

# **Fernhurst Neighbourhood Plan**

## **Draft Policies for Informal Consultation**

**Appendices**

**May 2013**



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## APPENDIX 1: POPULATION MIX AND GROWTH

### Fernhurst population (2011 Census)

Large changes in the mix of Fernhurst's population have occurred since the 2001 Census, plus an overall growth of 6% over 10 years. The increase in numbers of very young children within Fernhurst is reflected in the need for more village school places.

Fernhurst Census		2001	2011	Change	% change
Age	0 to 4	195	284	89	46
	5 to 9	229	260	31	14
	10 to 19	367	383	16	4
	20 to 24	125	106	-19	-15
	25 to 44	892	876	-16	-2
	45 to 49	256	304	48	19
	50 to 59	513	481	-32	-6
	60 to 64	195	249	54	28
	65 to 75	379	368	-11	-3
	75 to 84	203	265	62	31
	85 and over	90	84	-6	-7
<b>All Residents</b>		<b>3,444</b>	<b>3,660</b>	<b>216</b>	<b>6</b>

The percentage of those aged '65 or over' in the 2011 Census was:

- (a) 20% of Fernhurst's total population
- (b) 25% of Fernhurst's population aged '20 or over'

Those aged '65 and over' are a group of people who become far more vulnerable as they age --- meeting their housing, health care, social and other requirements will be not only essential but challenging too.

Major population growth since 2001 of those aged '75 to 84' and also aged '60 to 64' is identified by the 2011 Census. Changes in the age mix must be taken fully into account within Fernhurst's Neighbourhood Plan. National Statistics below add further weight to this conclusion in looking to the future.

### National Statistics

Source: <http://www.statistics.gov.uk/hub/population/ageing/older-people>

The population of the UK is becoming increasingly older; the number of people aged '65 and over' in the UK grew by 20% over the period 1985-2010. Population ageing will continue for the next few decades:

- Those aged '65 and over' accounted for 17% of the total population in 2010 but this proportion is forecast to reach 23% in 2035.
- The number of people 'aged 85 and over' is projected in 2035 to be almost 2.5 times

larger than in 2010.

Key national policy areas were suggested in the statistical report as 'health and social care, the ageing of the workforce, pensions, housing and transport'.

## **APPENDIX 2: HOUSING FOR OLDER PEOPLE LINKED TO THEIR CHANGING NEEDS**

Type of accommodation required by an older person depends on their physical / mental condition and support available. The ideal is stay in one's familiar home for as long as possible, with care there if needed.

Eventually a move from a previous home may well become necessary. Triggers can include concerns over health and ability to cope, recognition that less space is required [eg after the death of a partner], social needs, downsizing or the need to release capital.

Options need to permit a move from a previous home to one of these:

- A smaller home (downsizing)
- A bungalow (so avoiding stairs)
- A sheltered housing development (with support from a warden or manager)
- A care/nursing home (for full residential care)

Another option is to go to live with one's family elsewhere, but a room may not be available or suitable (and also later difficulties may arise).

Accommodation must be tailored to the requirements of older people, e.g. wide enough doors, good lighting, wheelchair access, walk-in showers, lift / stair lift if accommodation is above ground floor level, raised flower beds, etc.

### **Review**

Fernhurst does not appear to be particularly well placed in meeting the longer term housing needs of its older residents should they wish to remain in the village:

- A. Compared with Haslemere, Midhurst and W. Sussex overall, relatively few properties come on to the housing market in Fernhurst. That suggests strongly that residents:
  - i. prefer to live in the village for as long as possible; and/or
  - ii. could be blocked from moving as they get older - for example, if not enough smaller properties are available within Fernhurst.
- B. Bungalows carry a heavy price premium and so will not be an option for everyone. Few become available. *[More capacity should be considered]*
- C. A more recent innovation is that of a gated retirement complex that also offers self-contained communal facilities with a central clubhouse and manager. The nearest is at Bramshott Place Village, Liphook. Purchase prices there are up to £460,000 and even a modest two bedroom apartment carries a service charge of £4,500 p.a. (including ground rent). On sale of a property, an assignment fee of up to 15% applies. Hence, accommodation similar to that would not meet a test of 'affordability' for very many older people.
- D. Fernhurst has some good sheltered housing at Ash Grove, which has 26 properties and an on-site manager. Any vacancy is filled quickly within the 20 ground floor

bungalows/flats. However, the six upstairs properties are suitable only for quite active pensioners and so sell more slowly - stair lifts cannot be installed. *[Additional sheltered housing capacity should be considered on another site]*

- E. Social housing - with applications made via the local authority - is covered by rented property at Nappers Wood (105 homes) and at Russett Court (21 flats). Both sites are managed by the Hyde Martlet Housing Association.
- F. Nearest care homes (with number) are at Haslemere (7), Midhurst (4), Liss (17) and Liphook (5). The Rosemary Park Nursing Home at Marley is focussed mainly on mental health care, with some secure accommodation.

### **Preferred Options covering 'Accommodation linked to Changing Needs'**

*Note: An important factor is whether most people aged '65 or over' in Fernhurst would want to continue living in the parish later on. Consultations by the Older Persons Working Group considered that was the case - responses to the subsequent Neighbourhood Plan Questionnaire confirmed that view.*

Any development should be balanced to produce an integrated community, with the needs of Fernhurst's older residents taken into account by including a mix of:

- Smaller properties with two bedrooms
- Bungalows
- Further accommodation replicating the Ash Grove model, with an on-site manager. Ideally, its location should be near to Fernhurst village centre, with level access in addition - but it could be at Syngenta if transport was available.
- A new care home located within the parish should be considered (preferably with some nursing facilities).

There is a risk that older residents on any development on the Syngenta site could become isolated, particularly if they had no access to a car. This might be minimised by provision of a central meeting point to include café facilities and an on-site general purpose shop--- and [critically] good transport from the site to Fernhurst village centre and beyond.

Over-arching considerations are that:

- a. Fernhurst is a rural community in which residents greatly value its village characteristics.
- b. Open views to surrounding slopes, woodlands and fields add to its attractiveness and provide a much needed peaceful environment in which older people can live out their lives.
- c. Architecture must be aesthetically pleasing and in keeping with that environment.

Any new development must not prejudice those considerations.

*Footnote: Some new three/four bedroomed houses might usefully offer a ground-floor annex having a separate front door, a bed-sitting room and a shower / toilet. Such a versatile combination could accommodate an adult son or daughter still at home, a live-in carer or an older parent needing support.*

## **APPENDIX 3: RESPONSE TO QUESTIONNAIRE FROM THOSE AGED '65 AND OVER'**

1. Replies to the Neighbourhood Plan Questionnaire provided evidence of what additional market housing or other accommodation should be considered within Fernhurst:

Q62 'Do you think that you'll need to move home in the next 20 years?' [Yes or No]

Q63 'If you think you will need to move home in the next 20 years, which of the following most applies to you?' Nine tick-box options were provided.

Q64 'Does Fernhurst offer the right mix of properties for your future needs?' [Yes or No]

Q65 'If you answered 'No' to the previous question, please indicate what more you would like to see?' Six tick-box options were provided.

As the NP period is for 15 years, Q63 was highly relevant and Q63 to Q65 sought more information. All questions were precisely worded and provided a set of filters.

2. One-third of all respondents to the overall questionnaire flagged that Fernhurst does not offer the right mix of properties to meet their future needs. Analysis within two broad age groups: '65 and over' and 'Under 65s' was revealing - see Item A.

### **Responses from those aged '65 and over'**

3. The main objective of the questions posed was to check findings of the 31 July 2012 Feedback Report from the Older People Working Group [updated as in Appendix 2]. Questionnaire responses were highly supportive of the original conclusions and also offer the best quantitative evidence that we have from the residents of Fernhurst.
4. It was clear that those aged '65 and over' had provided considered responses and at a high response rate (estimated at 34%) - which adds confidence. There is no evidence that respondents had 'ticked all the boxes'; the number of responses to each question and sub-option showed wide variation.
5. In that age group, 30% said 'No' to Q62 but 70% thought that they would need to move home over the next 20 years - and, of those, two-thirds identified that they would like to continue to live in Fernhurst.
6. Seventy respondents met all these criteria:
  - a. Thought that they would need to move home in the next 20 years
  - b. Said that Fernhurst did not offer the right mix of properties for their future needs
  - c. Identified what more that they would like to see in Fernhurst.

By considering only those 70 responses, a rough estimate was made of what new accommodation for older residents should be considered. (See lower section of Item A).

7. Provision at a 100% rate was ruled out because not everyone will stay in Fernhurst in later life. Indicative figures were:

	<u>50% provision</u>	<u>75% provision</u>
Number of new smaller dwellings	69	104
Care Home places (preferably with some nursing)	33	50

8. Calculations based on questionnaire responses offer only a broad picture of where the goal-posts might lie. No allowance has been made for increased future longevity, which will increase the demand for accommodation tailored to the needs of older people. However, once an adequate stock of smaller dwellings is available, that capacity will be recycled as people transfer later to other accommodation in line with their changing needs. It is a matter of judgement on how many new dwellings should be provided initially and the extent to which respondents' aspirations should be taken into account in Fernhurst's Neighbourhood Plan.
9. Phasing for the provision of any new properties needs careful consideration to avoid overloading the market. To reflect the questionnaire responses of Fernhurst's older residents, the Older Persons Working Group suggested that:
- An initial target of 50 smaller dwellings should be considered in Phase 1 of any new development - for example: around 25 two-bedroomed properties (including bungalows) plus 25 dwellings in an 'Ash Grove type' sheltered housing complex with a manager.
  - Progressing to any subsequent phase should depend on take up within Phase 1 being at reasonable levels.
10. New dwellings for older people should have adequate room for wheelchair access and walk-in showers with grab-rails. Each should offer a main double bedroom plus a spare (for overnight guest or carer or a dining area) - plus living room / kitchen / bathroom and an allocated parking space. Level access throughout would be important. Additionally, a lift or stair-lift should be provided where a property had more than one floor.
11. Syngenta is the main preferred site for any housing development within the parish. However, lack of transport will become an issue later in life. The Older People WG noted that the ideal location for additional sheltered housing would be within walking distance of the village centre (but currently there are no available brownfield sites).
12. The Neighbourhood Plan should include potential provision of a Care Home in Fernhurst. However, this is a one-off commercial undertaking requiring specialist design / management - and a phased approach is not possible. Its economics and funding will be decisive in whether and when it could proceed.
- Although location of a care home is less critical, it cannot be assumed over a 15 year time-scale that the required capacity will be available outside Fernhurst's boundary.
  - Quote from an Age UK report of Mar. 2013 entitled 'Improving later life':

*"For many of us, care homes will be an option that we will have to consider*

*at some point in the future. It is likely that the number of care homes will have to double over the next 30 years to deliver 24-hour support to our frailest and most vulnerable citizens, including people with severe dementia.*"

### **Responses from those aged 'Under 65'**

13. These responses were well aligned to the views of the older generation - with 28% of all 'Under 65' respondents flagging that Fernhurst does not offer the right mix of properties to meet their future needs. Again, there was a strong desire to continue to live in the village.
14. This age group were particularly wanting to see more smaller properties / bungalows to meet their future needs, suggesting that there would be an on-going demand from Fernhurst residents for that housing stock as it became available.
15. Additionally, two-bedroomed properties should be of interest to younger couples which should aid initial take-up and contribute to achieving a more integrated community.

## Item A:

Fernhurst Neighbourhood Plan Questionnaire		Number of responses		
		Aged 65 and over	Aged Under 65	Total Response
<i>Estimated response rates =</i>		<i>34%</i>	<i>10%</i>	<i>15%</i>
All respondents by age range:		174	186	360
Q 62	Think will need to move home in next 20 yrs. Yes	120	71	191
Q 63	If you answered 'Yes' to Q62, would you like to continue living in Fernhurst? Yes	82	60	142
Q 64	Does Fernhurst offer the right mix of properties to meet your future needs? No	70	52	122
<i>'No' vote -- Percentage of all respondents =</i>		<i>40%</i>	<i>28%</i>	<i>34%</i>
Q 65 If 'No', what more would you like to see:				
	Sheltered accommodation with manager	20	5	25
	Bungalows	15	11	26
	Smaller 1- and 2- bed properties	9	12	21
	At least 3- beds	3	7	10
	More social housing	1	7	8
		<input type="text" value="48"/>	<input type="text" value="42"/>	<input type="text" value="90"/>
	Care / nursing home in Fernhurst	<input type="text" value="22"/>	<input type="text" value="10"/>	<input type="text" value="32"/>
As Q65 allowed more than one box to be ticked, figures above show weighted responses.				
<b>Scaled-up responses from Q65 to reflect aspirations of '65s and over'</b>				
[Numbers below assume that the views of the 34% who responded are representative]				
<b>100% provision not appropriate --- lower levels shown:</b>		<b>50%</b>	<b>75% provision</b>	
	Sheltered accommodation with manager	28	43	
	Bungalows	22	33	
	Smaller 1- and 2- bed properties	14	20	
	At least 3- beds	4	6	
	More social housing	2	2	
	Rough estimate of new dwellings:	<input type="text" value="69"/>	<input type="text" value="104"/>	
	Care / nursing home in Fernhurst	<input type="text" value="33"/>	<input type="text" value="50"/>	

Note: Without being prescriptive, the NP should reflect the views of respondents that bungalows should be included as part of the total permitted.

## **APPENDIX 4: COMMUNITY SERVICES AND OPTIONS FOR ENHANCING THEM**

### **Issue 1: Affordable, more frequent and reliable transport serving Fernhurst**

16. The 2011 Census provided clear evidence that Fernhurst is a car-based community, with 90% of all households having a car available. Residents have no choice but to be car reliant due to the low frequency of the public bus service through the village. Many NP Questionnaire respondents over the age of 75 were still driving.
17. Residents who have stopped driving for health reasons or do not have a car have very limited transport options in getting from Fernhurst to the nearest towns of Haslemere (4 miles), Liphook (5 miles) and Midhurst (6 miles) for their needs - and then back again:
  - a. Many rely on relatives or good neighbours to transport them by car. Taxis are expensive.
  - b. The No 70 Stagecoach bus linking Guildford, Haslemere, Fernhurst and Midhurst offers an hourly service only; long waiting times can be involved. Also, its future cannot be assured.
  - c. Where residents have appointments at the Royal Surrey County Hospital at Guildford, a Hospital Hoppa is available currently. In contrast, those who live in Fernhurst are not eligible to use the door-to-door Haslemere Hoppa service which covers destinations in Haslemere - this very useful service is restricted to Waverley residents only. Passengers pay 50p/mile.
  - d. 'Care in Haslemere' seeks to arrange transport to local hospitals, surgeries, etc. Its remit is to be there for 'the needy'. Around 20 people currently use this service from Fernhurst. Volunteer drivers use their own cars and are reimbursed on a mileage basis; there are seven from Fernhurst. 'Care in Haslemere' also has one 10 seater minibus that can provide a shopping service for groups of older residents. However, volunteer-based transport is stretched and some disabled people cannot be conveyed by car.
  - e. 'Tandem' (based in Midhurst) offers car transport for hospital appointments, and also has three minibuses that have been replaced fairly recently. Tandem only transports elderly or disabled people and has four volunteer drivers from Fernhurst.
18. Parking is a major issue for Haslemere, with considerable pressure arising from commuter parking. Development of the King Edwards site (for which planning permission has been granted) and at Syngenta will intensify the problem and also see many more cars passing through Fernhurst.
19. To achieve sustainability in the longer term, an improved transport infrastructure is essential and should be reflected within the Neighbourhood Plan and in any development at Syngenta. For those who do not drive a car, the absence of frequent and reliable transport is already an issue; in the future, an ageing population could become more isolated unless better provision is made.

## Options

1. A half-hourly public bus service between Haslemere, Fernhurst and Midhurst is needed. However, that is unlikely to be achieved unless its economics are transformed by much increased passenger numbers from developments at King Edward VII Hospital (and Syngenta).
  - *The ideal would be a circular bus service linking Midhurst-Fernhurst-Haslemere (incl. Haslewey, the railway station, Haslemere Hospital and town centre) before returning back to Midhurst. It would have on-site bus stops at the King Edward VII Hospital site and Syngenta.*

With its connection to fast and frequent trains at Haslemere, a more frequent bus service could provide a Gateway for visitors right into the South Downs National Park. That option could offer the most sustainable solution for West Sussex when King Edward VII Hospital/Syngenta developments come to fruition. Also, pressure on parking at Haslemere would be reduced.

2. A developer may offer a site shuttle-bus, but this has considerable downsides. That bus would be likely to serve only those on site - and not be available to the wider community. An under-utilised mini-bus is unlikely to be a sustainable option and on-going funding once a developer has departed could become problematic.
3. An early approach should be considered to see whether arrangements might be made so that the Haslemere Hoppa can also serve Fernhurst - because older villagers could benefit greatly from this flexible door-to-door community transport service to / from Haslemere. However, a required financial contribution from Fernhurst parish would be likely. Also, the service might not be sustainable; it could be abandoned for cost cutting reasons - as happened with W. Sussex's DORIS bus. Fernhurst would have no say in such a decision.
4. More voluntary drivers should be sought from Fernhurst for both 'Care in Haslemere' and 'Tandem' in Midhurst. Funding further mini-buses is not seen as an option to extend the service, but replacement vehicles are needed periodically.

As a high priority, developer contributions should be required to achieve a sustainable transport infrastructure - as that will be directly and adversely affected by their developments.

## **Issue 2: More accessible, comprehensive medical services and health care**

1. Adequate medical and health facilities are essential for all age-ranges --- but especially for older people as their mobility and stamina declines:
  - a. Fernhurst has a doctors' surgery which is open for 3.5 days per week at present; however, 43% of respondents to the NP Questionnaire considered that longer opening hours were needed. When appointments are not available, patients affected must get to the Haslemere Health Centre. Fernhurst also has a village pharmacy which is highly rated.
  - b. Very good access is required to Haslemere Hospital. It currently covers minor injuries, blood testing, X-ray checks, physiotherapy, podiatry and some consultant

appointments. This hospital has two wards for local non-acute care. Virgin Care has assumed responsibility for Haslemere Hospital; a major refurbishment is in progress.

- c. The Royal Surrey County Hospital at Guildford covers emergency admissions, operations, referrals to consultants, specialised procedures and acute care. St Richards Hospital at Chichester also covers emergency admissions and some specialised procedures.
- d. Accessing additional health care and also related support services based in Haslemere is important to Fernhurst residents, e.g. Orchard Club facilities / groups at the Haslewey Centre, Alzheimer's Society Day Centre, Stroke Club, Holy Cross hydrotherapy, etc.
- e. Many people will be looking after someone else who depends on them; the Carers Support Service at Chichester offers information and help. More care in the home will be required as a result of financial cuts, very high charges for residential care and increasing longevity.

Medical and health care arrangements are unlikely to be good enough in the longer term; any significant housing development will add pressure on those services.

Options (in addition to improved transport to / from Haslemere)

1. Longer opening hours at the Fernhurst surgery should be negotiated and lobbying to extend services offered at Haslemere Hospital should be supported.
2. Information should be provided via Fernhurst News and on the village web-site to highlight what health care support is available within the area, including help for carers.

### **Issue 3: Continued provision of good local amenities and facilities, with encouragement of social well-being and mutual support**

1. A strong community characteristic of Fernhurst is that people frequently greet each other in the street. Additionally, the concentration of shops, facilities and Post Office near the crossroads assists friendly interaction between people of all ages.
2. Amenities and facilities are well developed:
  - a. Existing shops and the Post Office in Fernhurst cover most basic needs.
  - b. As will be seen from 'Fernhurst News', villagers of all ages have a wide choice of interest groups and activities in which they can participate. Most groups rely on dedicated and hard working volunteers to make things happen. Encouraging a succession of volunteers and raising adequate funds are on-going issues for some groups.
  - c. Fernhurst has excellent meeting places for indoor group activities - comprising the Village Hall, the Fernhurst Centre (offering many courses as well as refreshments) and the new Parish & Community Room at St. Margarets Church. The Youth Club is a valued resource, but needs attention. Local pubs and the Fernhurst Club provide licensed bar and other facilities.
  - d. The Recreation Ground in Fernhurst provides a focus for outdoor sports and activities in a beautiful setting, and with new facilities added recently. The countryside is there

to be explored with many footpaths and wonderful views.

- e. Spiritual needs are met mainly through St Margaret's Church in Fernhurst and other places of worship in the area. St Margaret's provides an open door to all in the village, including offering The Haven Drop-In Café and a 'Tea and Sympathy' group to support those who are bereaved.
3. As ageing occurs and mobility reduces, availability and access to good local amenities becomes even more important. Also, for older people living on their own, loneliness can be challenging. That can be reduced through participation in well organised group activities within the village - including the Fernhurst Lunch Club and Good Companions. Additionally, for those who can get there, hot meals and activities suited to older people are available at reasonable cost at The Orchard Club, Haslewey Community Centre (at Lion Green, Haslemere).
4. It will be critical that any development away from Fernhurst's village centre is thoroughly integrated, so that new residents there are able to participate fully and make their own contribution towards enhancing community activities.

#### Options

1. Given sufficient demand, The Fernhurst Centre may offer a training and confidence-building course on 'on-line ordering'. Many people already place on-line orders for delivery of goods (including groceries) directly to their home; such a course would enable others to catch up.
2. For local groups / activities to be sustainable in the future, the concept of 'giving something back to the village' should be promoted. Both newcomers and those recently retired could be invited to participate as far as possible as volunteers.
3. A review is needed to identify further ways in which older people who are lonely can feel more part of the village community.