



22nd September 2025

BUS SURVEY FOR HAVENSTREET RESIDENTS 2025
A report by Havenstreet and Ashey Parish Council

EXECUTIVE SUMMARY

The 2025 Havenstreet Residents Bus Survey has identified that there is a demand for a bus (or other public transport) service for the village of Havenstreet. The survey identifies the benefits a bus service will deliver for residents by reducing social isolation and enabling travel to work, school, and social facilities. In addition, residents have commented that access to a public transport service would have a positive impact on road safety in the area.

BACKGROUND AND OBJECTIVES

In September 2015 Southern Vectis Route 33 and Community Bus Route 34/34a ceased operating. The village of Havenstreet has been without a bus service for ten years.

Havenstreet's closest accessible bus service is the Route 37 (Ryde Town Service) which passes approximately 500 metres from the edge of the village. Access to this service involves walking along an unlit country road without a pedestrian footpath. This is not a safe option for many residents.

Section 5 of the Isle of Wight Council's Bus Service Improvement Plan states '*It is the Council's aspiration to establish or re-establish supported services, either by traditional contracted services fully supported using available budgets or through Demand Responsive Transit (DRT). The primary focus will be for isolated rural communities who have not had a regular bus service since at least 2015*'. The village of Havenstreet fits this criteria.

The objective of the survey was to collect evidence to determine if, after an absence of ten years, there is now a demand for a Havenstreet village bus service and to urge the Isle of Wight Council to take action to deliver their Bus Service Improvement aspiration.

METHODOLOGY

The survey took place during the period 4th to 15th August 2025. Approximately 200 copies of the survey were delivered to Havenstreet residents. 116 completed surveys were returned, an excellent level of engagement – 58%

The survey asked questions about the respondents age, reasons for bus travel and frequency of use. It also gave the opportunity to provide narrative comments.

The questions aimed to gather basic information to identify if there is demand for a public transport service for Havenstreet. It is accepted that more work will be needed to fully scope likely usage patterns in order to identify the most efficient means of meeting the demand.

RESULTS

The survey results can be seen at Appendix 1.

It can be seen that 70 people indicated that they would use a bus service up to twice a week, with 18 needing a service daily for school or work.

The main purposes of travel were stated to be medical (36), Shopping (27) and Social (27). Work/school travel was indicated as 23.

A summary of narrative comments can be seen at Appendix 2. The most significant comments were:

Availability of a bus service would reduce social isolation – 23 comments.

Promote bus travel for visitors and workers to the Isle of Wight Steam Railway, White Hart Inn, Northbrook House and other local businesses with a consequent reduction in traffic through the village – 17 comments.

Road safety concerns, access to existing bus services – 9 comments

General road safety concerns, including speeding – 9 comments. Note that the Isle of Wight Speed Limit Review 2024 proposes traffic calming measures combined with a possible 20mph speed limit for Main Road Havenstreet.

CONCLUSION AND RECOMMENDATIONS

The 2025 Havenstreet Residents Bus Survey has identified that there is a demand for a bus (or other public transport) service for the village of Havenstreet. The survey identifies the benefits a bus service will deliver for residents by reducing social isolation and enabling travel to work, school, and social facilities. Residents have commented that access to a public transport service would have a positive impact on road safety in the area.

The purpose of this report is to encourage the Isle of Wight Council to take action to deliver their aspiration described in Section 5 of their Bus Service Improvement Plan:

'It is the Council's aspiration to establish or re-establish supported services, either by traditional contracted services fully supported using available budgets or through Demand Responsive Transit (DRT). The primary focus will be for isolated rural communities who have not had a regular bus service since at least 2015'.

Havenstreet meets the criteria and this survey provides evidence of demand. The Isle of Wight Council is now urged to take action to deliver improved public transport for Havenstreet at the earliest possible opportunity.

Appendix I

Title	Havenstreet Bus Survey 2025
Date	August 2025
Prepared by	Parish Clerk

1. Background

- 1.1. On the 6 February 2025, Residents attended the Parish Council meeting requesting assistance from the Parish Council to help reinstate a bus service in Havenstreet.
- 1.2. It's ten years since the last Southern Vectis service into the village was withdrawn and it's quite possible that the demand for a bus service has increased over this time. This survey aims to gather evidence that demonstrates the viability of a bus service through our village.

2. Results from Survey:

- 2.1. A total of 200 Surveys were delivered to the homes of residents and 116 (58%) were returned, completed as follows:

1. Age of household members **Total 125**

<input type="checkbox"/> School age children	10
<input type="checkbox"/> 18-66	29
<input type="checkbox"/> 67+	86

2. Why would you or family members use a bus service? **Total 113**

<input type="checkbox"/> Work	10
<input type="checkbox"/> School	13
<input type="checkbox"/> Medical appointments	36
3. <input type="checkbox"/> Shopping	27
<input type="checkbox"/> Social / Leisure	27

3. Estimated frequency of use **Total 122**

<input type="checkbox"/> Once weekly	42
<input type="checkbox"/> Twice weekly	8
<input type="checkbox"/> More than twice weekly	34
<input type="checkbox"/> Daily (work)	3
<input type="checkbox"/> Daily (school)	15

Appendix 2

HAVENSTREET BUS SURVEY – COMMENTS SUMMARY

116 residents responded to the survey and of those 70 took the opportunity to provide supplementary comments. They can be categorised as follows:

Category	Number of comments
Availability of a bus service would reduce social isolation.	23
Promote bus travel for visitors and workers to the Isle of Wight Steam Railway, White Hart, Northbrook House and other local businesses – consequent reduction in traffic through the village.	17
Walking route to the closest bus stop at Rowlands Cross (Route 37 – Ryde Town Service) is unsafe for pedestrians and unsuitable for people with mobility issues. Some people access existing services by walking to Wootton via Firestone Copse or to Binstead along Newnham Road, both hazardous walking routes.	13
Road safety concerns, particularly speeding through the village and lack of pavement.	9. See the Isle of Wight Speed Limit Review 2024 for Main Road Havenstreet proposal.
Any service should provide access to both Ryde and Newport.	9
Single deck bus would be most suitable for narrow village and country roads.	9
Service frequency should allow for work/school travel and evening social travel.	8
Reduce financial disadvantage to residents, car ownership or use of expensive taxis is virtually essential without a bus service.	7
Provide reliable access to medical and other services for those without cars or unable to drive. A particular issue for older residents.	7

Category	Number of comments
A bus service would lead to environmental benefit – less traffic, reduced noise and pollution, improved road safety.	5
Divert one Service 9 per hour via Havenstreet.	5
Considering moving out of the village due to the lack of public transport.	3