

Engagement summary

Nailsea main transport hub engagement results

Date of report: June 2025

Overview

With funding secured through central government, we are planning to create a new transport hub in Nailsea in North Somerset. This is one of three main transport hubs we're planning to deliver across our district, alongside hubs in Portishead and Clevedon, to benefit residents and communities, and enhance local connectivity. We also plan to upgrade Worle Interchange in Weston-super-Mare.

This report gives an overview of the transport hub design proposals, including the results of public engagement.

What is a transport hub?

Transport hubs are intended to offer useful facilities that make it easier and more appealing to travel on foot, by wheel and by bus – providing a connection point between these different forms of transport. They also offer an attractive focal point for communities, helping to boost town and village centres.

While the designs vary by location, features typically include:

- High-quality bus shelters and seating
- Real-time travel information
- Cycle facilities
- Planting and seating

About the designs in Nailsea

The design and location of the Nailsea Transport Hub has been shaped through conversations with community representatives, residents, businesses, and bus operators. Our goal is to create an attractive, practical, and environmentally sensitive design that truly reflects local needs. We appreciate your input on specific aspects of the Nailsea Transport Hub.

Engagement summary

Summary of engagement activity undertaken

We invited local people to comment on the transport hub designs, through:

- An online survey, open to the public for comment for just over three weeks (Tuesday 18 March to Monday 14 April 2025). Paper copies of the survey are also available on request. 63 online surveys were completed during this period.
- An in-person event, held in January 2025 at Waitrose in Nailsea, was attended by approx. 100 people, most of whom were Nailsea residents.

Survey overview

- Most of the survey questions were quantitative (numeric), with 3 qualitative (free text) questions.
- A thematic analysis was conducted on open text responses, to understand the common themes across the responses.

! An important note on this survey

The survey was designed to gather practical, local feedback on the transport hub designs in Nailsea. It was based on a self-selecting sample of participants, rather than a demographically representative sample. As such, the results reflect the views of those who chose to participate and may not represent the entire population or all road users in the area. Not all participants answered every question, which may also influence the interpretation of the feedback.

While the survey offers valuable insights, it is one of many sources used to inform the design and decision-making process, and it will be considered alongside other data and to inform the designs next steps.



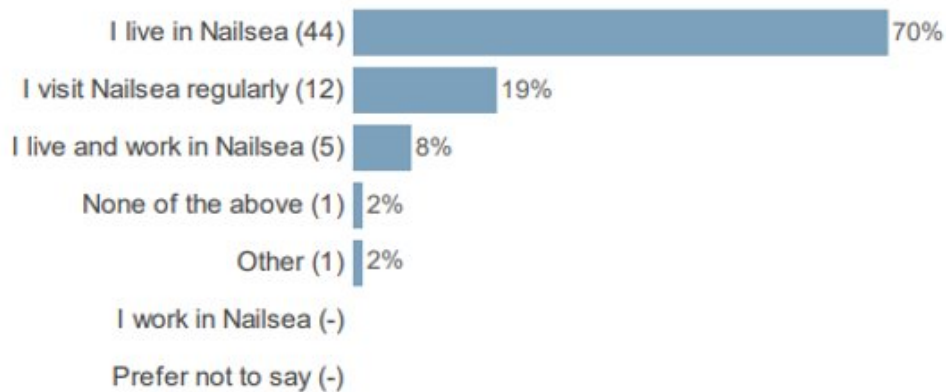
Funded by
UK Government



Engagement summary

Question: What is your connection to Nailsea?

Answered 63 times

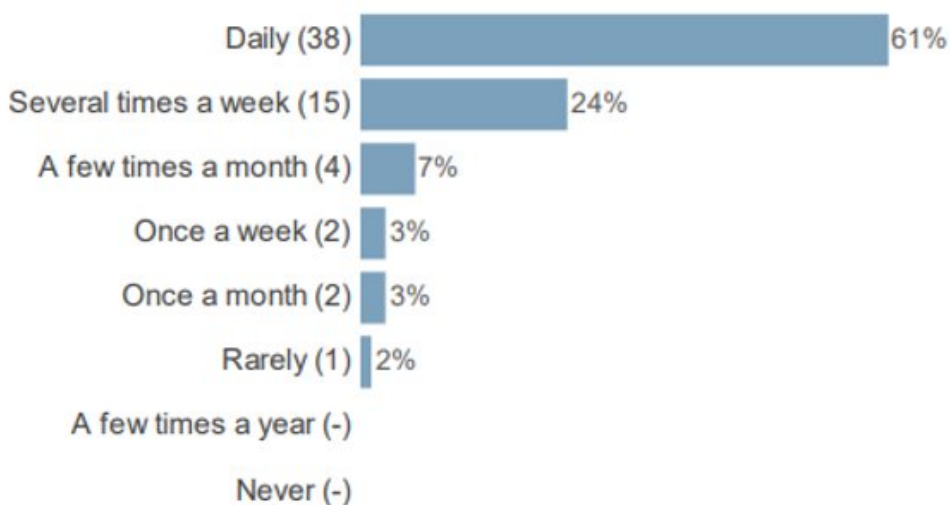


Other (please specify below):

Live in Wraxall

Question: How often have you travelled to or through Nailsea in the past 12 months?

Answered 62 times

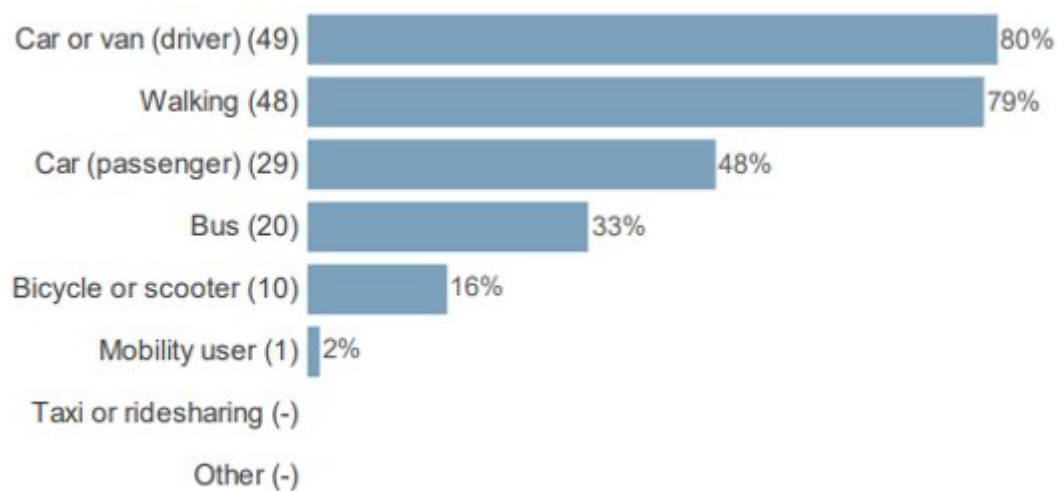


Funded by
UK Government



Engagement summary

Question: What modes of transport do you use when travelling in and around Nailsea?



Funded by
UK Government



North
Somerset
Council

WEST

Engagement summary

Question: Which facilities would be most important to have in a new transport hub?

	Very important	Somewhat important	Not so important
High quality bus shelters: green roofs, solar panels, digital/audio information	34% (21)	26% (16)	39% (24)
Cycle facilities: bike stands, maintenance stations	14% (8)	25% (14)	61% (34)
Secure cycle lockers	9% (5)	25% (14)	66% (37)
Additional seating	22% (13)	6% (27)	32% (19)
Planting	6% (9)	36% (20)	48% (27)
Information point	42% (25)	27% (16)	32% (19)
Wayfinding signage	42% (25)	27% (16)	32% (19)
Community notice board	42% (25)	27% (16)	32% (19)
Integrated lighting	34% (19)	36% (20)	30% (17)
Parcel lockers	8% (4)	23% (12)	70% (37)
Electric vehicle charging station	7% (4)	13% (7)	80% (44)
Public access defibrillator	51% (29)	33% (19)	16% (9)
Drinking water fountain	9% (5)	19% (10)	72% (39)



Funded by
UK Government



Engagement summary

Question: The following features are part of the proposed concept design for Nailsea's main hub. Please indicate your level of support for each feature.

	Fully support	Somewhat support	Neutral	Somewhat support	Strongly oppose
Widening the footway at the southbound bus stop to accommodate a larger bus shelter with RTI and seating	34% (20)	10% (6)	19% (11)	9% (5)	29% (17)
Upgrading the westbound bus stop on Stock Way North to include RTI and seating	34% (21)	3% (2)	13% (8)	21% (13)	28% (17)
Enhancing the Link Road/High Street junction with additional seating, cycle parking, and a bike maintenance stand	27% (16)	17% (10)	14% (8)	7% (4)	36% (21)
Installing a new pedestrian crossing at the northern end of Link Road to improve access to the new transport hub facilities	38% (23)	12% (7)	12% (7)	7% (4)	33% (20)
Introducing a one-way system southbound from Link Road/Waitrose car park junction to allow for footway widening and improved pedestrian space	22% (13)	5% (3)	10% (6)	7% (4)	56% (33)



Funded by
UK Government



Engagement summary

	Fully support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose
Creating a one-way system at the bus stop to provide space for two buses at a time, ensuring the stop is future-proofed for service change	21% (12)	10% (6)	7% (4)	7% (4)	55% (32)
Redesigning the northbound lay by on Link Road to include a parcel locker drop-off/pick-up facility and an e-mobility hub	10% (6)	12% (7)	26% (15)	10% (6)	41% (24)

Analysis of free-text survey responses

We undertook a thematic analysis of the free-text responses to understand the prominent themes across the survey comments.

The feedback regarding the transport hub designs in Nailsea revealed a range of concerns and suggestions from residents.

Question: You indicated that you oppose an aspect or multiple aspects of the design. Please explain what concerns you have and what changes you would suggest.

Answered 36 times. Top themes were:

- **Opposition to proposed changes:** Many respondents are against the proposed changes to the Link Road and High Street, including the introduction of a one-way system and the removal of pedestrian crossings. They believe these changes are unnecessary and could potentially cause more problems, such as increased congestion and difficulty accessing local businesses.
- **Waste of money:** There is a strong sentiment that the proposed changes are a waste of taxpayers' money. Residents feel that the money could be better spent on other areas, such as improving road and pavement surfaces, social care, or fixing potholes.



Funded by
UK Government



Engagement summary

- **Inadequate public transportation:** Some respondents express dissatisfaction with the current public transport system, citing infrequent buses and unreliable schedules. They suggest that instead of creating a transport hub, the council should focus on improving the bus service.
- **Concerns about increased emissions:** Some respondents are concerned that the proposed changes could lead to increased CO2 emissions, as they believe the changes would result in longer car journeys.
- **Lack of consultation:** There is a feeling among respondents that the council is not listening to their concerns or considering their needs. They feel that the proposed changes are being imposed without proper consultation or consideration of the impact on the local community.
- **Safety concerns:** Some respondents express safety concerns, particularly around the proposed contraflow bike lane and the removal of pedestrian crossings. They believe these changes could potentially increase the risk of accidents.
- **Impact on local businesses:** There are concerns that the proposed changes could negatively impact local businesses by making them less accessible to customers and delivery vehicles.

Question: You indicated that you support an aspect or multiple aspects of the design. What do you like about it?

Answered 28 times. Top themes were:

- The improvement of bus shelters and transport hub design.
- Encouragement for sustainable transport.
- Need for buses to run on time.
- Real-time information at bus stops.
- Increased seating at bus stops.
- Traffic management and access to car parks.
- Secure bike parking and bike lanes.
- Better shelter infrastructure.
- Concerns about cyclists and electric vehicles.
- Green spaces around bus stops.
- Future-proofing bus services.

Engagement summary

- Greater pedestrian accessibility.
- Importance of eco-friendly alternatives.
- Upgrading of bus stops.

Question: Please provide practical feedback on the transport hub design features. Let us know what works well, what could be improved, if there is anything else you would like to see included, and any other suggestions you may have.

Answered 37 times. Top themes were:

- Concerns about the removal of zebra crossing and safety of senior citizens.
- Poor public transport within Nailsea town.
- Need for better bus services for the elderly and disabled population.
- Suggestions for larger shelter at Stock Way North.
- Opposition to the use of taxpayer money for the proposed changes.
- Concerns about the removal of pedestrian crossing and creation of cycle parking.
- Need for consideration of end user needs in service provisions.
- Importance of crossing for the visually impaired.
- Opposition to changes like parcel lockers, bike chargers, and road layout changes.
- Suggestions for resurfacing roads for better quality.
- Opposition to new designs affecting traffic and businesses.
- Suggestions for wider pavement and extra seating.
- Need for better accessibility for people in Wraxall.
- Concerns about flooding at the junction of Link Road and Stockway North.
- Importance of live bus information and adequate seating at bus stops.
- Support for bike facilities to encourage cycling.



Funded by
UK Government



Engagement summary

Design approval process

The comments and suggestions put forward by respondents have been reviewed. Updates to the transport hub design are being considered based on this feedback.

What is the Bus Service Improvement Plan (BSIP)?

The BSIP is a UK Government-funded, time-limited programme aimed at creating more reliable, frequent and affordable bus services for residents in North Somerset.

It covers a wide-ranging package of improvements, designed to work together, to improve traffic flow and the bus travel experience along key routes and locations.

With better buses, more people can travel affordably, accessibly and sustainably to work, loved ones and services, and stay connected. It means less pressure on our roads, better use of public space, a cleaner environment – and that these vital services are protected for North Somerset.

The BSIP includes:

- Extra bus services and routes paid for by BSIP
- New and improved crossings for pedestrians, cyclists and mobility users
- New bus lanes and smart traffic signals along the A38, A370, A369, and in Weston-super-Mare
- New transport hubs in communities offering features such as secure cycle parking, digital information displays, improved bus waiting areas and other facilities
- Cheaper fares, such as the national fare cap and free travel for care leavers
- A state-of-the-art, all-electric bus fleet, making sustainable travel available to all
- An updated modern bus stop and shelter network, with new WEST branding
- Resurfacing roads and junctions in schemes help to save money.

Better buses benefit everyone because:

- Many of our BSIP projects include changes that benefit all road users, such as increasing or making better use of road capacity, and that help encourage healthier ways to travel, like walking and cycling.

Engagement summary

- Our population in North Somerset is growing – and is expected to keep growing at a rate above the national average.
- At the same time, a whopping 43% of our carbon emissions in North Somerset come from transport, at a time in our history when we need to reduce how much carbon is used to get from A to B.
- We also have a higher-than-average number of people in North Somerset aged over 65, over 75, over 85, and over 90 years old, compared with regional and national averages, who may wish and need to depend on public transport.
- Encouraging more people onto public transport results in less pressure on our roads, less congestion and less impact on the environment and air quality.
- We want to keep our buses and reduce services being cut, like the loss of a quarter of North Somerset's bus network in 2022 by bus operators. Encouraging more people onto public transport keeps services running and continuing to offer vital lifelines for communities.
- Current BSIP funding offers investment opportunities to protect, enhance and modernise our public transport, road network and public travel in North Somerset.

Learn more at: www.n-somerset.gov.uk/bsip



Funded by
UK Government

