangement Societies (NAFAS)
- The Harlands Primary School
- The Weald Theatre Group
- West Sussex County Council Councillors for Haywards Heath
- 4sight