



FAIRTHORN
CONSULTANCY

Statement of Community Involvement
Horncastle Care Centre,
near Sharpthorne, West Sussex

Prepared for
Splendid Healthcare



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Executive summary

Splendid Healthcare is committed to consulting with the community regarding its proposals for the redevelopment of Horncastle Care Centre off Plawhatch Lane near Sharpthorne in West Sussex.

Residents and other important local stakeholders were given the opportunity to provide feedback regarding the proposals via a host of different channels. A freephone information line along with a project email address were both made available throughout the process for interested parties to receive further details and to provide feedback.

Additionally, a community drop-in session was held on **Thursday 10th April 2025** between 3.30pm and 6.30pm at Sharpthorne Church Hall, Station Road, Sharpthorne. For those unable to make the event, a virtual consultation was held on the project's dedicated website - <https://horncastle.your-feedback.co.uk/> - from **Friday 28th March 2025** to **Monday 21st April 2025**. It featured all the consultation materials displayed at the drop-in session and provided the opportunity to submit feedback, replicating the experience of attending the in-person event.

The drop-in and virtual consultation were promoted with a community flyer, which also included details on how residents and other important local stakeholders could contact the project team.

During the consultation period, more than **30** unique users visited the website, **12** people came to community drop-in session, and we received **four** items of written feedback. It included some positive features, such as support for the principle of redeveloping the former Horncastle Care Centre, which is classed as a brownfield site.

No major concerns were expressed regarding the principle of redeveloping the land, and whilst the project team acknowledges the amount of feedback was low, this has been taken as an indication that residents and other important local stakeholders did not have major concerns about the plans, and if they did, a much larger number of comments would have been received.

The applicant ensured it was proactive in inviting residents and other important local stakeholders to provide feedback, and the main comments raised have been addressed within this document and the wider material submitted as part of the application. This document also provides a chronological account of the pre-application consultation undertaken and a review of the feedback received.

1. Introduction

- 1.1 Splendid Healthcare is bringing forward redevelopment proposals for an 80-bed care home on the site of the former Horncastle Care Centre off Plawhatch Lane near Sharpthorne in West Sussex.
- 1.2 From the outset, the applicant has been committed to consulting key stakeholders with regards to its proposals. They have included locally elected councillors, businesses, and residents living near the site.
- 1.3 This document has been produced to clearly and concisely detail a chronological account of the community engagement undertaken by the applicant in respect of its proposals.
- 1.4 To assist with the community engagement, Splendid Healthcare brought Fairthorn Consultancy, a specialist communications agency, into its wider project team for the proposed development.
- 1.5 All the feedback received is accounted for and represented within this document.

2. Background

2.1 Proposal site

2.1.1 The application site covers 5.6 hectares. It sits within a predominantly rural area and around one mile east of Sharpthorne. Vehicular access is provided from Plawhatch Lane and the land is screened by mature trees on the north and east.

2.1.2 The plot where the new care home would be constructed is classed as previously developed land, as several existing and former buildings are located there:

- Horncastle House – damaged beyond repair by lightning in 2023 and demolished in 2024
- Horncastle House extension – a 17-bed single storey extension which is proposed for demolition
- Willow Lodge – a 10-bed annex with overnight accommodation for eight staff which is proposed for demolition
- Maple Lodge – a 10-bed annex with overnight accommodation for eight staff, which would be retained for the care of those with Acquired Brain Injuries (ABIs)

Having been used to provide care services in the past, there is a precedent of this land being used for this purpose and delivering care. The proposed uplift in accommodation is modest, equivalent to 19 additional bedrooms.



Our proposal site is denoted by the red line, and the existing buildings and the now-demolished Horncastle House are all marked on the diagram

2.2 Proposals

- 2.2.1 Splendid Healthcare is proposing to demolish the existing buildings at Horncastle Care Centre – except for Maple Lodge – and deliver a high-quality care home with 80 bedrooms. It will be registered with the Care Quality Commission (CQC) and provide 24-hour support for the frail elderly, meeting a full range of nursing and dementia care needs, including end of life and palliative services.
- 2.2.2 The scheme will set a high standard in terms of facilities and the provision of support and care. It will exceed the space standards set by the CQC and will feature landscaping improvements, a biodiversity net gain, and newly-created sensory gardens.
- 2.2.3 The applicant's design aims to complement its surroundings and be attractive and sympathetic. For example, the new care home will be limited to two-storeys, with the roof space used for back-office operations.



An indicative view of the proposed new care home at Horncastle Care Centre

3. Community Engagement

3.1 Statement of community involvement

3.1.1 The Localism Act 2011

Section 122 of the Localism Act 2011 outlines that a person proposing to make a planning application on land in England should carry out consultation on the proposed application. This should include publicity considered likely to bring the application to the attention of a majority of the persons who live at, or otherwise occupy, premises in the vicinity of the land.

3.1.2 National Planning Policy Framework (2012, updated 2018, 2019, 2021, 2023, and 2024)

The National Planning Policy Framework (NPPF) sets out the Government's policies for England and outlines how these policies should be applied. The applicant has had regard to the NPPF at Paragraph 40 when it states that *"early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties."*

3.1.3 The NPPF goes on to highlight at Paragraph 41 that *"Local planning authorities have a key role to play in encouraging other parties to take maximum advantage of the pre-application stage. They cannot require that a developer engages with them before submitting a planning application, but they should encourage take-up of any pre-application services they offer. They should also, where they think this would be beneficial, encourage any applicants who are not already required to do so by law to engage with the local community and, where relevant, with statutory and non-statutory consultees, before submitting their applications."*

3.1.4 Paragraph 42 outlines that the Local Planning Authority should encourage other parties to take maximum advantage of the pre-application stage, noting that *"the more issues that can be resolved at pre-application stage, including the need to deliver improvements in infrastructure and affordable housing, the greater the benefits."*

3.1.5 Mid Sussex District Council

Engagement activities have been undertaken with due regard to the expectations laid out in Mid Sussex District Council's Statement of Community Involvement document, which was adopted in 2018. Based on that document, in conjunction with developing the plans, Splendid Healthcare undertook a programme of community engagement, as outlined in this report.

3.2 Engagement with statutory bodies

- 3.2.1 Before the proposals were shared with the community, appropriate steps were taken to discuss the principle of development with statutory bodies and other experts. The detail of this is included within the planning statement.

3.3 Stakeholder engagement

- 3.3.1 Splendid Healthcare recognised it was important to engage proactively with key stakeholders regarding its proposals at the former Horncastle Care Centre. As a result, the project team reached out to local politicians before the wider community consultation began. This ensured they had early sight of the proposals ahead of residents raising any queries or comments with them about the scheme.

- 3.3.2 The stakeholders contacted shortly before the wider public consultation included:

- Leader of Mid Sussex District Council
- Relevant cabinet members at Mid Sussex District Council
- District Councillors for Lindfield Rural & High Weald ward
- West Sussex County Council division member for Lindfield & High Weald division
- Sharpthorne Parish Council

- 3.3.3 As a result of the initial engagement, a meeting was held on **Tuesday 8th April 2025** between the project team and Sharpthorne Parish Council. Its representatives were generally supportive of the principle of redeveloping the proposal site, and retaining the current usage of providing care home spaces. The applicant has offered to keep the parish council informed of the scheme's progress as it moves forward, and was grateful for the input of its members.

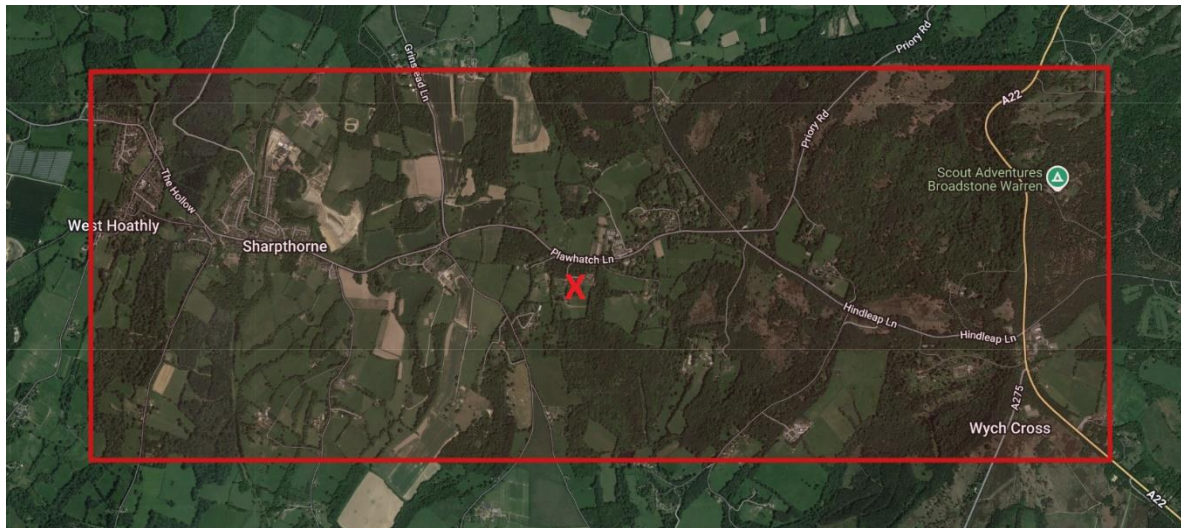
3.4 Wider community engagement

- 3.4.1 After approaching key stakeholders, Splendid Healthcare launched its wider community consultation.

3.4.2 To commence the process, a community flyer was circulated to properties near the proposal site. It outlined the vision for the brownfield land and invited residents and other important local stakeholders to attend the community drop-in session on Thursday 10th April 2025. It also provided details on how to access the virtual consultation on the project website. The flyer also included the freephone information line number and project email address.

3.4.3 A total of **850** copies were sent via Royal Mail first class postage on **Friday 28th March 2025**, and the distribution area included residential and commercial properties. The area was determined by the intention of covering all the properties that would be most interested in the application.

3.4.4 A map of the distribution area for the community flyer is shown below.



A map depicting the community flyer distribution area – the proposal site is marked with the red 'X'

3.4.5 The community flyer contained the following:

- Background to the site
- An overview of the proposals
- An invitation to the community drop-in session
- Information on how to access the virtual consultation
- Details of the project team's freephone information line and email address

3.4.6 A copy of the invitation flyer can be found in the appendices.

3.5 Community drop-in session

- 3.5.1 A community drop-in session was held at Sharpthorne Church Hall, Station Road, Sharpthorne, from 3.30pm to 6.30pm on Thursday 10th April 2025. The timings were chosen so that the event would extend into the early evening for the benefit of any stakeholders who couldn't attend earlier due to work commitments.
- 3.5.2 Attendance at the event was relatively low, with only **12** callers. However, the project team has interpreted this as an indication that most residents and other stakeholders were not unduly concerned about the plans and had no issues to raise.
- 3.5.3 The information displayed included:
- Welcome and overview
 - Details about Splendid Healthcare
 - Background information about the site
 - Details about the proposals, including the need for more care places
 - Information about landscaping and greenspace
 - Details about transport, access, and ecology
 - Key benefits of the scheme
 - Next steps and how to provide feedback

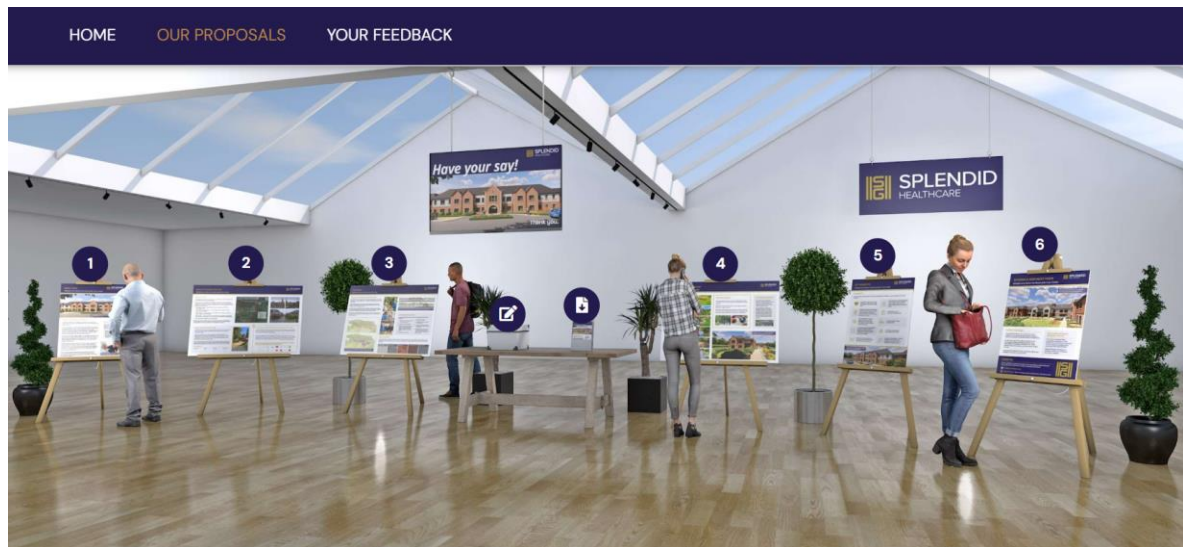
A copy of the exhibition boards has been included in the appendices.



The community drop-in session for the Horncastle Care Centre redevelopment

3.6 Virtual consultation

In addition to the community drop-in session, a virtual consultation was hosted on the project's website – horncastle.your-feedback.co.uk – from **Friday 28th March 2025** to **Monday 21st April 2025**. The information displayed was identical to the exhibition boards shown at the in-person session, and there was the chance to leave feedback. In effect, it replicated the experience of the drop-in event, but could be accessed whenever respondents wished to view the information and provide comments. More than **30** unique users visited the website during the consultation and the feedback submitted has been included in the data analysis in Section 4.



The virtual consultation exhibition hall for the Horncastle Care Centre scheme

3.7 Dedicated project email address

- 3.7.1 A project email address – mail@your-feedback.co.uk – was made available to receive feedback and answer any queries both during and after the consultation period.

3.8 Freephone 0800 comment facility

- 3.8.1 During and after the consultation, access to a freephone telephone information line – **0800 099 6712** - was offered to those who wished to find out more about the proposals, or register comments via the telephone.

4. Feedback Analysis

4.1 Feedback

The community consultation generated **four** items of feedback, which comprised two feedback forms and the same number of emails.

The questions asked on the feedback form were as follows:

Q1: Do you feel there is a need for more specialist dementia care in the local area?

Q2: Do you feel it's important to include sustainability and biodiversity measures in our plans?

Q3: Is there anything further you'd like to say about our proposals?

Regarding Question 1, one respondent agreed with the statement while the other was unsure. Nobody disagreed with the statement.

Q1 Strongly Agree	Q1 Agree	Q1 Unsure	Q1 Disagree
0	1	1	0

As for Question 2, one respondent agreed and the other strongly agreed, and again, there were no concerns raised.

Q2 Strongly Agree	Q2 Agree	Q2 Unsure	Q2 Disagree
1	1	0	0

As Question 3 was open-ended and allowed residents and other local stakeholders to leave any comments in addition to those already submitted, the responses weren't placed into groups.

Respondents' comments

We have amalgamated the replies to Question 4 with the two emails that were received by the project team into the table shown overleaf. This accurately records all the issues that were raised, and how many times they were referenced.

Issue	Frequency
Concern raised that the new development will impact negatively on the utilities (water, electricity etc.) of nearby properties	3
Reassurances sought that the right of way across Horncastle Cottages will be maintained for existing residents	2
Assurances sought that the sewerage system will not be overwhelmed	2
Concern about construction noise and disruption	1
Would like to ensure traffic is kept away from Horncastle Cottages, and that the existing parking area outside them is not lost	1
If the new development is being powered by electricity, then it would be a good opportunity to remove the propane cylinders stored in the woodland to the northeast of the proposal site	1
General support for the development	1
Concern about the potential impact of the scheme on the High Weald National Landscape, Ashdown Forest Special Protection Area and Horncastle Wood Ancient Woodland	1
There isn't safe access to the site for pedestrians and cyclists	1
The increase in bed spaces will lead to more traffic and the main building will have to be larger than the smaller ones it is replacing	1
Assurances sought that hedges on the proposal site adjoining nearby properties will be maintained	1
Would prefer if the new buildings had the same footprint as those that they will replace	1
No general concerns about the development	1
Unclear how providing care home places can free up family-sized housing	1

4.2 Response to comments

- 4.2.1 All comments received during the process have been reviewed and the project team has attempted to respond to the most recurring themes that have been raised.
- 4.2.2 The project team noted there was support for several elements of the scheme, such as the principle of redeveloping the former Horncastle Care Centre, which is classed as a brownfield site.
- 4.2.3 The applicant is seeking to continue its dialogue with residents and other local stakeholders as the scheme moves forward and has been grateful for the constructive input received during the process.

5. Appendices

- Copy of the community flyer
- Copy of the exhibition boards

A bright new future for Horncastle Care Centre



Introducing Splendid Healthcare's new vision

Our vision

Splendid Healthcare is bringing forward plans to rejuvenate Horncastle Care Centre off Plawhatch Lane near Sharpthorne in West Sussex.

Our vision features a purpose-built 80-bed scheme with services including dementia care to meet rising local needs.

It will replace Horncastle House, which was demolished last year (2024) following a lightning strike in 2023 which left it damaged beyond repair. A more recent extension and an annex – Willow Lodge – will also be dismantled to provide sufficient space.

The site also includes Maple Lodge, a 10-bedroom specialist unit caring for those with Acquired Brain Injuries (ABIs) which also has eight units of overnight accommodation for staff. This building will be retained as it serves a valuable purpose and still meets modern requirements.

Alongside Maple Lodge, the rest of the site will be transformed. It will include the new 80-bedroom complex along with high-quality facilities including a café, hair salon, communal lounges, and garden areas.

The scheme will be an exemplar and registered with the Care Quality Commission, and on-site support will be provided around the clock.

Before seeking planning permission, we wanted to share our vision with the local community.

Our proposed site is marked by the red line



Our consultation

We are holding a community consultation, featuring a drop-in session on:

Date: Thursday 10th April 2025

Time: 3:30pm – 6:30pm

Location: Sharpthorne Church Hall, Station Road, Sharpthorne, RH19 4NX

This will provide an opportunity to meet the team, learn more about our plans, and submit your feedback.

For those unable to make the event, we are displaying the same exhibition materials on our website – horncastle.your-feedback.co.uk

Please submit your feedback by Monday 21st April 2025.

Contact us



Visit our website at horncastle.your-feedback.co.uk



Email us at mail@your-feedback.co.uk



Leave a message on our freephone line – **0800 099 6712** – and we will call you back



Scan the QR
code to visit
our site

Key benefits

Our rejuvenation of Horncastle Care Centre near Sharpthorne will deliver a host of significant benefits including:



Meeting the need for care home bed spaces in Mid Sussex, which is projected to rise in the coming years



The development will stimulate the local property market, releasing much-needed family homes, as well as smaller homes for first-time buyers



Splendid Healthcare is assembling a team of sector experts to ensure the very highest standards are delivered at the new purpose-built care home



Making best use of a previously developed site



The development is likely to create around 60 new jobs within the care home, along with additional jobs during the construction phase



Providing electric vehicle charging points



The facility will deliver the highest standards of care and will be registered with the Care Quality Commission, providing 24-hour support for residents



Providing cycle parking to encourage greener travel



Delivering environmental and biodiversity improvements along with attractive garden areas



Savings to the taxpayer – having dedicated care reduces bed blocking and reduces strain on hospital and council services

WELCOME

A bright new future for Horncastle Care Centre



An indicative view of our proposed development at Horncastle Care Centre near Sharpthorne in West Sussex

CONSULTING THE COMMUNITY

Splendid Healthcare is bringing forward plans to rejuvenate Horncastle Care Centre off Plawhatch Lane near Sharpthorne in West Sussex.

Our vision features a purpose-built 80-bed scheme with services including dementia care to meet rising local needs. It will replace Horncastle House, which was demolished last year (2024) following a lightning strike in 2023 which left it damaged beyond repair. A more recent extension and an annex – Willow Lodge – will also be dismantled to provide sufficient space.

The site also includes Maple Lodge, a 10-bedroom specialist unit caring for those with Acquired Brain Injuries (ABIs) which also has eight units of overnight accommodation for staff. This building will be retained as it serves a valuable purpose and still meets modern requirements.

Alongside Maple Lodge, the rest of the site will be transformed. It will include the new 80-bedroom complex along with high-quality facilities including a café, hair salon, communal lounges, and garden areas. The scheme will be an exemplar and registered with the Care Quality Commission, and on-site support will be provided around the clock.

Before seeking planning permission, we wanted to share our vision with residents and other important local stakeholders. As a result, we are holding a community consultation, and would welcome your views.

AT OUR EXHIBITION

Thank you for taking the time to view our exhibition, which includes the following:

- Welcome
- About us and the site
- Our vision
- Environment and transport
- Key benefits
- Feedback and next steps



Our new scheme will provide on-site care around the clock

ABOUT US AND THE SITE

A bright new future for Horncastle Care Centre

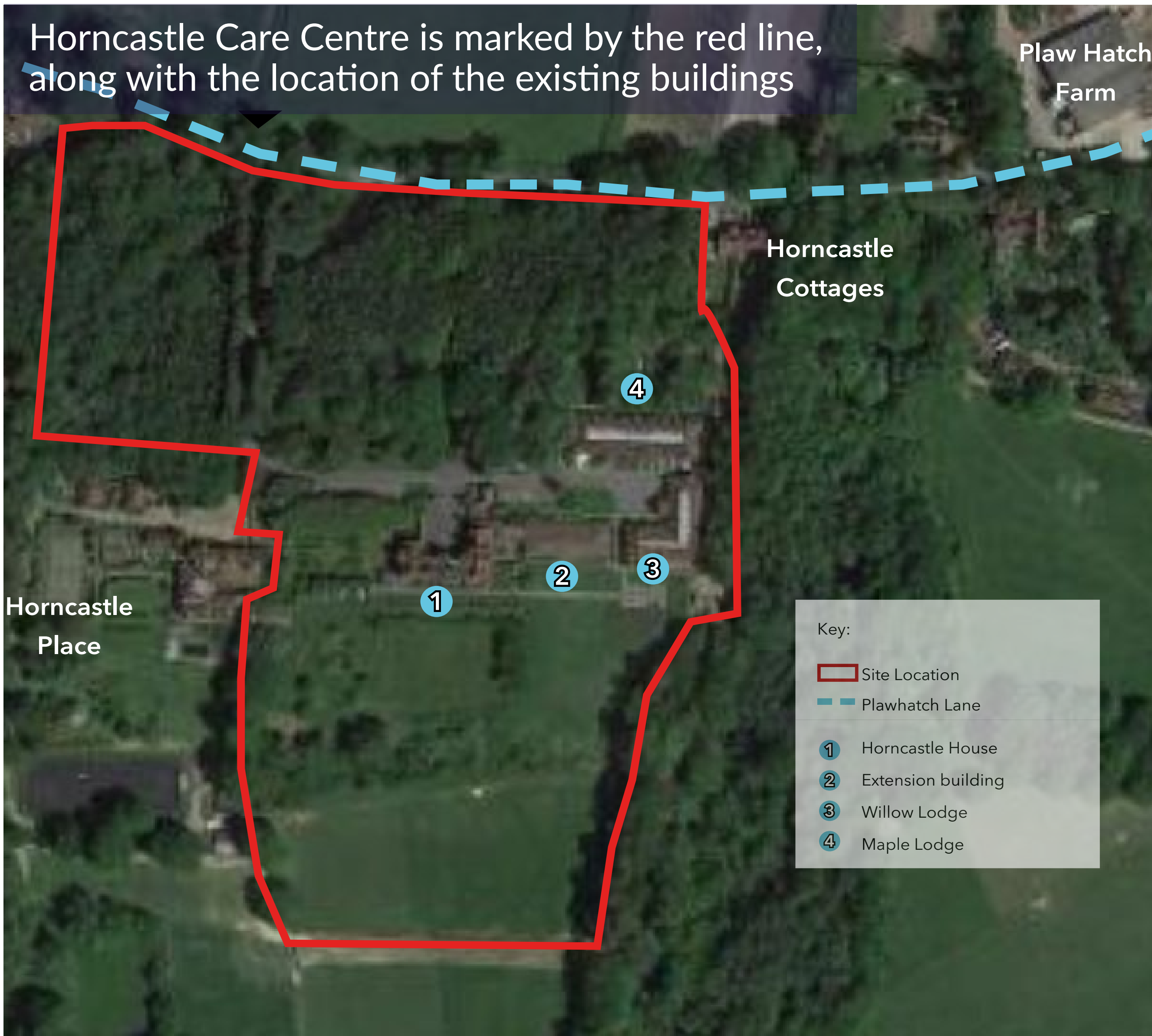
ABOUT THE SITE

The application site covers 5.6 hectares. It sits within a predominantly rural area and around one mile east of Sharpthorne.

Vehicular access is provided from Plawhatch Lane and the land is screened by mature trees on the north and east. The plot where the new care home would be constructed is classed as previously developed land, as several existing and former buildings are located there:

- Horncastle House – damaged beyond repair by lightning in 2023 and demolished in 2024
- Horncastle House extension – a 17-bed single storey extension which is proposed for demolition
- Willow Lodge – a 10-bed annex with overnight accommodation for 8 staff which is proposed for demolition
- Maple Lodge – a 10-bed annex with overnight accommodation for eight staff, which would be retained for the care of those with Acquired Brain Injuries (ABIs)
- Some additional outbuildings and hardstanding

Having been used to provide care services in the past, there is a precedent of this land being used for this purpose and delivering care. The proposed uplift in accommodation is modest, equivalent to 19 additional bedrooms.



ABOUT SPLENDID HEALTHCARE

Splendid Healthcare is part of the Splendid Hospitality Group. Our success lies amongst the strengths and skills of the dedicated and professional people we employ.

From our senior team to our front-line staff, our values inspire us to deliver genuine service and sector-leading care. Our team offers a wealth of experience across a variety of talents ensuring that the group is well positioned to achieve its vision to be a Centre of Global Excellence in our chosen field, and create a lasting legacy.

We run top-quality hotels across Britain and have proven experience in the care sector, including care homes in Sussex such as Derwent Lodge in Billingshurst, Upper Mead in Henfield, and Ullswater Cottage Care Centre in Pease Pottage.

OUR VALUES

Excellence



Agility



Integrity



Inclusivity





OUR PROVEN TRACK RECORD IN CARE HOMES AND HOTELS

“Lovely attentive staff, who are always friendly. My mother is happy and content where she is now. Dementia is a terrible disease and the team at Derwent Lodge manage this with the resident’s dignity at the forefront.”

- Son of a resident at Derwent Lodge Care Home, Billingshurst

“Marriott is delighted to work with Splendid Hospitality, and has chosen the group as UK partners for the roll-out of its first Four Points Express branded hotels in this market. Splendid has an enviable track record of delivering some of the highest quality franchise operations in the UK, and is likely to be a valued Marriott partner for years to come.”

- Testimonial from Marriott Hotels

SPLENDID HOSPITALITY GROUP OPERATES HOTELS FOR MANY OF THE LEADING NAMES IN THE INDUSTRY



OUR VISION

A bright new future for Horncastle Care Centre

DESIGNING AND BUILDING AN EXEMPLAR SCHEME

Splendid Healthcare is proposing to demolish the existing buildings at Horncastle Care Centre – except for Maple Lodge – and deliver a high-quality care home with 80 bedrooms.

It will be registered with the Care Quality Commission (CQC) and provide 24-hour support for the frail elderly, meeting a full range of nursing and dementia care needs, including end of life and palliative services.

The scheme will set a high standard in terms of facilities and the provision of support and care. It will exceed the space standards set by the CQC and will feature landscaping improvements, a biodiversity net gain, and newly-created sensory gardens.

Our design aims to complement its surroundings and be attractive and sympathetic. For example, the new care home will be limited to two-storeys, with the roof space used for back-office operations.



Top image, the layout of Horncastle Care Centre before the main building was damaged by lightning, whilst the bottom image shows our proposed rejuvenation



The proposed north (top image) and south elevations (bottom image) of the care home

OUR PROPOSALS AT A GLANCE

Our rejuvenation of Horncastle Care Centre near Sharpthorne will include the following:

- || All bedrooms to be equipped with full en-suite bathrooms
 - || 24-hour on-site care provision
 - || Spacious communal and well-being facilities incorporating café/bar/ lounge, hair salon, activity rooms, lounges, dining spaces, and quiet rooms
 - || On-site kitchen and laundry
- || Staff welfare facilities
 - || Landscaped amenity areas and sensory gardens
 - || Car and cycle parking, as well as dedicated spaces for deliveries and an ambulance
 - || The proposed care home has the potential to generate around 60 jobs, with around 20 staff present at any one time

QUALITY MATERIALS

At Splendid Healthcare, we design our schemes to reflect the character of the area and to complement its surroundings. Careful thought has gone into the design of our new care home and we will deliver an exemplar project on the site of the former Horncastle Care Centre.



ENVIRONMENT AND TRANSPORT

A bright new future for Horncastle Care Centre

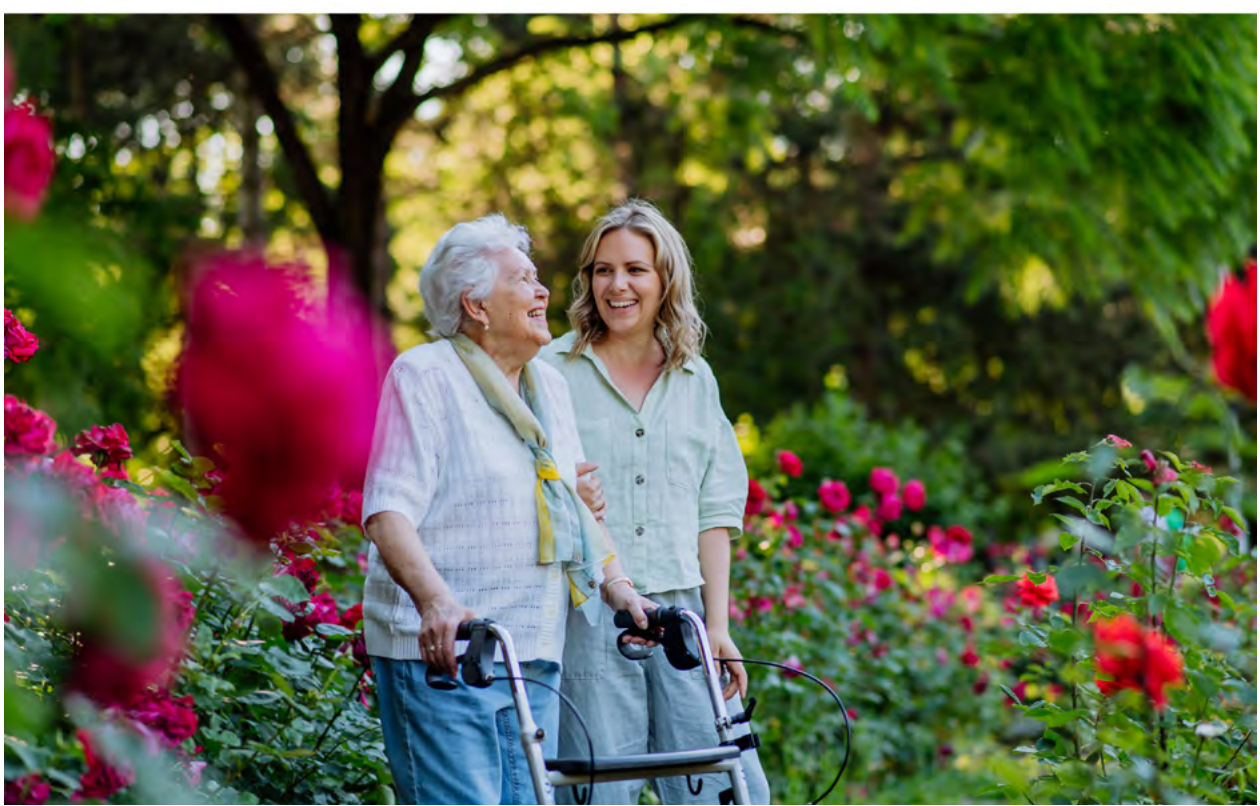
OUR GREEN VISION

Splendid Healthcare is committed to delivering a development which includes first-class landscaping and protects the environment.

Our scheme would provide biodiversity improvements, ensuring habitats for existing species are protected and potentially enhanced. We will respect the rural surroundings of the existing care centre and deliver new greenspace, ensuring residents and visitors benefit from beautiful outdoor spaces.

Our scheme will deliver the following environmental benefits:

-  A biodiversity net gain of at least 10% if not more
-  High-quality landscaping
-  Creating sensory gardens
-  A more energy efficient building than the current properties
-  Promoting greener travel with cycle parking
-  Delivering sustainable drainage systems
-  Providing electric vehicle charging points



DELIVERING PARKING

We are proposing 44 spaces to meet the requirements of staff and visitors. Due to the care needs of the residents, they will not have cars.

Additionally, as previously referenced, many employees will not bring cars, or might car-share.

Also, due to shift patterns, they will not all be on site at the same time, but we have provided more parking for an 80-bedroom care home than would usually be the case, due to its rural location.



SUSTAINABLE DRAINAGE

We will be using Sustainable Drainage Systems (SuDS) to ensure there is no negative impact on neighbouring properties and the wider drainage network.

Our proposals have also been designed to allow for the effects of climate change. The drainage strategy will be submitted as part of the planning application and assessed by West Sussex County Council as the Lead Local Flood Authority.



TRANSPORT AND ACCESS

Site access will be provided from Plawhatch Lane as has previously been the case.

It will be suitable for cars, with on-site parking, and we will also seek to promote greener travel. This will include the provision of cycle parking along with electric vehicle charging points.

Like with most care home schemes, many employees walk, cycle, or take buses. As a result, the number of vehicle movements will be relatively low, resulting in a negligible impact on the local road network.



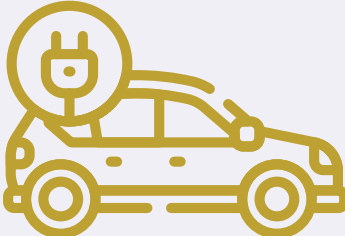
Indicative view of our carefully landscaped gardens at the purpose-built care home

KEY BENEFITS

A bright new future for Horncastle Care Centre

KEY BENEFITS

Our rejuvenation of Horncastle Care Centre in Sharpthorne will deliver a host of significant benefits including:

 Meeting the need for care home bed spaces in Mid Sussex, which is projected to rise in the coming years	 The development will stimulate the local property market, releasing much-needed family homes, as well as smaller homes for first-time buyers
 Splendid Healthcare is assembling a team of sector experts to ensure the very highest standards are delivered at the new purpose-built dementia care home	 Making best use of a previously developed site
 The development is likely to create around 60 new jobs within the care home, along with additional jobs during the construction phase	 Providing electric vehicle charging points
 The facility will deliver the highest standards of care and will be registered with the Care Quality Commission, providing 24-hour support for residents	 Providing cycle parking to encourage greener travel
 Delivering environmental and biodiversity improvements along with attractive garden areas	 Savings to the taxpayer – having dedicated care reduces bed blocking and reduces strain on hospital and council services

Our proposed care home at Horncastle Care Centre near Sharpthorne



FEEDBACK AND NEXT STEPS

A bright new future for Horncastle Care Centre



Our proposed care home, as viewed from the newly landscaped gardens

SHARE YOUR VIEWS

At Splendid Healthcare, we are keen to receive feedback on our proposals and would be happy to address any queries or comments that you might have.

So that views can be recorded accurately, we are encouraging residents and other important local stakeholders to complete a feedback form, which includes some brief questions and the chance to have your say.

We value the community's input, and please submit your feedback by **Monday 21st April 2025**.

FOR THOSE WITHOUT INTERNET ACCESS

If you have requested these consultation materials in paper format, you can send your comments to us by using the feedback form enclosed in the same envelope.

Please send your comments to **Freepost, Fairthorn Consultancy**. No stamp is required.

CONTACT US

If you would like to contact the project team regarding our rejuvenation at Horncastle Care Centre you can reach us by phone and email:



mail@your-feedback.co.uk



0800 099 6712 – leave a message and our project team will call you back

