

From: Isabel Irvine [REDACTED]
Sent: 07 May 2026 11:22
To: Sophie.Moore [REDACTED]
Cc: [REDACTED]
Subject: Re: DC/26/0544 The Haven Dog Field

Good morning Sophie,

Please find attached the updated Operational and Environmental Management Plan.

I've set out the changes made following the Officer's comments in red below:

- The booking register records must be held for a period of 6 months in order to enable us to work with the business to identify and customers who are the cause of complaints. **More information related to storing data has been added into Section 4. The client stores user's data but due to GDPR laws it is not possible for them to share individuals' information with the Council. The client can give details of a complaint to the Council, but they can't pass on individual information unless they are breaking the law.**
- The daily visit should take place when the field is in use each day. **More detail has been added into section 9, explaining that there are daily visits and the nature of the checks that these involve.**
- There must be a notice at the entrance to the field which either gives a phone number for public contact, or signposts to a website where this detail is clearly available. **There is a QR code at the entrance of the site which links back to the website where there are contact details etc.**
- There should be a meeting on site and induction for new customers to go through the site rules and terms of use. **It is not practical to meet each individual on site. The site rules and terms of use are set out in the booking system with users having to agree to these before they can use the field. Users are also sent a video instruction prior to their session. More detail related to this has been added in at Section 4.**

I believe this satisfies the Environmental Health Officer's comments. If there are any further queries, please let me know.

Many thanks,

Isabel Irvine
Graduate Planner



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Before printing, think about the environment.



The Haven Secure Dog Field | Billingshurst

Operational & Environmental Management Plan

27 March 2026

1. Purpose

This Operational and Environmental Management Plan has been prepared in support of the retrospective planning application for The Haven Secure Dog Field on Okehurst Road.

Its purpose is to explain how the site has been laid out and how it operates in practice, with particular regard to access, parking, security, waste management, neighbour amenity, and environmental enhancement. The plan also sets out the management measures in place to ensure the site remains a low-impact and well-controlled use.

2. Site Description, Existing Use and Operational History

The Haven is a secure dog field designed to provide bookable, exclusive-use exercise space for dogs in a safe and controlled environment.

The site has been laid out to minimise visual and environmental impact, while also meeting the practical needs of users – those requiring a secure and private setting for dog exercise. The field operates on a pre-booked basis only, with one booking having sole use of the site at any one time.



The site was originally classified as modified grassland and is now being managed in a way that seeks to improve biodiversity alongside its recreational use.

The site began operating in January 2026 and remains in an early operational phase.

Figure 1: Site originally classified as modified grassland.





3. Access, Parking and Traffic Management

The site is accessed from Okehurst Road via the existing access arrangement.

Parking is provided on site for up to 2 vehicles per booking, with a maximum of 6 dogs permitted per session. Vehicles are able to pull fully off the highway before entering the secure parking area, and the layout enables safe arrival, unloading, turning and departure.

Users enter a fenced arrival area and are required to secure gates before dogs are released. This arrangement eliminates the risk of dogs exiting the site uncontrolled and supports safe use by customers with nervous or high-energy dogs.

The booking system includes a 10-minute buffer between sessions to minimise the risk of vehicle crossover and to ensure that one user has sufficient time to leave before the next arrives.

As the site has not yet been operating for a sufficient period to generate robust traffic data, detailed trip-generation evidence is not currently available. However, once the site reaches operational maturity, the expected booking pattern is as follows:

- Weekdays: approximately 80% of bookings are expected to involve one vehicle, and 20% two vehicles
- Weekends: approximately 50% of bookings are expected to involve one vehicle, and 50% two vehicles

These estimates reflect typical operating patterns seen across comparable secure dog fields, where many users attend individually, but some sessions involve more than one person travelling together or meeting on site.



Although most users are expected to arrive by car, the site is also accessible on foot from the surrounding area, including via the local public rights of way network.

4. Booking, Access Control and General Site Security

The Haven operates on an advance-booking, exclusive-use model. Only one customer booking is permitted on site at any one time, which enables the site to function as a calm, controlled and low-intensity facility.

Bookings are managed through an online booking and payment system, which allows the operator to control access and maintain a record of users. Each booking is subject to site rules and terms of use.

All customer receive a detailed video induction prior to their session.

Customer information is retained in line with the business's legal obligations under the Information Commissioner's Office Data Protection Licence, current GDPR rules, and the requirements of our payment merchant. These frameworks set clear parameters for how long personal data may lawfully be held, how that data can be used, and the business is required to operate within them.

Boundary fencing, gates and access points are inspected daily for safety, security and insurance compliance. Lockable gates allow users to secure the site during use, and access codes are changed periodically to reduce the risk of unauthorised access.

Subletting or unauthorised transfer of bookings is not permitted, ensuring that the operator knows who is using the site at any given time. Early arrival, late departure, unreasonable noise, or failure to comply with site rules may result in access being suspended or permanently withdrawn.



Complaints relating to specific customers will be handled in accordance with the terms and conditions set out on the website, which all customers are required to agree to at the point of each transaction. Members of the public and other third parties can contact the operator directly with details of any complaint, and these will be investigated accordingly. CCTV is in place across the site, with both live and recorded feeds available to support any investigation.

There is a small sign at the entrance directing people to the business website where they can find contact details. Members of the public do not have unauthorised access to the site, and any breach will be addressed through the appropriate channels.

5. Waste Management and Day-to-Day Operation

Waste management arrangements are in place to ensure the site remains clean, safe and well-maintained.

Commercial dog waste bins are positioned around the field, including within the parking area, together with a general waste bin. Bins are emptied and sanitised daily as part of routine site management.

Waste is stored securely outside the public access area and collected by a licensed specialist animal waste contractor on a scheduled basis.

Daily site inspections are undertaken and include checks for litter, dog waste, fencing condition, gate security, planting condition and seasonal hazards.



6. Opening Hours

Months	Hours
January	08:00 – 16:00
February	08:00 – 17:00
March	07:00 – 19:00
April	07:00 – 20:00
May	07:00 – 21:00
June – July	06:00 – 22:00
August	06:00 – 21:00
September	07:00 – 20:00
October	07:00 – 16:00
November – December	08:00 – 16:00

Opening hours are limited to daylight hours and vary seasonally in order to reflect safe use of the site without the need for artificial lighting. These hours are reviewed periodically and remain limited to daytime operation only.



7. Environmental Management and Biodiversity Enhancement

The site is being managed with ecological enhancement as part of its ongoing operation.

Measures already undertaken, or committed as part of the site's continuing management, include:

- approximately 200 metres of new native hedgerow planting
- overseeding of approximately 11,000 square metres with a nectar-rich grass mix
- planting of 12 specimen trees to strengthen habitat value and improve the landscape framework
- retention of deadwood and natural arisings from hedge maintenance within the wildlife corridor to support insects, birds and small mammals
- seasonal monitoring of vegetation and replacement of failed planting where required

These measures are intended to improve the ecological value of the site over time while maintaining it as a functional recreational space.

No trees or hedgerows have been removed as part of the development.

No external lighting or floodlighting is installed or proposed.



8. Amenity and Impact Management Strategy

Low-Noise Use by Design

The site has been designed and is operated in a way that limits noise and activity levels.

The exclusive-use booking model ensures there is no communal or overlapping use of the field. This significantly reduces the intensity typically associated with more open-access dog exercise areas.

Most bookings are expected to involve 1 to 2 dogs. Sessions involving larger numbers are anticipated to be limited and, where they do occur, are generally expected to be managed bookings during quieter parts of the day.

No agility equipment, organised classes, competitions or group events are provided on site. The field is intended for informal dog exercise only.

The layout and operation of the site are designed to encourage calm, natural use rather than stimulating high-energy or prolonged barking activity.

Household-Only / Compatible Dog Policy

Only dogs from the same household, or dogs already familiar with one another, are permitted within a single booking. This reduces the likelihood of conflict, overstimulation and reactive barking.



User Rules and Enforcement

All users agree to comply with site rules, including requirements relating to behaviour, control of dogs, parking, and avoidance of unreasonable noise.

Any breaches reported directly to the operator may result in warnings, suspension, or permanent withdrawal of access.

9. Monitoring and Ongoing Management

The site is actively managed on an ongoing basis.

Routine management includes:

- daily inspection of fencing, gates, bins and general site condition
- monitoring of planting and replacement of failed vegetation where necessary
- review of access arrangements and booking controls
- regular updating of entry codes and user instructions
- ongoing oversight of waste collection and contractor arrangements
- review of site rules and operating practices if any concerns are raised

This approach allows the operator to respond quickly to maintenance issues and to ensure that the site continues to function as a safe and low-impact facility.

10. Summary



The Haven Secure Dog Field operates as a carefully managed, low-intensity outdoor recreational use.

Through advance booking, exclusive use, on-site parking, daylight-only operation, routine inspections, waste management, and ecological enhancement, the site is managed in a way that seeks to minimise effects on the surrounding area while providing a valuable facility for responsible dog owners.

The operational and environmental measures set out in this plan demonstrate that the site is capable of being run in a safe, controlled and policy-compliant manner, with appropriate regard to local amenity, landscape and biodiversity.