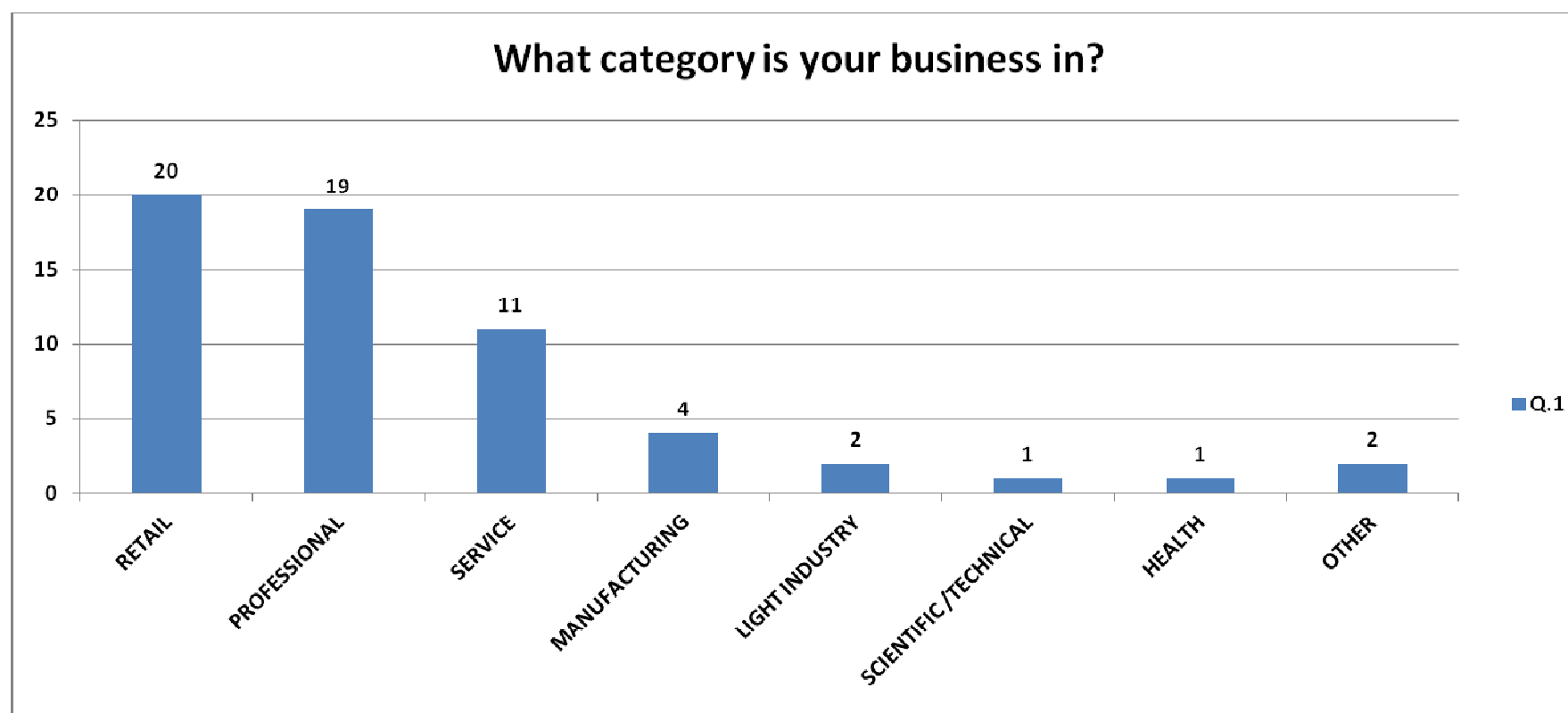




# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

*The questionnaire comprised 15 questions, some with multiple choice answers, plus there were boxes for comments. Not all respondents answered every question and as some were multiple choice this is the reason for the difference in totals given there were 62 respondents to this Business Consultation. However, it was thought that some may want to view the results as percentages so a separate overview document accompanies the consultation which can be read in conjunction with the consultation.*



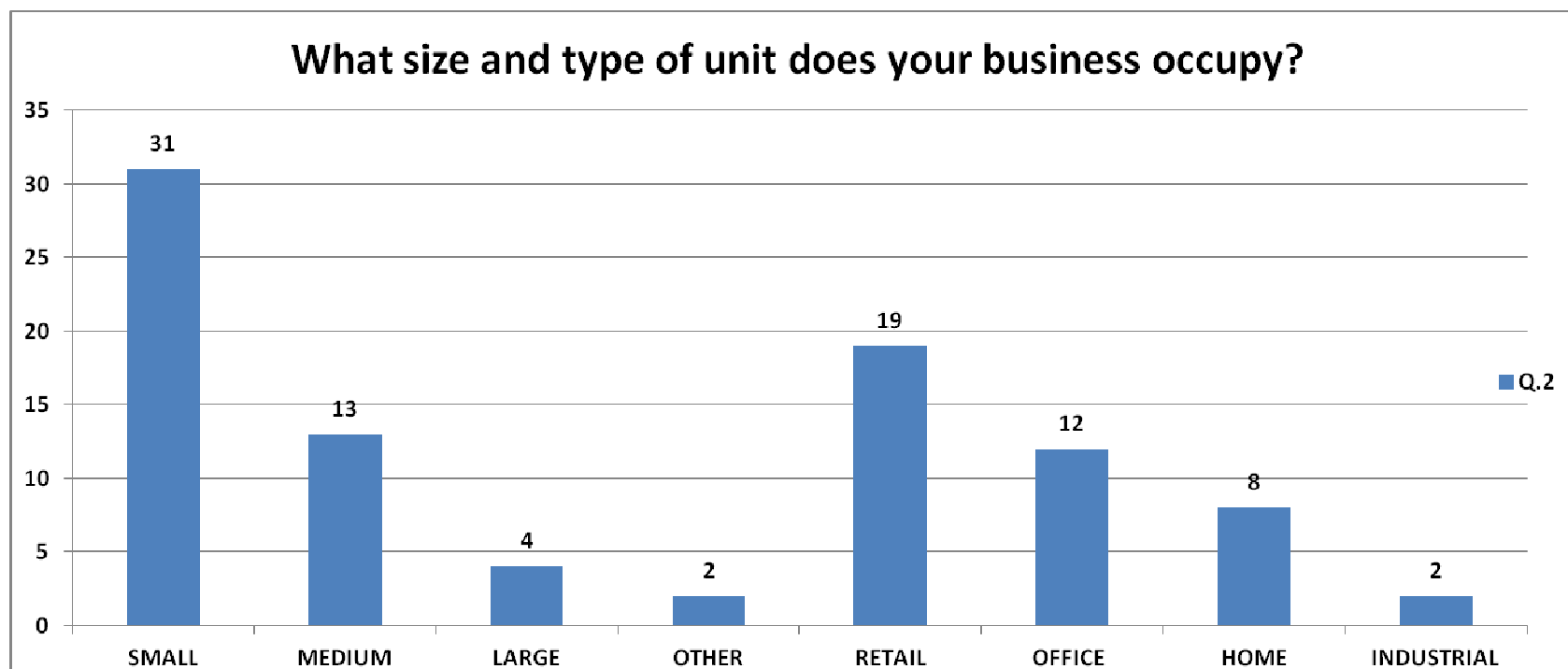
**OTHER:**

- PROVISION OF BUSINESS / COMMERCIAL SPACE
- PROPERTY



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017



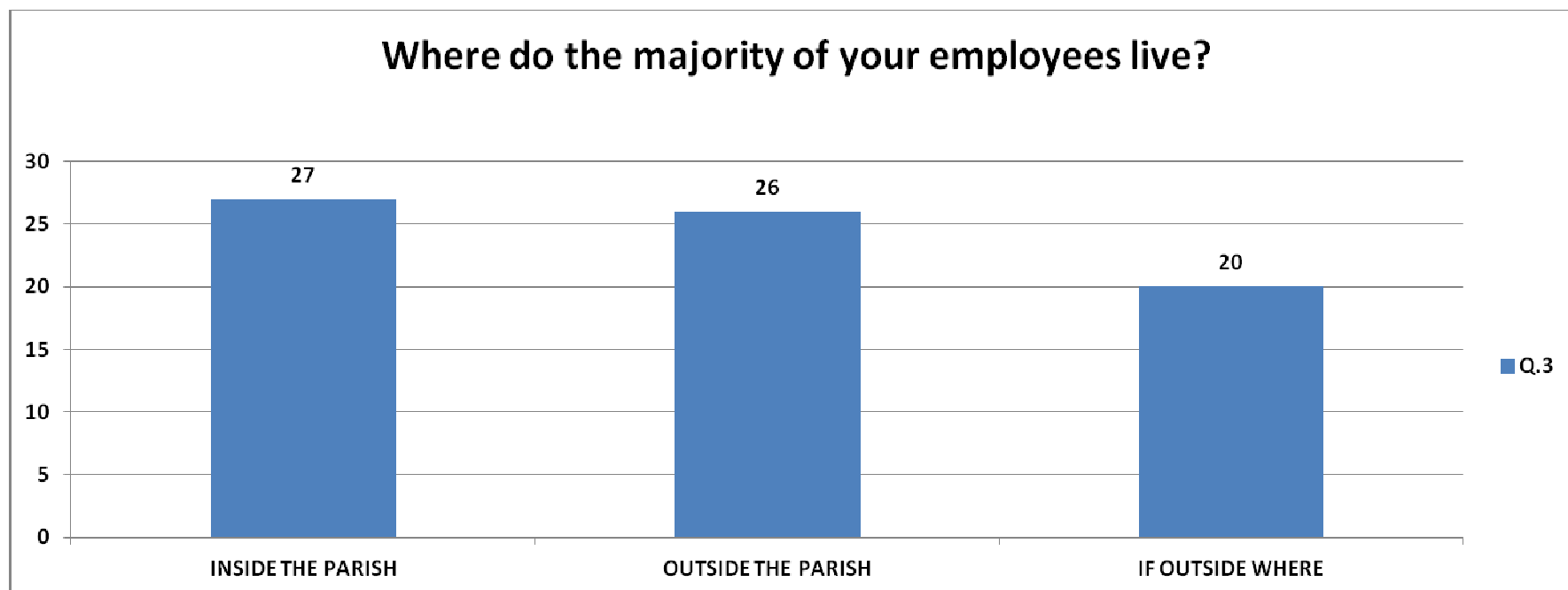
### OTHER:

- PROVIDER OF A RANGE OF SIZES FROM SMALL TO LARGE



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017



### IF OUTSIDE WHERE?

HORSHAM, WORTHING, CRAWLEY, CRANLEIGH, BROOKS GREEN, PULBOROUGH, STORRINGTON, LANCING, REIGATE, SOUTHWATER, SHOREHAM, BRIGHTON, STEYNING, GUILDFORD, ALFOLD, ASHINGTON, HAYWARDS HEATH, CHIDDINGFOLD, EAST GRINSTEAD. FINDON VALLEY, COOTHAM, WEST CHILTINGTON, ALTON, PAGHAM, PETWORTH, MIDHURST  
LOXWOOD, BURGESS HILL, CHICHESTER, WISBOROUGH GREEN, KIRDFORD, COOLHAM, THAKEHAM, LITTLEHAMPTON, CHERTSEY  
WALES. SURREY, EAST SUSSEX, LONDON,

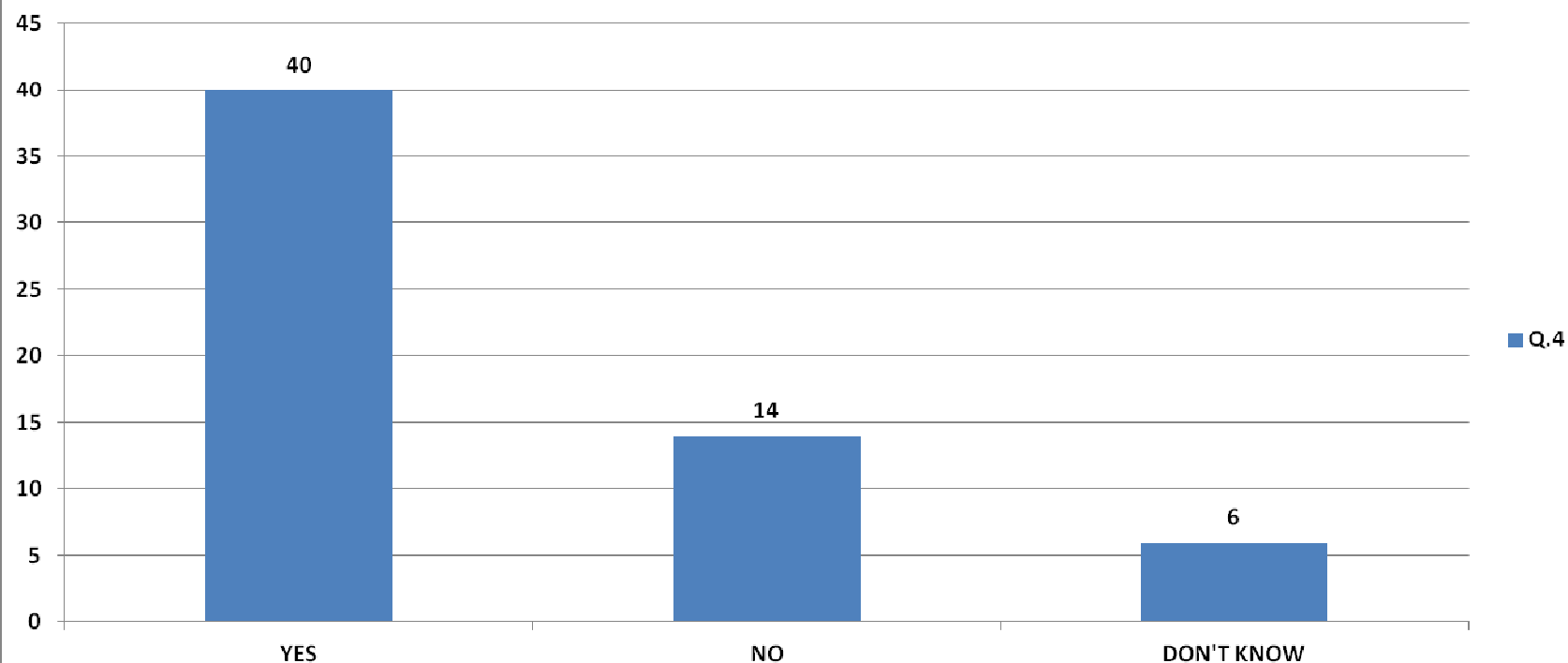
IN ALL DIRECTIONS – UP TO 20 MINUTES AWAY BY CAR.  
WITHIN A 20 MILE RADIUS



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

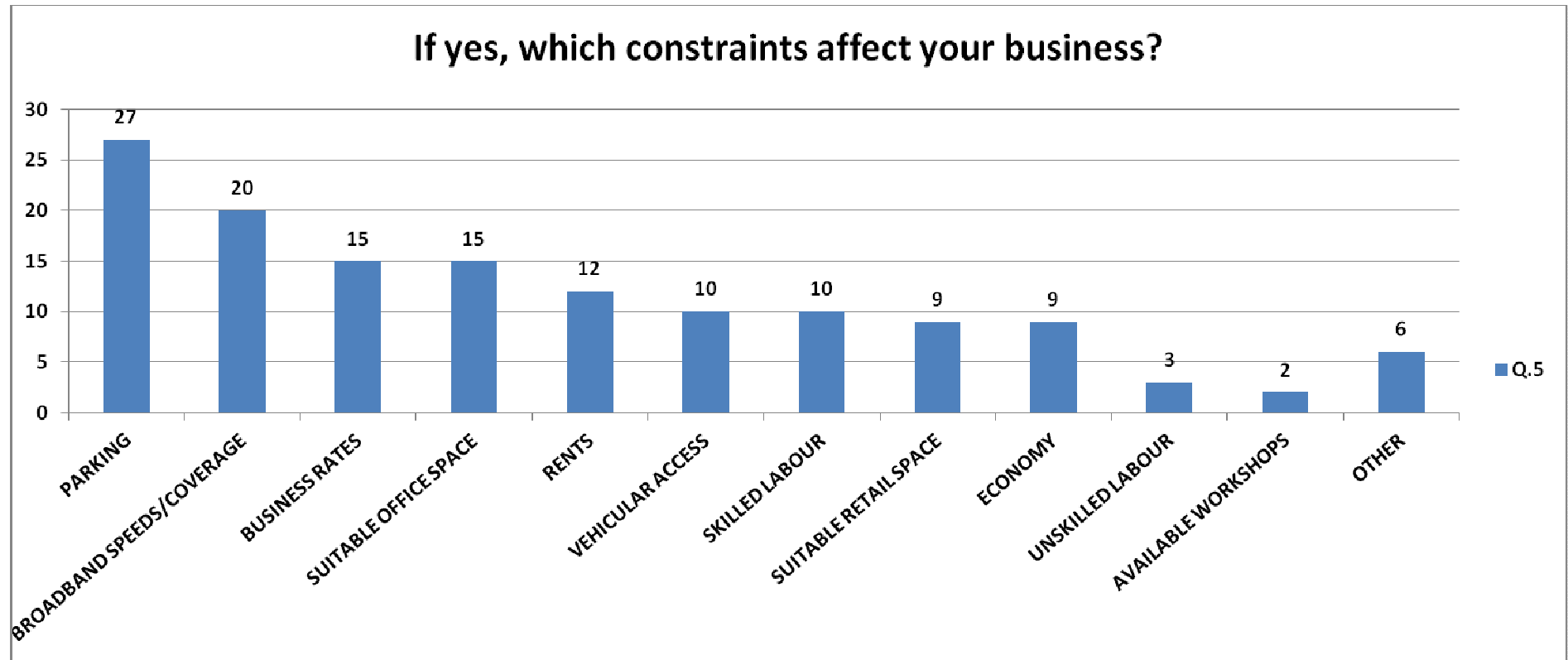
Are there constraints for your Billingshurst business to grow?





# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017



### OTHER:

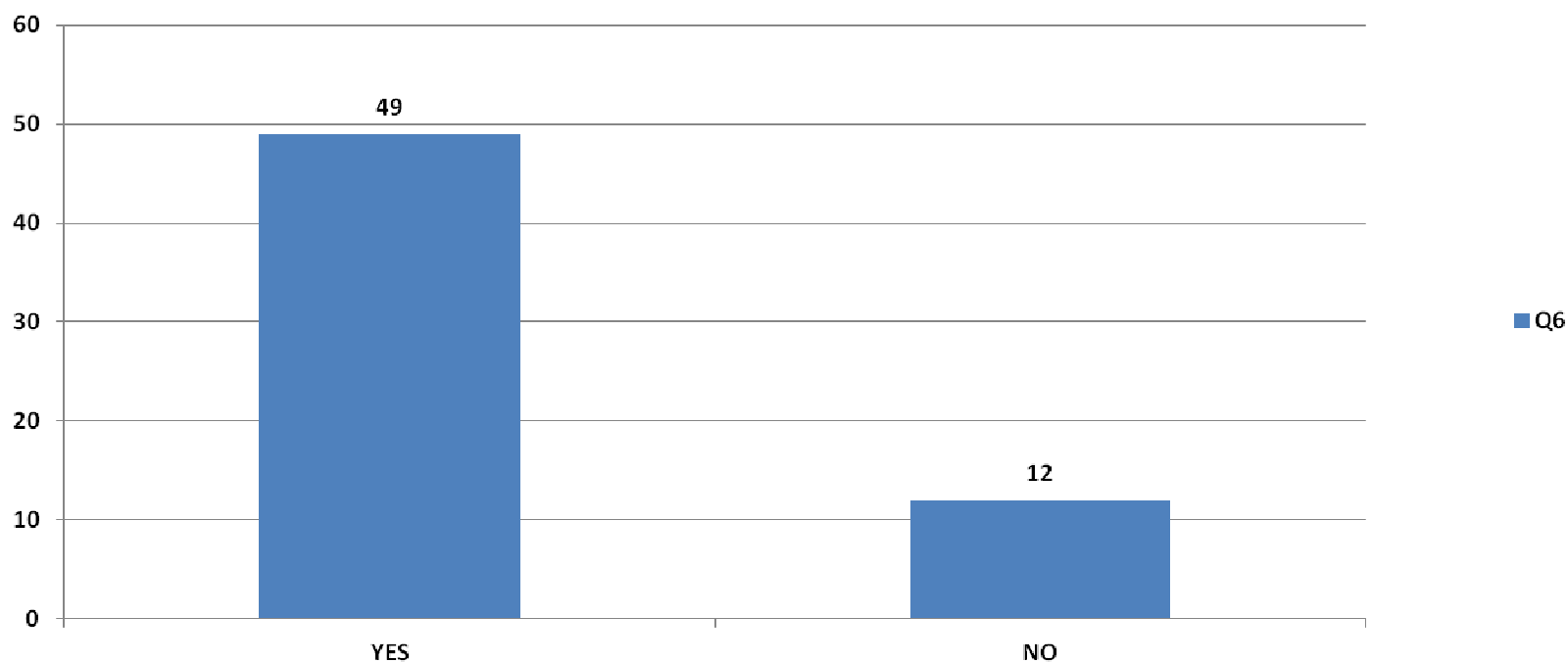
- ACCESSIBILITY
- LACK OF AFFORDABLE ACCOMODATION
- NATIONAL POLICIES (RED TAPE, WAGES, COMMERCIAL WASTE HANDLING, UNFAIR ADVANTAGES GIVEN TO THOSE RUNNING BUSINESSES FROM HOME COMPARED TO THOSE WHO HAVE BUSINESS PREMISES)
- INTERNET SALES
- YOUTHS HANGING AROUND SHOP
- NOT ENOUGH FOOTFALL
- HOUSING FOR NEW WORKERS AND THEIR FAMILIES
- LACK OF OTHER QUALITY INDEPENDENT RETAILERS



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

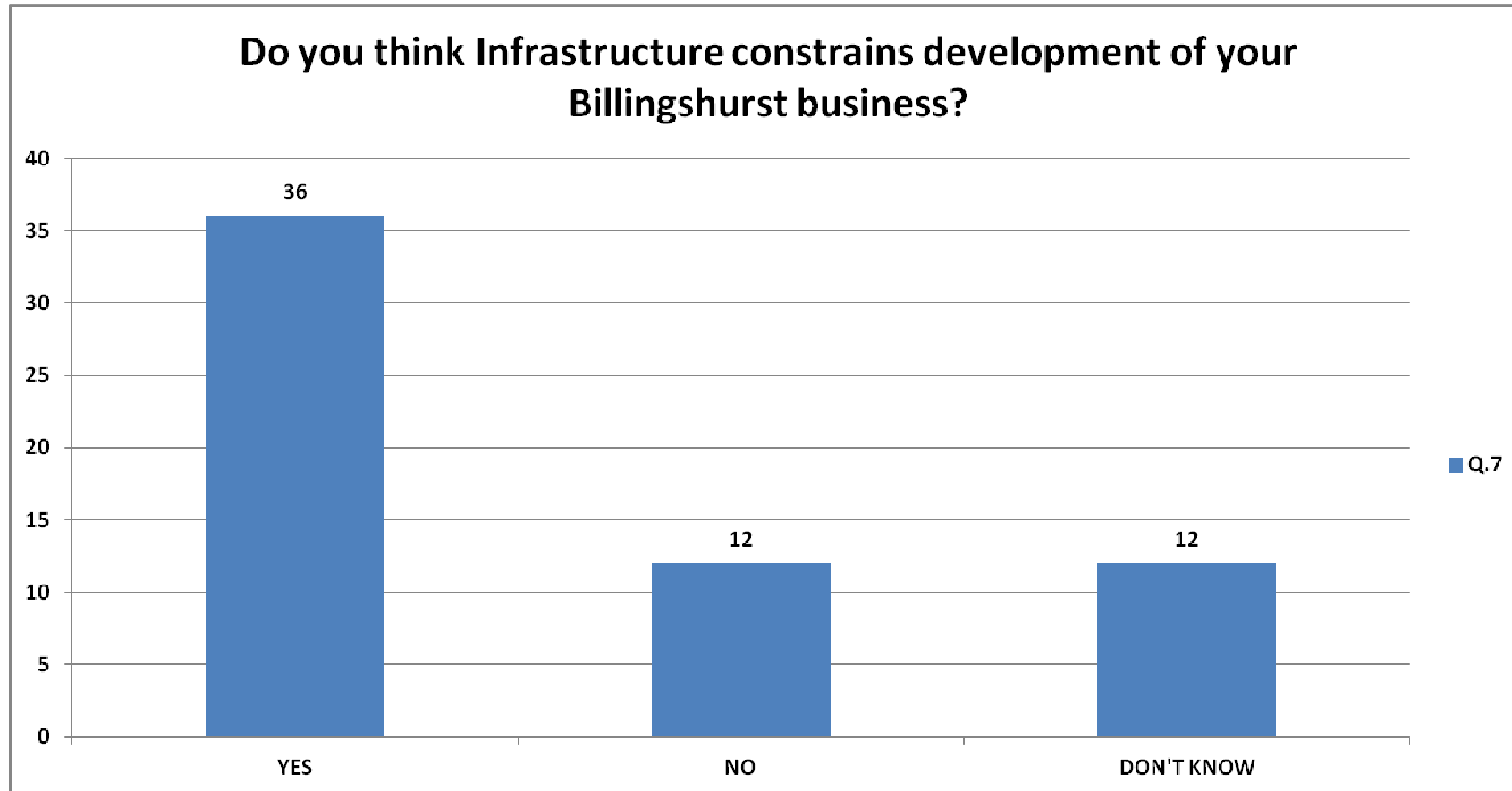
**Does up-to-date computer technology /high speed broadband  
play a lead role in your business?**





# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

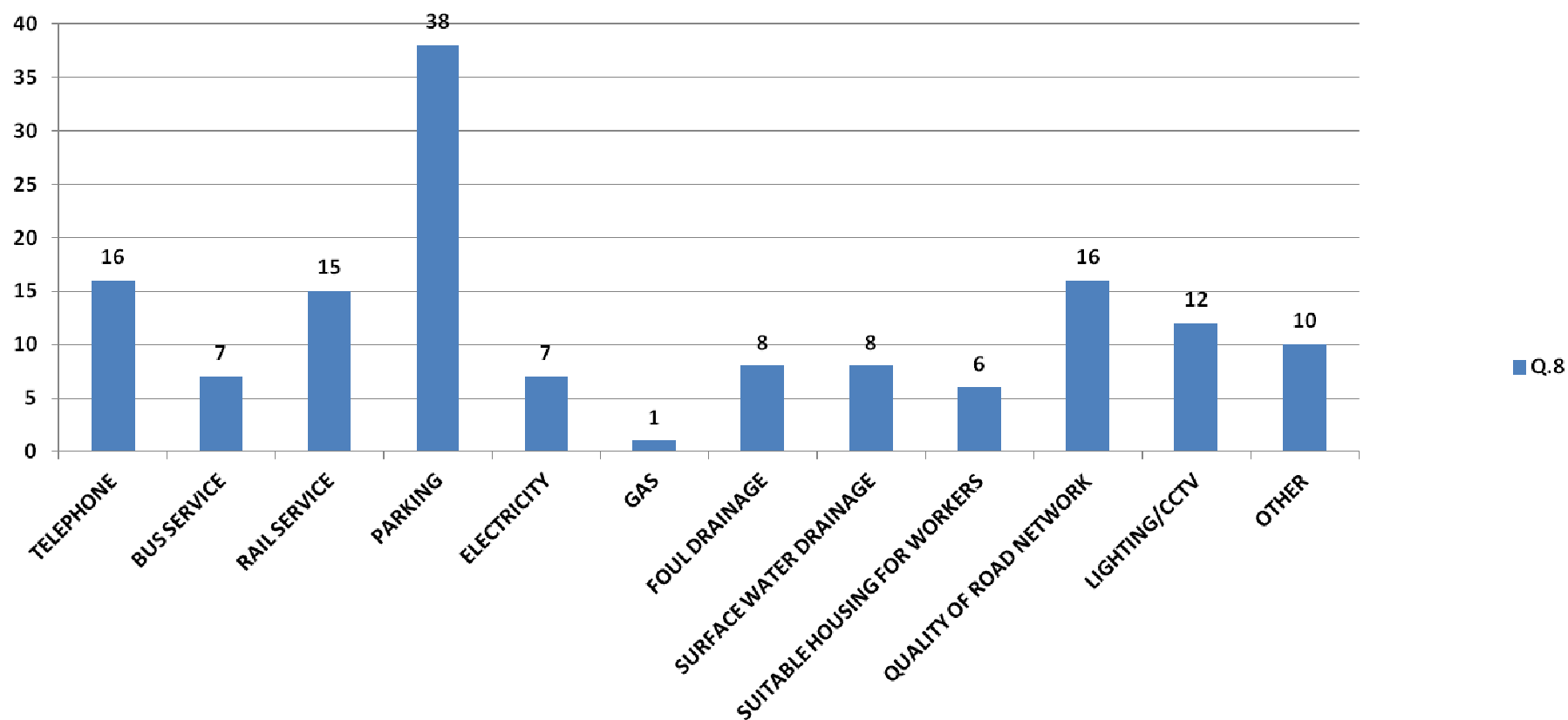




# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

What improvements in infrastructure would assist your business?





# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

### OTHER:

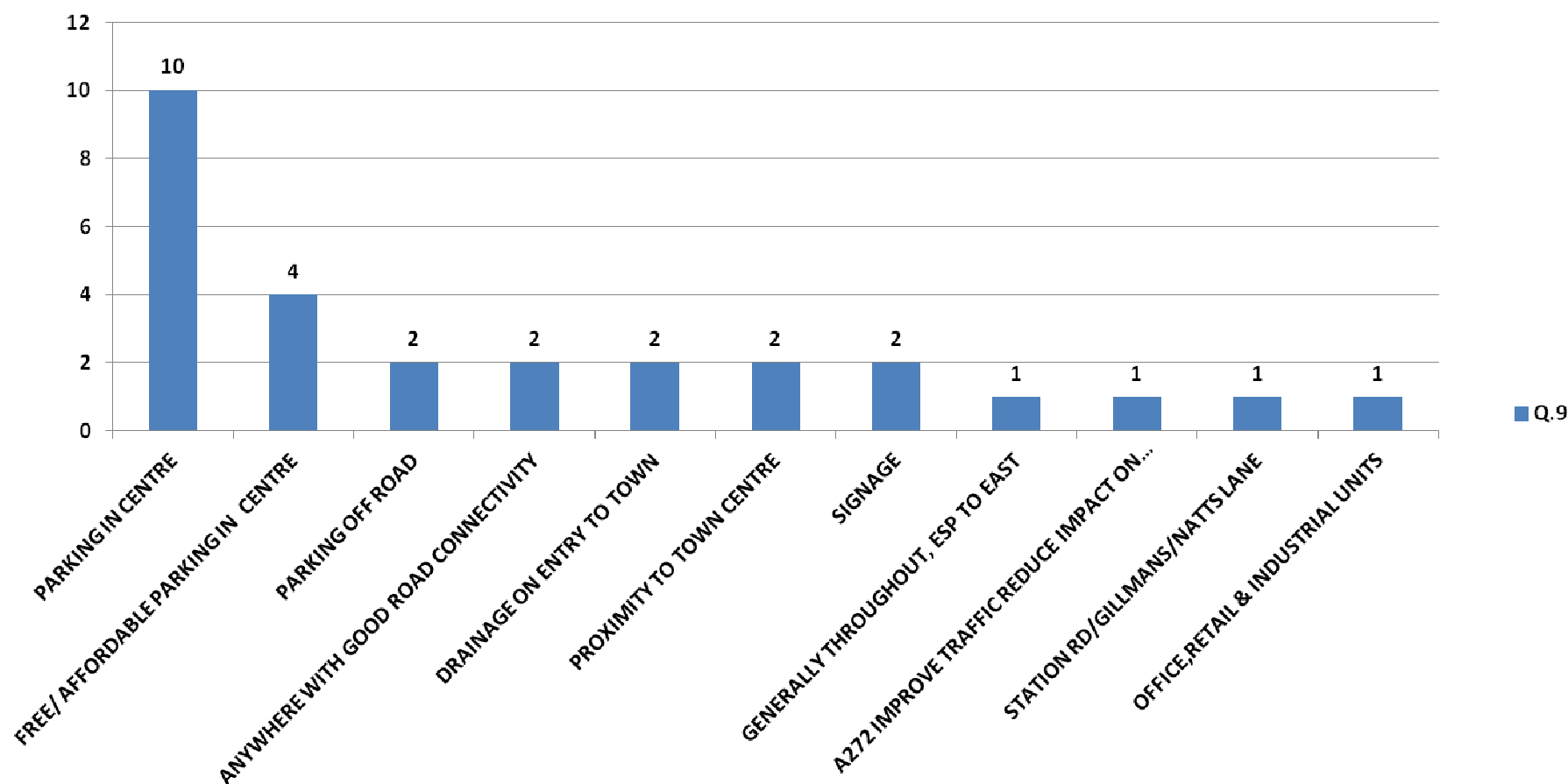
- IMPROVED ROAD SURFACES!
- FAST BROADBAND COMMUNICATIONS, HIGH SPEED BROADBAND, CHEAPER FIBRE BROADBAND
- BROADBAND OUTSIDE THE VILLAGE
- RELIABLE POWER REQUIRED.
- PARKING POLICY SEEMS VERY STRICT FOR A SMALL VILLAGE WHY HAVE SUCH A POLICY IF THERE ARE LIMITED/NO ALTERNATIVES TO ON- STREET PARKING.
- ELECTRICITY FAILURES ARE A CONSTANT REOCCURRING PROBLEM
- THERE IS A HUGE ISSUE WITH CONSTANT SUPPLY OF ELECTRICITY TO BILLINGSHURST, IT SEEMS TO BE VERY FRAGILE WHEN THE WEATHER CHANGES COMPARED TO OTHER AREAS.
- BETTER MOBILE SIGNAL
- INCLUSION OF SMALL OFFICE + RETAIL ALLOCATION IN AREAS OF NEW HOUSING. COMPULSORY REGISTRATION OF RUNNING ANY BUSINESS FROM DOMESTIC PROPERTY TO HAVE A LEVEL PLAYING FIELD (MINIMUM WAGE, EMPLOYMENT +PREMISES + VEHICULAR INSURANCE +PLANNING PERMISSIONS, PAYING FOR BUSINESS WASTE COLLECTIONS, ETC)
- NO 3 PHASE ELECTRICITY
- PROBLEM OF FLOODING



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

Where do you think these infrastructure improvements are specifically needed in the Parish?





# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

### COMMENTS ON QUESTION 9

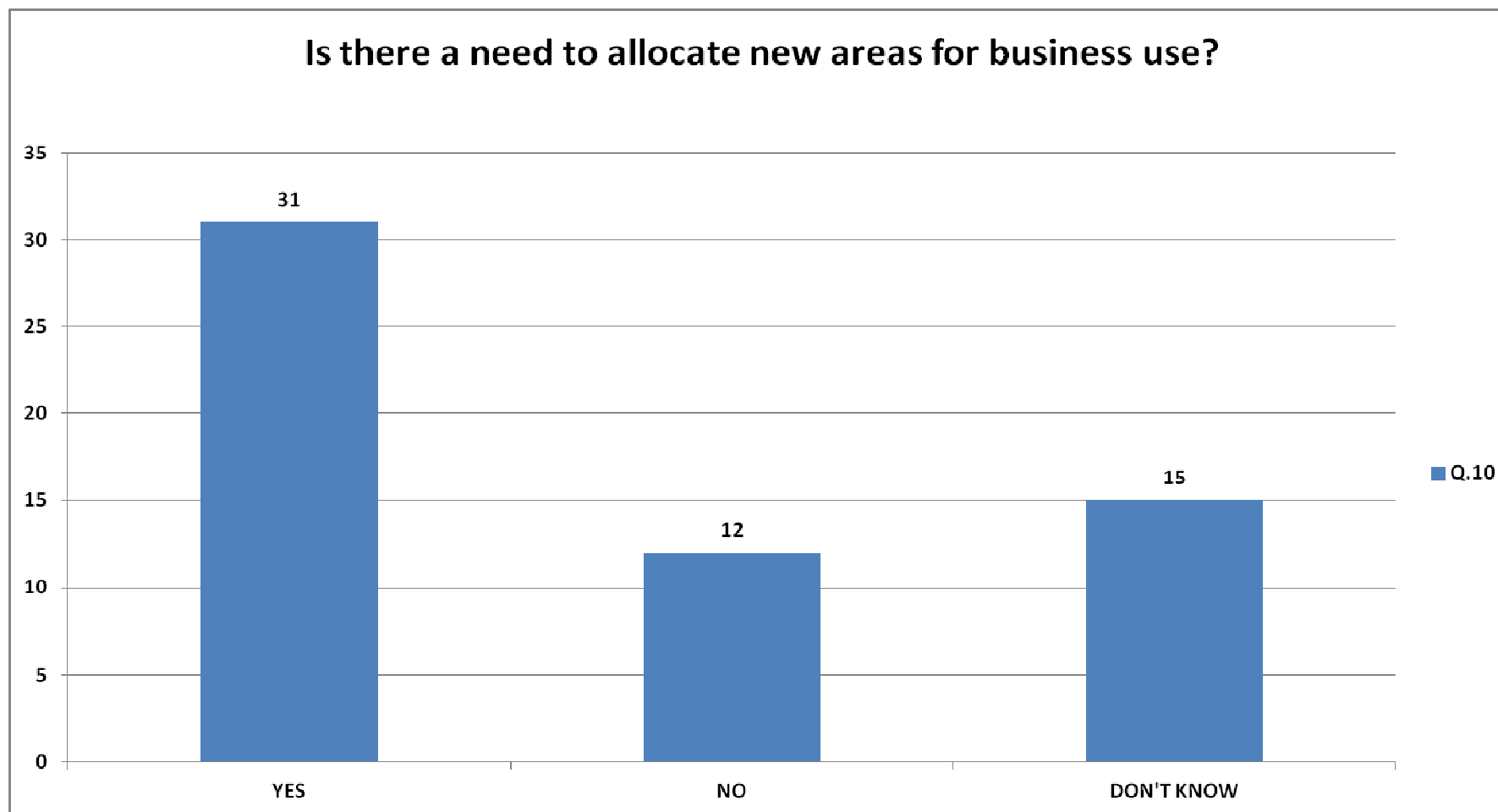
- THE TRAIN SERVICE: WAY BELOW ADEQUATE. COMMUTING IS BECOMING IMPOSSIBLE. THIS IS THE MAIN ISSUE FACING BUSINESS OWNERS WHO CONDUCT BUSINESS IN LONDON. STATION PARKING IS INADEQUATE ALSO.
- CCTV IN INDUSTRIAL AREA TO PREVENT DAMAGE/THEFT/VANDALISM
- IT IS DIFFICULT FOR DELIVERIES TO GET ACCESS DUE TO RAILWAY USERS PARKING ON NATTS LANE.
- A29 IS OVERCROWDED and POOR LINKS to A24. A272 IS INADEQUATE
- TRANSPORT LINKS, CONSTANT ELECTRICITY SUPPLY, BETTER MOBILE TELEPHONE COVERAGE
- JENGERS MEAD PARKING
- JENGERS MEAD – THE VILLAGE NEEDS TO HAVE A COMMON PARKING POLICY RUN BY HORSHAM DISTRICT COUNCIL. GET RID OF PRIVATE COMPANY WHICH RUNS JENGERS MEAD CAR PARK.
- PARKING IN JENGERS MEAD IS DISGUSTING. THE WARDEN DOES NOT BOOK GYPSIES' CARS AND VEHICLES. I LOSE BUSINESS AS IF A CUSTOMER STOPS OUTSIDE MY SHOP FOR 30 SECONDS THEY GET BOOKED. IF THIS PARKING PROBLEM PERSISTS I WILL CLOSE MY SHOP AND MOVE ELSEWHERE!! IN THE NEW YEAR.
- REGULAR BUS SERVICE TO IMPROVE WORKFORCE TRANSPORT – STOP AT BRINSBURY
- MORE SIGNAGE ON THE HIGH STREET TO INDICATE AVAILABILITY OF MORE SHOPS AND BUSINESSES ARE IN JENGERS MEAD TO VISITORS ETC.
- EACH AREA OF NEWLY BUILT HOUSING SHOULD INCLUDE COMMERCIAL AREAS FOR SMALL BUSINESS AND RETAIL, TO MEET BOTH EMPLOYMENT AND LOCAL SERVICE DEMANDS.
- ALSO, LITTLE ATTENTION IS BEING PAID TO MAXIMISING ACCESS TO PROPERTIES, EVEN THOUGH IT IS CLEAR WE ENTERING THE AGE OF HOME DELIVERIES – IT IS UNECONOMICAL TO DELIVER TO ADDRESSES IN SO MUCH OF BILLINGSHURST DUE TO POOR STREET DESIGN (UNLOADING AND TURNING AREAS), SIGNAGE, LIGHTING, LOCKED ENTRANCES TO BUILDINGS, ETC.
- JENGERS MEAD COULD LOOK A WHOLE LOT MORE INVITING.
- FREE PARKING TO ENCOURAGE PEOPLE INTO THE VILLAGE.
- JENGERS MEAD CAR PARK.
- ROAD SIGNAGE IS VERY POOR IN THE AREA IN GENERAL
- BETTER ACCESS TO THE INDUSTRIAL AREA IN STATION ROAD
- JENGERS MEAD CAR PARK: WE ARE A CHARITY RELYING ON DONATIONS AND SUPPORTERS CANNOT EVEN DONATE GOODS WITHOUT A PARKING TICKET FOR A FEW MINUTES.
- JENGERS MEAD IS A DUMP AND IS BADLY MAINTAINED (BROKEN LIGHTS, LITTER, DEAD FLOWER BEDS AND SHRUBS. A BLIGHT ON THE VILLAGE.
- AFFORDABLE HOUSING FOR YOUNG PEOPLE
- ON THE HIGH STREET & JENGERS MEAD
- STATION ROAD IS DANGEROUS



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

- BETTER BROADBAND IN THE RURAL AREAS

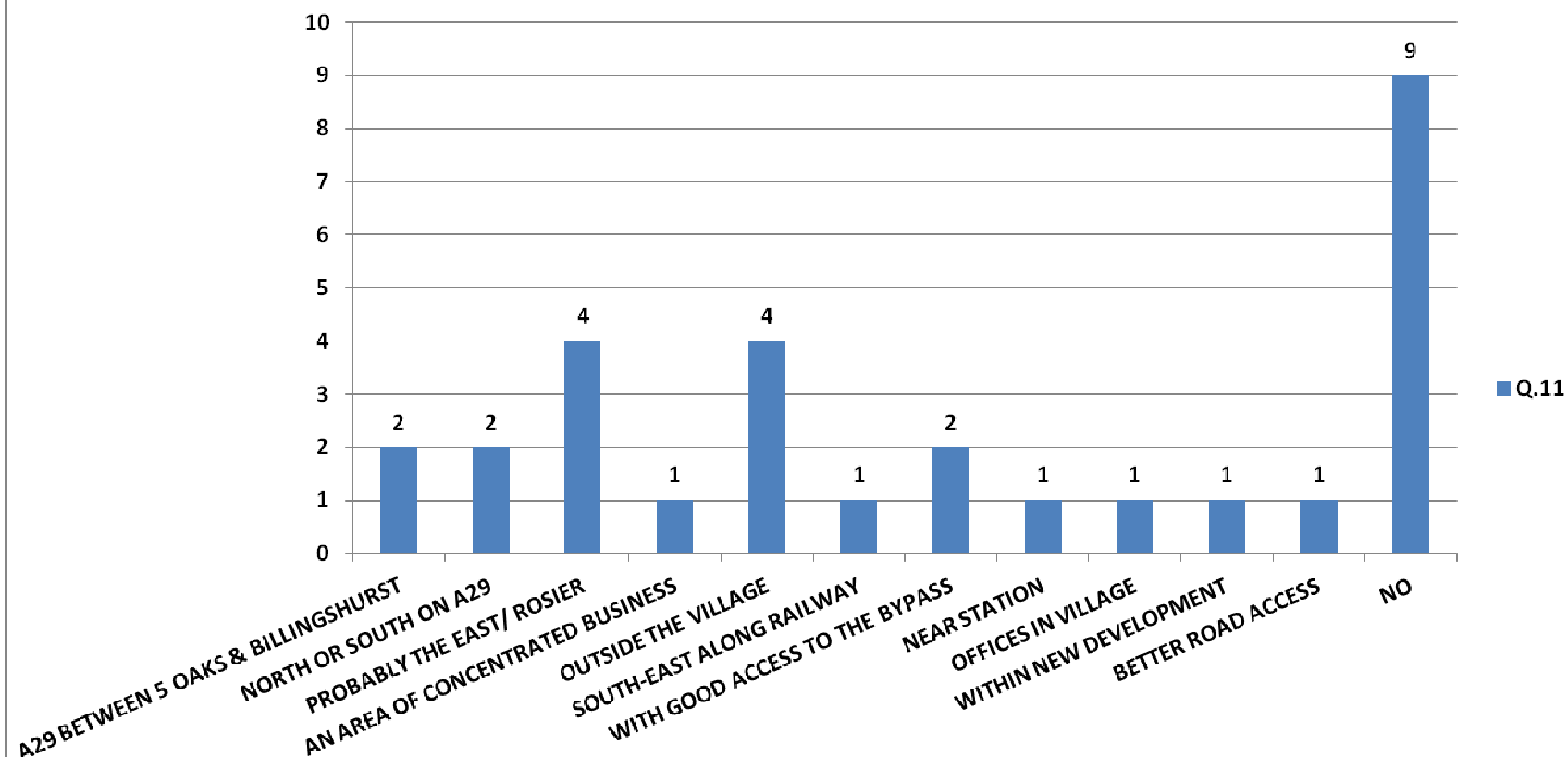




# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

Do you think the existing business areas would be better relocated elsewhere in Billingshurst. If yes, then where?





# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

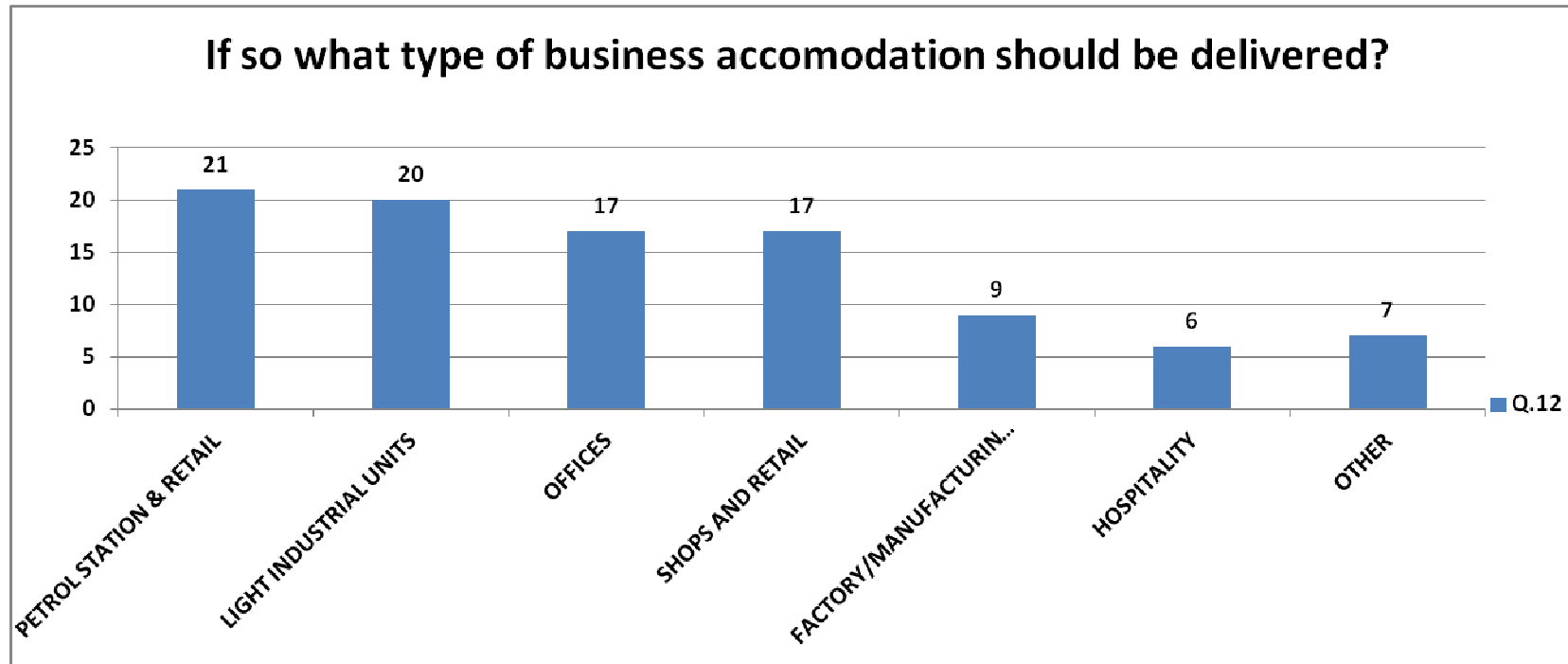
### COMMENTS ON QUESTION 11:

- THE EAST HAS BETTER ACCESS TO A24/M23
- OUTSIDE THE VILLAGE MAKES SENSE AND USE EXISTING LOCATIONS FOR RESIDENTIAL.
- STRONGLY AGREE THE INDUSTRIAL ESTATES ARE MISPLACED FOR 21<sup>st</sup> CENTURY
- IDEAL IF NEAR THE STATION /GOOD TRANSPORT LINKS
- DAUX ROAD IS A CONTAINED INDUSTRIAL UNIT WITH EMPTY UNITS ALREADY.
- WE ARE SURROUNDED ON THREE SIDES BY HOUSES AND HAVE RESTRICTED 24 HOUR WORKING. WE NEED TO RELOCATE WHERE THERE ARE NO CONSTRAINTS AND USE OUR LAND FOR HOUSING REDEVELOPMENT.
- JUST MORE NEEDED. EXISTING AREA AT JENGERS MEAD & HIGH STREET STILL SUIT THOSE PARTICULAR TYPES OF BUSINESS
- NO – THE HEART OF THE VILLAGE WOULD DIE IF MOVED ELSEWHERE. BUT JENGERS MEAD CAR PARK NEEDS TO BE SORTED OUT. BUSINESSES WILL FOLD OTHERWISE.
- THE RECENT BOOM IN DOMESTIC HOUSING IS NOT IN BALANCE WITH LOCAL EMPLOYMENT AND SERVICE NEEDS – (NEW AND) EXISTING BUSINESSES SHOULD HAVE THE OPPORTUNITY TO RELOCATE NEARER TO THE NEW DOMESTIC DWELLINGS BUT CURRENTLY ONLY HOUSES SEEMINGLY BEING BUILT.
- YES, THEN THOSE AREAS COULD BE RESIDENTIAL AND TAKE TRUCKS AWAY FROM THE AREAS.
- DEPENDS ON LOCATION AND TYPE OF BUSINESS
- INDUSTRIAL AREAS – RELOCATION. IN THEORY YES,BUT IT WOULD REQUIRE FUNDING FOR SMALL BUSINESSES TO CEASE TRADING FOR LOCATION. WOULD REQUIRE MASSIVE INVESTMENT TO ERECT NEW PURPOSE BUILT STRUCTURES TO SUIT THE DIVERSITY OF LOCAL BUSINESSES. A LONG TERM AND ORGANICALLY MANAGED PROJECT AND GENERALLY APPLIED TO NEW BUSINESSES.
- RETAIL OR OFFICES DO NOT REQUIRE RELOCATION-JUST EXPANSION /IMPROVEMENT



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017



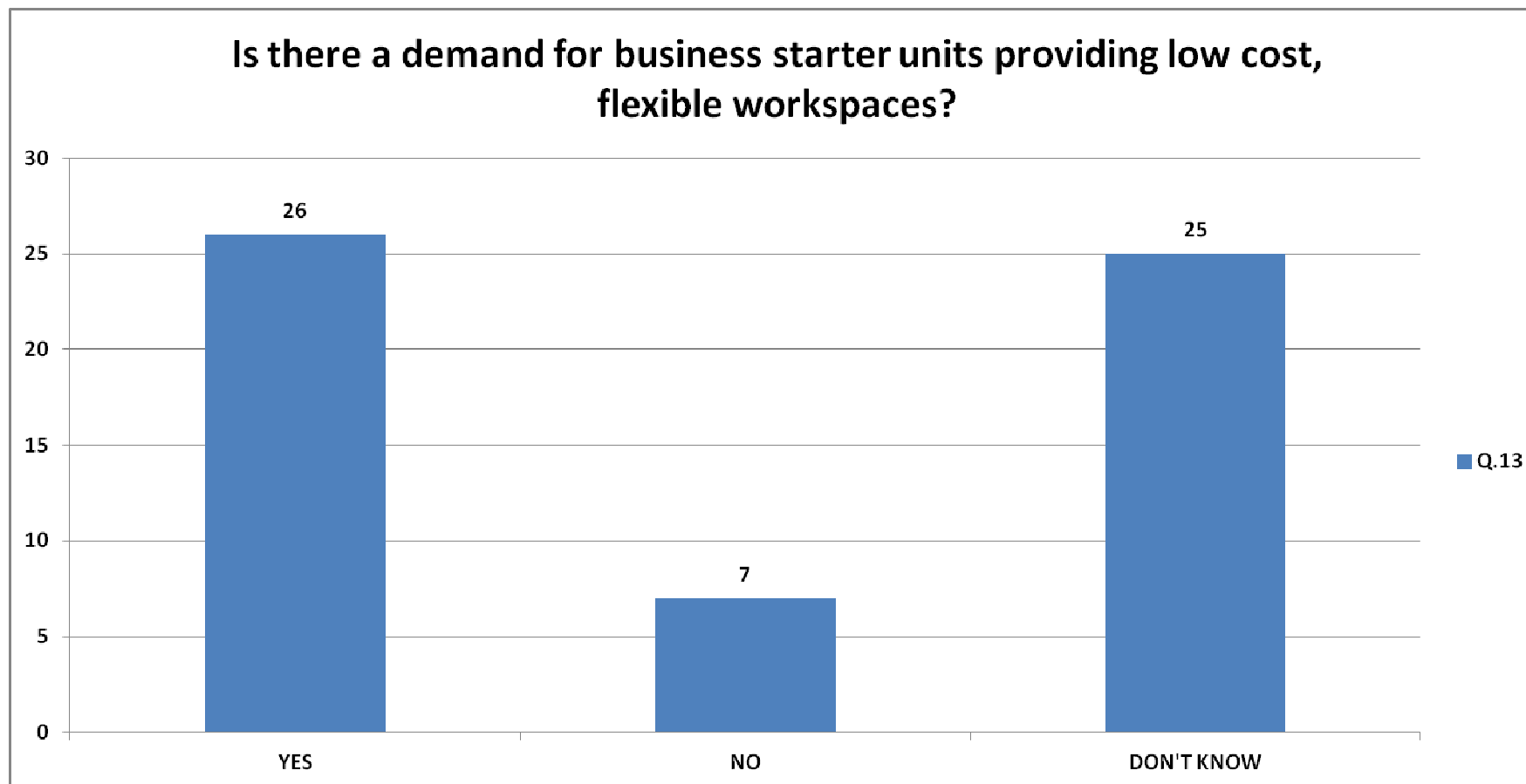
### OTHER:

- ALSO NEED ENTERTAINMENT SPACES, NOT JUST RESTAURANTS OR JUBILEE FIELDS eg CINEMA
- IT TECHNOLOGY & STARTER UNITS
- A GENERAL STORE IN THE HIGH STREET ALONG THE LINES OF BHS TO BRING PEOPLE INTO THE VILLAGE ON A REGULAR BASIS AND NOT GO ELSEWHERE.
- NOWHERE TO STAY AND NO FUEL STATION
- CHICKEN AND EGG. GOOD TO HAVE MORE RETAIL BUT EMPTY ONES NOW ONLY SEEM TO ATTRACT CHARITY SHOPS SO OTHER GOOD SHOPS DON'T COME. IS THIS A LANDLORD PROBLEM? IF SHOPS ARE POOR THEN PEOPLE WILL GO ELSEWHERE AND OTHER SHOPS WON'T COME.
- MORE BUSINESS ALL ROUND
- DEPENDS ON WHAT BUSINESSES BILLINGSHURST WANTS TO ATTRACT.
- MARKET STALLS



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

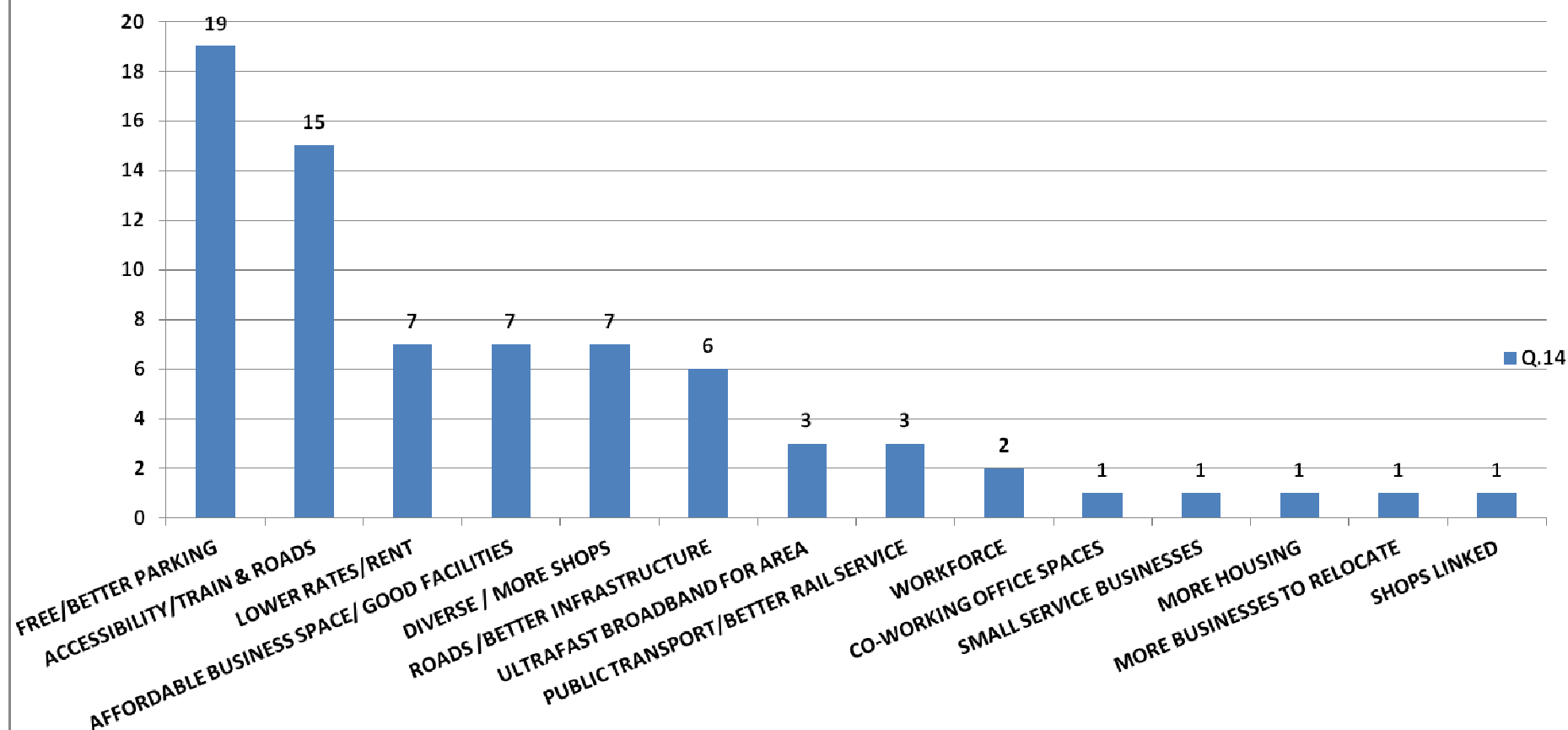




# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

What in your opinion would encourage businesses to locate in Billingshurst?





# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

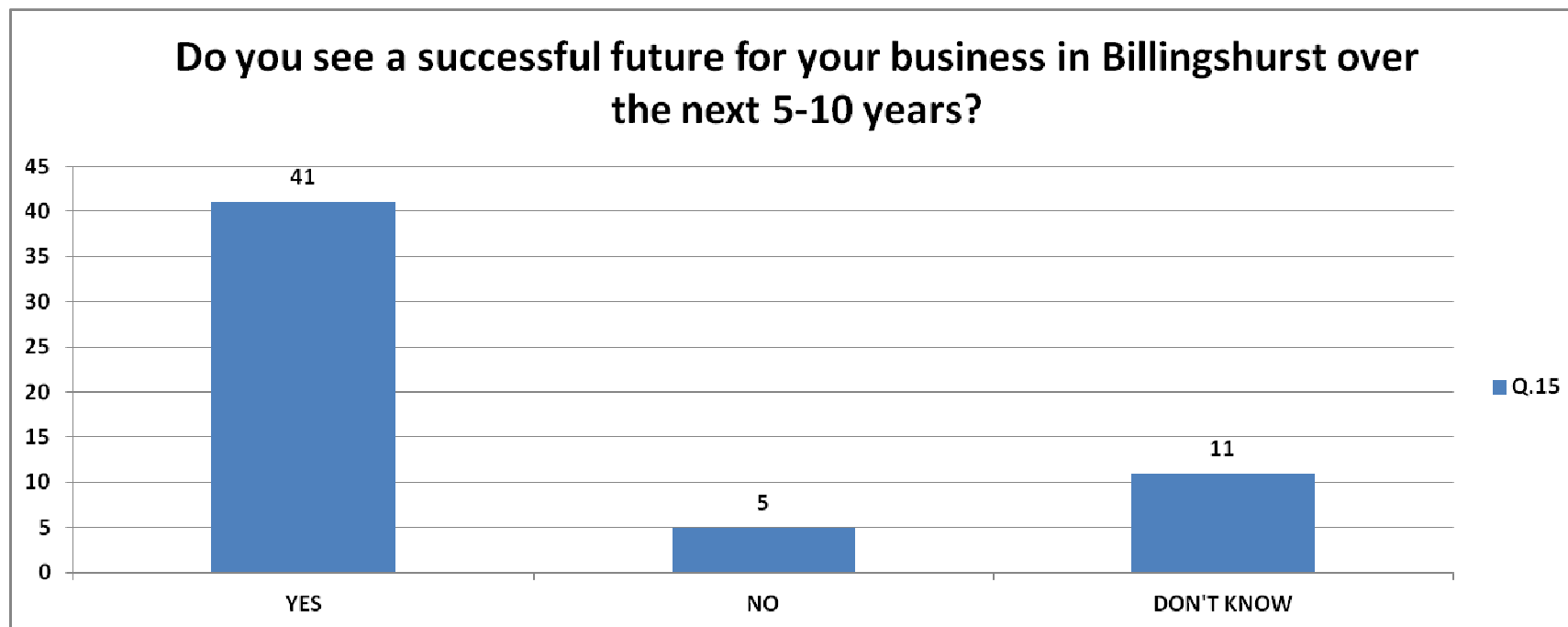
### COMMENTS ON QUESTION 14

- FINANCIAL INCENTIVES. START-UP FINANCIAL ASSISTANCE.
- INCREASED HOUSING IN BILLINGSHURST MERELY FILLS THE TRAINS TO LONDON.
- BETTER MOBILE COVERAGE, SKILLS AVAILABLE TO BILLINGSHURST
- BUSINESSES PREMISES, MORE VIBRANT HIGH STREET
- LOW BUSINESS RATES/RENTAL. ADVERTISING THE VILLAGE OUTSIDE OF THE VILLAGE
- LESS AGGRESSIVE PARKING RESTRAINTS – JENGERS MEAD
- NO HOSTILE THREATS IN JENGERS MEAD BY CAR PARK ATTENDANTS
- AFFORDABLE HOUSING
- AVAILABILITY OF PREMISES WITH LOW COST RENTS
- JENGERS MEAD CAR PARK!! NEEDS SORTING OUT. COMMON PARKING POLICY RUN BY HDC. THE CURRENT ARRANGEMENT HAS FORCED QUITE A FEW TO MOVE ELSEWHERE/FOLD.
- BETTER INTERMINGLING OF NEW COMMERCIAL BUILDINGS AMONG THE NEW DOMESTIC BUILDS. LESS FOCUS ON SUPPORTING THE HIGH STREET RETAIL EXPERIENCE AS THIS CAN ONLY PLAY SECOND FIDDLE TO HORSHAM'S OFFERING; BILLINGSHURST NEEDS TO ENHANCE ITS IMAGE OF BEING AN INTEGRATED COMMUNITY WHERE PEOPLE FIND IT EASY BOTH TO WORK AND LIVE.
- MORE HOUSING SO A HIGHER POPULATION/CUSTOMERS.
- IF BUSINESSES COULD SEE THE POTENTIAL THAT BILLINGSHURST HAS, MAYBE WE COULD HAVE EVEN MORE INDEPENDENT AND UNIQUE TRADERS IN THE AREA
- PARKING – CAN'T EVEN POP INTO THE VILLAGE WITHOUT FEAR OF CHARGES
- IMPROVED ALL DAY PARKING
- OFFICE / RETAIL UNITS TO RENT/BUY
- START UP FACILITIES MIGHT BE A GOOD IDEA IF PROPERLY RESEARCHED.
- MODERN BUILDINGS, GOOD RETAIL DEVELOPMENT
- A LARGE MODERN SITE ON THE MAIN ROADS
- IT'S A PRETTY GOOD PLACE IN WHICH TO DO BUSINESS BUT THE CENTRE OF THE VILLAGE INFRASTRUCTURE NEEDS INVESTMENT AND SOME IMAGINATION



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS – OCTOBER 2016/JANUARY 2017



### COMMENTS:

- No – UNLESS PEOPLE CAN PARK & SHOP THE WAY THAT THEY CAN AT OUT OF TOWN RETAIL PARKS.
- I WILL OUTGROW BILLINGSHURST QUICKLY
- WE WILL CERTAINLY BE HERE UNTIL JUNE 2020 WHEN OUR LEASE FINISHES.
- I FEEL AS A TRADER, WE HAVE TO WORK REALLY HARD TO PULL IN THE CUSTOMERS SOMETIMES AGAINST NEGATIVE FORCES i.e. PARKING!
- DEPENDS ON FINDING SUITABLE PREMISES TO EXPAND. OVERALL MY BUSINESS DEPENDS ON PEOPLE LIVING LOCALLY WHICH OF COURSE IS GROWING.
- UNLESS BILLINGSHURST BECOMES ATTRACTIVE TO SHOPPERS
- AS LONG AS CRIPPLING BROADBAND ISSUES ARE SORTED
- YES BUT ONLY WITH IMPROVEMENTS OUTLINED ABOVE – INFRASTRUCTURE NEEDS INVESTMENT & IMAGINATION



# BILLINGSHURST PARISH NEIGHBOURHOOD PLAN

## BUSINESS CONSULTATION RESULTS — OCTOBER 2016/JANUARY 2017

### ANY OTHER COMMENTS:

- A NEW INDUSTRIAL AREA SHOULD NOT TRY TO COMPETE WITH HIGH TECH AREAS ELSEWHERE.
- PERHAPS WE NEED THE BEST QUALITY AND SERVICE AT LOW COST, COMMERCIAL ACCOMODATION.
- INTERESTING TIMESCALES. IT IS ESSENTIAL THAT THESE ARE KEPT TO RATHER THAN RUNNING ON AS I HAVE EXPERIENCED ELSEWHERE IN THE PAST.
- MY BUSINESS IS A COMMUNITY RESOURCE, SO ESTABLISHED IN BILLINGSHURST VERY DELIBERATELY BECAUSE OF THE PROJECTED INCREASE IN POPULATION.
- PLENTY OF DEMAND FOR WORK/EMPLOYMENT SPACE THAT HAS BEEN GOING UNMET.
- 21<sup>st</sup> CENTURY TECHNOLOGY NEEDS AVAILABILITY OF WORKSPACE.
- IT COMMUNICATIONS, HOUSING AND SCHOOLING – ENCOURAGES BUSINESSES.
- FAR BETTER PUBLIC TRANSPORT; IN PARTICULAR A MUCH IMPROVED RAIL SERVICE. BETTER PARKING AT THE STATION AND BILLINGSHURST TOWN CENTRE
- PARKING ON THE ROAD CAN IMPEDE DELIVERIES TO THE UNITS AROUND THIS INDUSTRIAL AREA.
- MANUFACTURERS WHO EXPORT MUST USE EXPENSIVE COMPLEX LABOUR SAVING EQUIPMENT AND UNRESTRICTED 24 HOUR WORKING IS ESSENTIAL TO RECOVER THE CAPITAL INVESTMENT. WE HAVE BEEN IN BILLINGSHURST FOR 46 YEARS.
- MIXING HOUSING WITH INDUSTRIAL DEVELOPMENT IS BAD NEWS FOR BOTH PARTIES. PEOPLE DESERVE PEACE AND QUIET IN THEIR HOUSES.
- IDEALLY JENGERS MEAD SHOULD BE REDEVELOPED AND BETTER INCORPORATED INTO THE HIGH STREET, CREATING MORE AND BETTER FREE CAR PARKING.
- IT WOULD HELP IF MORE (AND CHEAPER) SHOP UNITS ARE CREATED TO ENCOURAGE A DIVERSE SHOPPING CENTRE.
- LOCAL PEOPLE LIKE SUPPORTING LOCAL BUSINESSES.
- HEPWORTH BREWERY ARE KEEN TO BE AN INTEGRAL PART OF THE LOCAL COMMUNITY.
- GET RID OF NAPIER PARKING AND THE HOLD ON THE PRIVATE ROAD AND LAND, MAKE IT COUNCIL CONTROLLED.
- WE HAVE JUST SEEN RENT INCREASE OF 12% and SALES REDUCTION OF 3% ON YEAR.
- REVAMP JENGERS MEAD
- PARKING – VILLAGE CENTRE AND STATION
- WE NEED UPGRADED FACILITIES AND HOUSING IN THE CENTRE, ATTRACT GOOD INDEPENDENT SHOPS, PROVIDE AMPLE AND FREE PARKING.
- PLEASE REMAKE YELLOW LINES MAKE IT EASIER TO STOP AND SHOP
- STATION ROAD WITH ITS HEAVY LORRIES – CHILDREN DANGER
- MOVE INDUSTRIAL OUT OF RESIDENTIAL AREAS