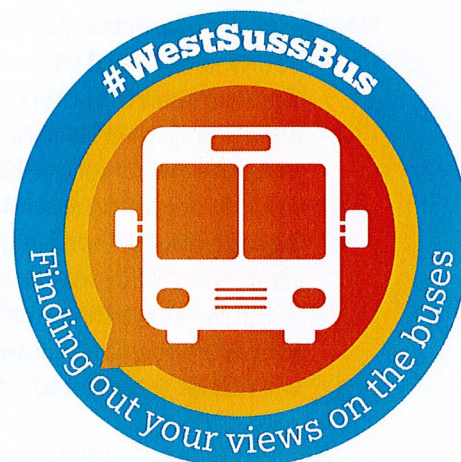


Bus feedback to West Sussex County Council and Henfield Parish Council May-August 2022

Context: Sarah Payne (our local WSCC) has asked for information about how to improve buses locally because WSCC has been awarded £17 million to improve bus services.

<https://www.sussexexpress.co.uk/news/politics/millions-to-improve-west-sussexs-bus-services-but-funds-dont-match-government-rhetoric-3649661>



From Sarah Payne's May 22 Report to the Parish Council

'West Sussex Buses.

We are currently running an engagement project on the County Councils 'your voice' engagement hub. It will be gathering opinions, ideas and suggestions from bus users across the county. Please do get involved and submit your thoughts as I know they are reading all the comments (I was in a meeting a couple of weeks ago waxing lyrical about the 17 bus and there were comments on the hub which was backing up what I was saying!).

This is the link <https://yourvoice.westsussex.gov.uk/>

And you can tweet using #westsussbus

Henfield Parish Council also felt this was an issue we should continue to monitor so the feedback is being sent for their consideration as well

SH2030 has been collecting views of local people since May 2022. We have done this informally at our weekly local market stalls, at other events involving the community, inviting comments from those who showed interest in our poster about local buses. We have also seen the evidence recently collected by Parish Councillors from school students who live in Henfield but attend Steyning Grammar School. The summary below includes the views of at least 50 local people we have spoken to directly in Henfield, or at Fulking Fair.

Here are some examples:

1. **Frequency of buses** Reducing the frequency of the 17 bus service to Hourly has continued to be an issue. Recent feedback from local people at Fulking Fair confirmed this (July 2022) but it has been a constant theme from residents at the market and in general conversation in the village. Some have told us they contacted Stagecoach independently to raise their concerns. The biggest concern is getting a seat when the bus is full and also if you miss a return service by a few minutes you are stuck in Horsham or Brighton for an hour. People

expressed the view to us that they would use the buses more if there were a more frequent service as this would reduce the risks of waiting and overcrowding. Examples: Market Customer (who had travelled to the market in Henfield on the bus from Horsham) complained that the 17 service was only hourly and that she has no bus on Sundays. She was well aware it used to be half hourly and wanted this reinstated. She has recently spoken personally to Stagecoach drivers who told her that it won't be reinstated because they believed that the 'bus company has worked out that it is just as profitable to ruin the hourly service.' For the drivers, she reported that this has affected their shift pattern and they have a longer gap in the day between shifts. She wondered if the drivers would prefer a half hourly service and their old rotas back, but personally wanted a more convenient service and was keen that there was also a service on Sundays and on Bank Holidays.

2. **Bank Holiday services** Another resident from Partridge Green told us she was dismayed that there will be no service on Jubilee bank holidays – many residents living near her will be stuck at home for several days in a week or so as a result
3. **Signage needs improving** Local people have also let us know that they are upset that the signposting of bus services is misleading, Signs saying that the 17 bus service is every 30 minutes, suggesting that the half hourly service will be reinstated, continue to be displayed. However, one resident reported that Stagecoach replied to their enquiries that the service will not be returned to half hourly.



4. **Compass Bus services** 100 and 106 could be better used. There is not much awareness that this service goes to Burgess Hill station for onward travel towards London. Some local bus stops do not have the timetable for 100 bus on the post so people may not be aware of it. Publicity and positive promotion of this service by WSCC, who we believe help subsidise this route, could make a lot of difference. Many older people who have an older persons bus pass might use the buses more frequently and reduce car use and their patrol costs if they were aware of the timings.
5. **Young People** consulted by Parish Councillors (June 2022) were very clear that they want a better variety of buses and at routes/ times which enable them more access to colleges, jobs and social events. They felt that buses were too infrequent, not late enough and too expensive. No service on Sundays was an issue for them meeting up with friends. Particular difficulty has been found in getting to Shoreham and Worthing from Henfield for courses at Brighton MET College (formerly Northbrook).

6. **Other feedback from Henfield young people** and their parents suggested that buses are not timed or affordable for those starting a first job or doing part time work while studying. One young person also attended an Parish Council Finance Risk and Change meeting in July 2022 and minutes show he commented that he is concerned about the lack of bus routes, the frequency only being hourly and the significant cost for young people. We have also heard requests for a bus service from Henfield to Steyning on Sundays so that younger people can meet friends from school. They also commented that the 100 bus was expensive for younger passengers.
7. **Ticketing improvements:** As Henfield is served by several service operators, and passengers may need to connect with others to complete their journeys (e.g. to Southlands Hospital)) some respondents raised issues with buying several tickets and costs. These were also mentioned by young people post school age. Could there be a combined integrated saver local bus ticket that covers all the different bus operators (Brighton and Hove Buses, Stagecoach, Compass Metrobus, The Big Lemon etc)? An integrated young persons bus card across operators that would reduce or eliminate fares for the under 25s might be a great innovation to increase bus use. Currently, there seems to be a complicated system e.g. Saver passes issued by Brighton and Hove Buses are accepted on Compass buses within a certain area of Upper Beeding. <https://www.compass-travel.co.uk/tickets-and-passes/>
Also See <https://www.westsussex.gov.uk/education-children-and-families/your-space/downtime/travel-discounts/>.
There may be a good option of using the Discovery ticket [Discovery Bus Ticket](#) across bus operators. This is currently £7.20 per day for a young person and £9 for an adult, which could be a saving on buying a Compass and then a Brighton and Hove ticket. However, this is not widely known about and none of our respondents showed awareness of it.
8. **Passenger Numbers currently increasing on 17** Several local people have noticed that bus passenger numbers are currently going up and often the bus is full going into Brighton, including outside of peak hours. At times, it has been hard to find a seat on some buses recently. The picture below taken at 11.11 am in July 2022 is typical of the bus to Brighton during the morning and return journeys have also been busy in the last two months.




9. **Night Buses and other services** Several residents noted that that the **Night Bus** which used to run to Brighton on Fridays and Saturdays run by Sussex Coaches, and the weekly Thursday **Number 3** service (The Adur Valley Line, previously run by Southern Transit [Southern Transit removal of Number 3](#)) have been withdrawn since Covid 19 and they would value having them back. It may be that in the context of the current cost of living crisis and less concern about Covid infection more people are feeling bus use is an option.

10. **Better Routes-** several suggestions were made including for more direct buses to Worthing, an East West service and bus along Wheatsheaf Road, reinstatement of the number 3 to benefit Small Dole residents, among other ideas.

- Hospital access:** several local people told us they believe a bus service should get them to the local hospitals – Worthing, Brighton and Haywards Heath
- Station access:** More connectivity with British Rail was requested – e.g. a potential East West route to Hassocks. However, also already noted the 100 bus to Burgess Hill Station and Triangle Leisure Centre could be better published as a route and hopefully better used.


ROUTE 3 The Adur Valley Line				
Route 3 Northbound: Thursdays Only - From 28-01-2021 to 27-02-2021				
Horsham Station	0935	1135	1335	1535
Horsham Bus Station	0940	1140	1340	1540
Southwater, Limes Square	0951	1151	1351	1551
Southwater, Cripplegate Corner	0953	1153	1353	1553
Buckham Cross Road	0955	1155	1355	1555
West Grinstead, Cowfold Road/Park Lane	0957	1157	1357	1557
Partridge Green High Street	1006	1206	1406	1606
Stemmersbury, The Bell	1010	1210	1410	1610
Henfield High Street	1014	1214	1414	1614
Small Dole, Post Office	1019	1219	1419	1619
Upper Bending, Rising Sun	1023	1223	1423	1623
Worthing, St Marys House	1028	1228	1428	1628
Steyning Grammar School/Leisure Centre	1031	1231	1431	1631
Steyning, Clock Tower	1033	1233	1433	1633
Bewell, Queens Gardens	1038	1238	1438	1638
Old Shoreham, Red Lion/American	1043	1243	1443	1643
Shoreham High Street	1047	1247	1447	1647
Shoreham, Duke Of Wellington	1049	1249	1449	1649
Shoreham Station, Buckingham Road	1051	1251	1451	1651
Southlands Hospital	1055	1255	1455	1655
Shoreham Harbour Centre	1057	1257	1457	1657
Route 3 Southbound: Thursdays Only - From 28-01-2021 to 27-02-2021				
Shoreham Harbour Centre	0950	1150	1350	1550
Southlands Hospital	0952	1152	1352	1552
Shoreham Station, Buckingham Road	0955	1155	1355	1555
Shoreham, Duke Of Wellington	0958	1158	1358	1558
Shoreham High Street	1001	1201	1401	1601
Old Shoreham, Amsterdam/Red Lion	1003	1203	1403	1603
Bewell, Queens Gardens	1008	1208	1408	1608
Steyning Grammar School/Leisure Centre	1011	1211	1411	1611
Steyning, Clock Tower	1015	1215	1415	1615
Worthing, St Marys House	1020	1220	1420	1620
Upper Bending, Rising Sun	1023	1223	1423	1623
Small Dole, Post Office	1028	1228	1428	1628
Henfield High Street	1031	1231	1431	1631
Stemmersbury, The Bell	1037	1237	1437	1637
Partridge Green High Street	1041	1241	1441	1641
West Grinstead, Cowfold Road/Park Lane	1050	1250	1450	1650
Buckham Cross Road	1053	1253	1453	1653
Southwater, Cripplegate Corner	1055	1255	1455	1655
Southwater, Limes Square	1057	1257	1457	1657
Horsham Bus Station	1109	1309	1509	1709
Horsham Station	1115	1315	1515	1715



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Route 3
Adur Valley Line

28-01-2021 - Route3 Last Day

Due to ongoing covid-19 restrictions, low ridership and expensive ticket machine upgrade that is not affordable at this time. We are mothballing

In summary, people we talked to in and around Henfield

- Requested that a half hourly 17 bus service is reinstated*
- Believe a Sunday bus service would be an asset
- Requested some later evening services – for youth access and for leisure
- Requested better timetable information at bus stops for all routes and service information notices on our bus stops
- Requested better publicity especially for the Compass bus to Burgess Hill which does connect Henfield with a Rail Station going north.
- New routes have been requested East -West from Henfield to Hassocks for example, more connection with Steyning for young people and routes which get to local hospitals easily, a bus along Wheatsheaf Road, reinstatement of the Number 3
- Reduced costs and flexibility in ticketing especially for younger people.
- Better promotion of bus use

*This was the most frequent request