

Engagement summary

Worle Interchange main transport hub engagement results

Date of report: June 2025

Overview

With funding secured through central government, we are planning to upgrade the Worle Interchange in Weston-super-Mare.

This forms part of a package across the district including creating new transport hubs in Clevedon, Nailsea and Portishead designed to enhance connectivity and benefit local communities.

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 for Worle Interchange

The design of the Worle Interchange Transport Hub has been shaped through conversations with community representatives and bus operators. Our goal is to create an attractive, practical, and environmentally sensitive design that truly reflects local needs.

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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 were also available on request. 82 online surveys were completed during this period.
- An in-person event, held on 1 April at Worle Interchange, was attended by 57 people, most of whom were Worle residents. Information was also handed out to those using the interchange on the day.

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 for Worle Interchange. 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 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 to inform the design next steps.

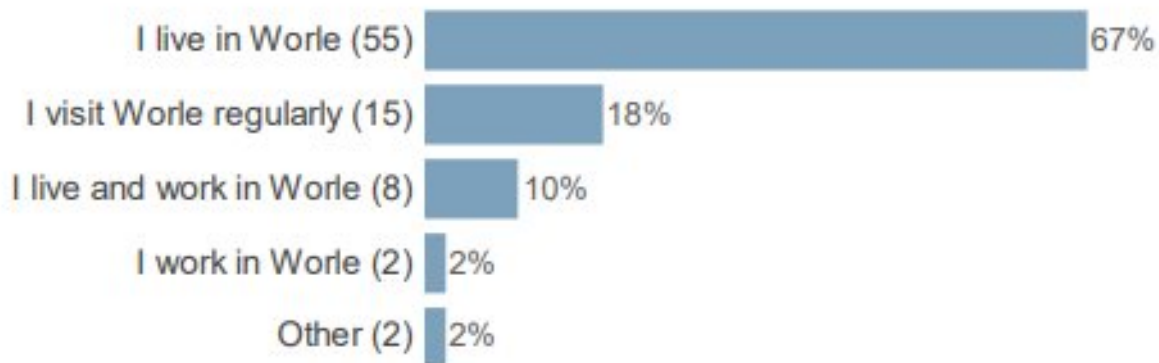


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Question: What is your connection to Worle?



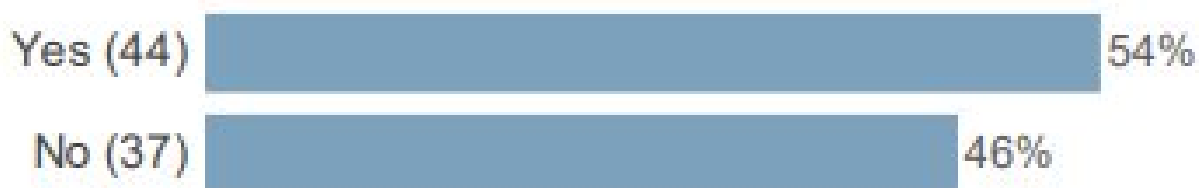
Answered 82 times

Other (please specify below):

- I live in Weston-super-Mare but travel through Worle on the X1 to get to Bristol
- I live in Worlebury and use my car

Question: Do you currently use the Worle Interchange for travel or transport connections?

Answered 81 times

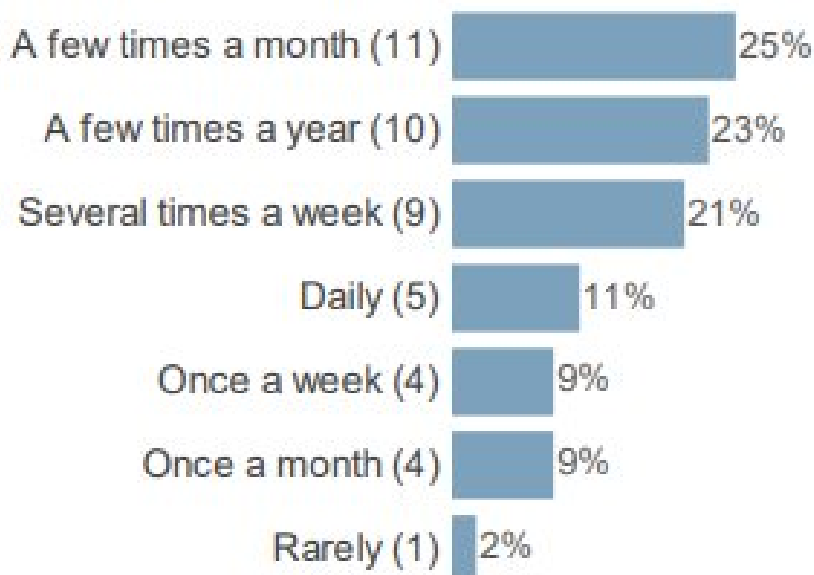


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Question: How often do you use the Worle Interchange?



Question: Which bus services do you use at the Worle Interchange?

Answered 58 times.



Other (Please specify):

- X1 to Bristol BRI
- X1
- X1



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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	69% (56)	26% (21)	5% (4)
Cycle facilities: bike stands, maintenance stations	24% (18)	36% (27)	41% (31)
Secure cycle lockers	33% (25)	29% (22)	38% (29)
Additional seating	50% (40)	40% (32)	10% (8)
Planting	49% (38)	23% (18)	27% (21)
Information point	68% (54)	26% (21)	6% (5)
Wayfinding signage	52% (40)	36% (28)	12% (9)
Community notice board	16% (12)	47% (35)	37% (28)
Integrated lighting	67% (52)	27% (21)	6% (5)
Parcel lockers	13% (10)	32% (24)	55% (41)
Electric vehicle charging station	1% (8)	24% (18)	65% (49)
Public access defibrillator	69% (54)	23% (18)	8% (6)
Drinking water fountain	23% (18)	39% (30)	38% (29)



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Question: The following features are part of the proposed concept design for Worle Interchange main transport hub. Please indicate your level of support for each feature.

	Fully support	Somewhat support	Neutral	Somewhat support	Strongly oppose
Replacing existing bus shelters with larger shelters that include additional seating and real time information	80% (65)	10% (8)	5% (4)	4% (3)	1% (1)
Installing a new information point to clearly indicate which bus stop to use	75% (61)	16% (13)	5% (4)	4% (3)	0% (0)
Widening the carriageway into the island to create more footway space and improve bus movement efficiency	48% (38)	23% (18)	19% (15)	4% (3)	8% (6)
Expanding footways to provide more space for waiting passengers, pedestrians and cyclists	53% (42)	23% (18)	19% (15)	4% (3)	3% (2)
Adding cycling parking and a bike maintenance stand, with plans for a future e-mobility hub	30% (23)	23% (18)	35% (27)	9% (7)	4% (3)
Introducing a new drop-off/pick-up bay on Queensway for easier passenger access	47% (38)	25% (20)	9% (7)	9% (7)	11% (9)



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	Fully support	Somewhat support	Neutral	Somewhat support	Strongly oppose
Revising vegetation on the island to improve visibility and security around the hub	53% (42)	21% (17)	16% (13)	4% (3)	6% (5)
Creating a landmark feature on the island to establish a clear identity for the transport hub	22% (18)	16% (13)	32% (26)	19% (15)	11% (9)

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 for Worle Interchange 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 20 times. Top themes were:

- Opposition to the proposed scheme: Many individuals express dissatisfaction with the proposed scheme, citing it as a waste of money and resources. They believe the plan should be implemented on a larger scale at a different location with ample parking for day trippers.
- Concerns about vandalism and misuse: There are concerns about potential vandalism and theft, particularly of bikes. There are also worries about the additional seating being misused by undesirable individuals.
- Accessibility and safety: Some individuals raise concerns about the safety of the proposed scheme, particularly for those with mobility issues or those with young children. They suggest the need for proper crossings and safer drop-off points.



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- **Environmental impact:** There are concerns about the reduction of green space and the potential negative impact on biodiversity. Some individuals express support for modernizing information systems and signage but oppose minimizing green areas.
- **Unnecessary features:** Some features of the proposed scheme, such as a landmark feature and a car drop-off point, are seen as unnecessary and a waste of money.
- **Need for more seating:** There are suggestions for more seating space, possibly in the form of picnic tables.
- **Opposition to cycling infrastructure:** Some individuals see the proposed cycling infrastructure as a waste of money catering to a minority group.
- **Concerns about bus usage:** There are doubts about the necessity of the scheme due to perceived low bus usage.
- **Suggestions for changes:** Some individuals suggest changes such as providing paid car parking within Sainsburys or around McDonalds, removing certain road features, and getting rid of the bus lane on the main road.

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

Answered 43 times. Top themes were:

- **Modernisation and improvement of bus facilities:** This includes comfortable seating, real-time information boards, larger bins, fixing broken information points, and larger shelters.
- **Accessibility:** There is a need for improved accessibility for pedestrians, passengers, and particularly for disabled and wheelchair users. This includes wider pathways, clear signage, and sheltered spaces for wheelchair users.
- **Safety and security:** This includes the need for CCTV for proposed lockers, good lighting, and sanctions against motorists misusing the hub.
- **Cycling facilities:** There is strong support for secure cycle storage, bike maintenance stands, and encouraging large retailers to provide decent cycle parking facilities.
- **Environmentally friendly features:** This includes green roofs and more EV charging points.
- **Improved bus services:** There are concerns about the reliability and frequency of certain bus services (No 7 mentioned), with suggestions to improve these rather than spending money on bus interchanges.
- **Clear and visible information:** There is a need for clear signage indicating which bus shelters serve which service, and information screens closer to the shelters.



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- Support for proposed changes: Many respondents are supportive of the proposed changes, seeing them as beneficial for the area and for improving the travel experience. However, some feel that money could be better spent elsewhere.

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 38 times. Top themes were:

- Concerns about the necessity and cost of the proposed changes.
- The need for improved traffic management and public toilets.
- Confusion caused by multiple buses at the same stop.
- The need for CCTV for bike lockers and better bus routes.
- The suggestion for a car park for bus users.
- Consideration for wheelchair users and the elderly.
- Concerns about potential vandalism and littering.
- The need for clear signage and information about incoming buses.
- The need for more bins and potential sponsorship from local businesses.
- The suggestion for EV charging stations and a secure cycle hub.
- The need for better lighting for safety, especially for women and girls.
- The need for smooth surfacing for ease of luggage transportation.
- The suggestion to remove unnecessary bus lanes.
- The need for accessible parking near bus stops.
- The issue of littering at bus stops.

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.



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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 by 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.
- 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



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- 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



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