

Westbury-on-Trym Transport and Place-making group – summary report of the survey of people using the village

This report summarises responses to a survey of users of Westbury village. The survey was conducted by the Westbury-on-Trym Transport and Place-making group between July and September 2021. 288 people responded, 278 online and 10 on paper. The survey was publicised through noticeboards, BS9 and Voice magazines, and through most village organisations. The survey questions and more information on the context for the survey are appended at the end of this report.

1 Issues and opportunities for improvement

1.1 What are the top issues ?

54%	the range and quality of shops, services and amenities
41%	the volume and speed of motor traffic, and its impact on the environment
40%	availability of car parking
36%	road safety for pedestrians
35%	motor traffic congestion
30%	the quality of the street environment
16%	easy access to the village and its shops, services and amenities
15%	the availability of public transport

A selection of free format comments on issues and opportunities for improvement

shops etc	- good for basic food shopping, banks, GP. But lacks something that would make it somewhere special to visit. - no butcher, deli, shoes, clothes, electrical, toys. - no decent chemist - increasing rates and rent unfortunately do not make Westbury on Trym an attractive proposition for the independent traders. - the range of retail and service offerings has declined. However the choice of hospitality venues has increased (cafes, restaurants etc). - there is no longer a reason to shop or go into Westbury Village. But..... Westbury Village is Lucky and it can reverse this situation where others cannot. It still has the essence of a traditional village and it needs to exploit this. It can be done with creative and bold leadership. It could be the envy of Bristol in the near future..
motor traffic	- The traffic needs to be slowed down. 20 signs just aren't enough. - My biggest issue is the speed of the traffic on Passage Road. - Constant traffic colours everything around the village. - It is not possible to make the village a pleasant environment for pedestrians and visitors without drastically reducing the amount of traffic currently flowing through the area. - I think the environment of the village could be improved through traffic calming perhaps.
car parking	- Car parking difficult with disabled badge because there is no room. - Practically all car parking spaces in the village are full during the day leading to a lot of cars parked illegally and/or dangerously. - Parking being used as a park and ride for the city & hospital. - Got worse since restriction on parking on the Downs and residential parking in Clifton and Redland. - Parking on roads usually impossible, results in more congestion if cars go round again. - I would be very supportive of a residents' parking scheme.

	- Free carparking is great, but it needs to be time-limited so as to ensure enough spaces for shoppers. Suggest a limit of 1 or 2 hours in carparks, 30 mins for on-street - Please do not increase car parking capacity it will just encourage more drivers. Increase the number of blue badge parking and secure bike parking. - As the village has declined, parking has become easier. If the decline can be reversed then parking may once more become more problematic, but I'd take that, and walk/cycle instead.
road safety	- The problems caused by this 'through traffic' include congestion, and traffic fumes when the traffic does not flow, and safety issues for pedestrians and school children when motor vehicles sometimes speed through above the 20mph limit. - Lack of pedestrian crossing at the top of Stoke Lane roundabout where all other roads on the roundabout have a crossing. - Lack of safe crossings other than at the war memorial. - There is a big issue with the very narrow pavements on WoT High Street from Lyons Solicitors to Westfield Road - Passage Road is an absolute nightmare/ From our house to the local school is a death trap most days it's unsafe (my 6-year old child was nearly run over in May) - a particular hazard comes when trying to cross the road to the village hall or to cross at the top of the path from the doctor's garden.
congestion	- congestion has got significantly worse - especially at WoT Primary end of the day, excessive traffic through the village. - conflict between traffic entering & exiting car park on Westbury Hill, exiting Waters Lane & parked cars. - buses using Westbury hill .two buses unable to pass each other etc - one of the major issues is the lorries restocking the pubs (White Lion) and shops (Tesco), they cause huge tailbacks as they narrow the roads at peak times. - Too many cars on short journeys causing congestion and pollution.
street environment	- It is all very functional. It is 'ok' but there is nothing about the environment (other than the lovely flowers) that draws you in or makes you want to stay rather than pass through - Beautiful flowers. Brilliant job. - The central roundabout is visually awful - The environment would be improved by permanently widening the pavement in the places where it is currently fenced off for Covid - Excessive parking in Westbury Court Rd - often on pavement - is ugly and creates obstacles for all other users. - It would be possible to isolate a small car-free part of the village - most likely from the White Horse to Mogfords.
easy access	- It is important for the village to make access easy, wider pavements and better parking enforcement will assist. - I do not buy the complaint that parking and lack of vehicle access is 'killing the village'.
public transport	- so pleased that we are on the No1 bus service as it is frequent - from my area, Sneyd Park, there are no bus connections. - I live in Sandyleaze - the No 3 bus is so unreliable - it would be good to have a Firstbus that goes to Monks Park - More buses to get from southmead to westbury on trym - introduce small local buses to travel between Parrys Lane/Coombe Lane and the village

Have your top issues got worse or better (pre-Covid) ?

98	Worse
33	About the same

1.2 Access

The route you take to the village

<i>A selection of free format comments on issues and opportunities for improvement</i>	
Passage Road	- Passage Road is unsafe for children to walk to WOT CofE Academy. There needs to be a crossing installed on this road near to the school. The whole road should be made double yellows, the speed limit should be reduced and the road made one way at school times
Chock Lane	- Cars race down chock lane to avoid the village. - This is the only 'level' (ie no steps) route to the school from the eastfield area without a huge detour through the village. - Eastfield Rd and the top of Chock Lane are dangerous. Especially for school children attending Westbury CoE and Bristol Free Schools. A specific crossing should be put in place along with pavement at the top of Chock Lane. The painted part of the Chock Lane simply is not safe or sufficient! - Chock Lane is unsafe near the bottom where people cross by the church. Cars frequently speed through the narrow chicane.
Priory Avenue/ Westbury Hill/ Red Maids	- The area could be vastly improved by controlling the flow of traffic around that junction, which can currently be used as a rat run at busy times which is not good near a school.
crossings	- Ability to cross road beyond war memorial crossing in both directions (up hill by car park or downhill by and beyond old post office) is very poor - Another pedestrian crossing on High Street near the White Lion - There needs to be a pedestrian crossing at the war memorial end of Stoke Lane - the other three roads that meet at the war memorial all have one. - Frequently drivers do not stop when pedestrians are on zebra crossings at top of Falcondale Rd and Westbury Rd. - At bottom of Henbury Road to get diagonally across Falcondale takes a lot of time and many people just dash for it.
pavement obstructions	- some narrow pavements, pavement parking, overhanging bushes. - there is a trend for parking on the pavement curb and this could be curtailed with bollards and planters.

Car parking

<i>A selection of free format comments on issues and opportunities for improvement</i>	
supply of parking spaces	- I think we are quite fortunate with parking with the Westbury Hill car park and the Westbury Court Road car park, though both are busy. - there is plenty of parking in Westbury especially when compared to Henleaze Road - both car parks always busy but can normally find a space eventually. Without free parking the village would die
residents' parking	- parking is a nightmare - I can rarely park near my house as shoppers and people who are visiting the village park on the street where I live. When I used to commute (pre Covid) people would stalk me at 7.30am waiting for me to leave so they could have my space.

	- used to live in Cambridge Crescent and one of the reasons we moved was parking - Church Road / College Road. Impossible at times
management of parking demand	- some balance to protect resident parking and provide some capacity for those who work in the village (and can't use car park as they work for more than 3 hours) would be beneficial but difficult to achieve. - for the Westbury Hill car park perhaps a low charge say 50p for the first half hour then a steeper increase. This might help to have a more rapid turnover of places especially for those visiting the surgery - all parking, on street and in car parks, should be pay and display &/or short-time limited to discourage out of town commuters from abandoning their vehicles all day. - short term parking ,, say up to half an hour due to increase in yellow lines has taken hop in a shop trading away.
Westbury Hill car park	- flow of traffic in Westbury Hill car park is sometimes a problem, you can easily get stuck. - Westbury Hill car park has very narrow spaces and I find it very stressful in there - The Drs surgery has considerable impact on parking availability in this car park. both initially when more than 10 spaces were lost and currently with both patients and staff using the car park sometimes for long periods of time.

1.3 Street environment

	Good. I like being there	OK, but could be better.	Not good. I don't like being there.
Canford Lane	135	133	8
High Street	100	156	23
Westbury Hill	88	146	43

A selection of free format comments on comparing the three street environments

Comparing the three street environments	- Canford Lane footpath/sidewalk has a "café feel" about it as well as the pedestrian precinct. The High Street and Westbury Hill have a "rushed feel" about the environment - Canford Lane is a pleasant, safe and welcoming place due to easy access from wider pavements and convenient short stay car spaces as well as an attractive mix of shops, amenities and banking services, etc. The High Street is reasonable in the small sections around the War Memorial, but the section from Lyons Solicitors is not good or safe due to the narrow pavements and traffic volume and speed issues outlined in 5b. This area of the village also has a generally unkempt scruffy appearance, empty premises, weeds, etc. Westbury Hill is OK and has some useful amenities with convenient parking nearby but could be better if pavements were a little wider (but not as wide as those in Canford Lane). - Canford Lane has wider pavements and the precinct which is a pleasant environment. High Street and Westbury Hill have narrow pavements, not very easy for mobility scooters and traffic often very heavy in these areas - Canford Lane accommodates the high volume of through traffic better because of its openness, however speeding traffic is a frequent problem. High Street and Westbury Hill are completely blighted by through traffic
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	- Canford the only part of the village with a buzz. High Street only good if you want to eat all shops gone and a lot gone to housing. Westbury Hill ok but only go there if I have to visit the surgery. - The lower end of the high street lacks vibrancy, it's become a bit sad in recent years with the closure of the newsagents, and now the Raj, this end of the village seems a bit, quieter and disconnected from the rest of the village
What makes for a good street environment	- narrow streets and limited areas to stop and speak on Westbury Hill and High Street. Some more welcoming space on Canford lane such outside the fruit and veg shop and also coffee No1. - pedestrian space for people to stop and chat, active and well-maintained shop frontages, clean pavements, convenient road-crossings all make for a good environment.

Canford Lane

<i>A selection of free format comments on issues and opportunities for improvement</i>	
what's good	- good mix of shops and great atmosphere. - I regularly use the Co-op, Sarah's, Marie's and the new post office in Costco. There are benches to sit on adjacent to these venues, and their staff are very kind and helpful to elderly and disabled customers.
Carlton Court	- Carlton Court feels very sterile and clinical because there's no greenery. I'd suggest planting a row of trees through the middle. - rejuvenation of Carlton Court to encourage more people to use the facilities. - what could be an inviting and vibrant social space is as dead as the proverbial Dodo. The main problem is the five large windows that the Co-op have chosen to cover with images of vegetables etc.
crossing	- The road and its traffic present a barrier to crossing from one side to the other which is what people want to do. Therefore they dodge traffic to do this rather than go to either end to cross
pavements	- pavements from Coffee 1 towards the bus stop is very uneven and can be difficult to negotiate when street furniture obstructs. The trees from the traffic lights are often overgrown and obstruct the pavement. Would not like them to go as it helps to keep the village feel - ensure bushes near traffic lights are always cut back - less obstacles on pavements.

High Street between the war memorial roundabout and the old Post Office building

<i>A selection of free format comments on issues and opportunities for improvement</i>	
what's good	- an oasis flowers and trees in the centre island.
pavements, parking, and use of street space	- This is the widest roadway in the village with the greatest opportunity for physical improvement. - generally satisfactory but the pavement outside the banks and newsagent could be widened to advantage - if this does not result in the loss of valuable car-parking spaces (these are invaluable to disabled visitors wanting to access the banks). - I think the amount of space for pedestrians could be significantly improved, perhaps by moving the road to one side or the other, which would leave a good central space for market stalls and the like - I need to use NatWest and Lloyds Bank and Mogfords. Narrow pavements. Nowhere to stop for a chat or take a breather apart from the bus shelter

	- no parking on High St for 10 metres clear of both corners of Westbury Court Rd would make access through this junction safer for vehicles and hence provide better opportunity for pedestrians on High St crossing Westbury Court Rd.
streetscape	- the frontages in this area include funeral directors, the old toilet site and a bank which might not lend themselves to a lively street atmosphere, so thought needs to be given to making it attractive in other ways.
old Post Office	- The post office is now in danger of going derelict or being demolished and converted into housing; there needs to be a locally expressed preference for it - eg it could easily be altered to give a more open ground floor suitable for shops or a restaurant. - Thought also needs to be given to the future of the old post office building, which could be key to the feel of this part of the village. It is typical of its kind, part of the history of the village and worth keeping. Whatever use it is eventually put to it would be good to have some sort of interesting use of the raised level above the street. Cafe seating? Exhibition space? Seating and planting?
toilets	- The closure of the public toilets is a loss to users of the village services and the previous site is an eye sore that should be developed as soon as possible. If another public toilet could be installed it would be a real benefit to users and visitors.

High Street beyond the old Post Office building

A selection of free format comments on issues and opportunities for improvement

what's good	- the sewing repair shop is useful. - should improve once college store is in use again
what's not so good	- even though it's the oldest bit of the Village, it's scruffy, with empty shops, narrow pavements, no crossings, and some dangerous traffic junctions where drivers won't be thinking chiefly of pedestrians (especially school children) or speed. - Rather lost its way with the closure of college stores and teh PDSA charity shop, now a large gap with nothing much in it
streetscape	- It is unfortunate that new shop fronts pay scant regard to local character, but the continuing function of businesses in this area may be more important than aesthetics
narrow pavements, and parking	- again, pavements on the post office side of the road could do with widening (a little) in some sections but not at the expense of losing valuable car-parking spaces. - the pavement of the Old Post office side of the road, is narrow in places which is a problem for buggies and mobility scooter users. - narrow pavements. Nowhere to stop for a chat or a breather. No seat until the junction with Henbury Road. - This area desperately needs more pavement width to allow people to feel welcome here rather than a nuisance. - definite need for enforcement of parking restrictions where road narrows. Wider pavement could be used for this, doubling up as traffic calming width restrictor with priority to traffic in one direction (preference inbound)
crossing	- there is no crossing at the bottom end of the village which is hazardous to cross - a pedestrian crossing near the White Lion

<i>A selection of free format comments on issues and opportunities for improvement</i>	
what's good	- good row of shops on this road - I love that Preserve has opened and we need more independent non charity shops in the village. - I only go the GP and hairdresser for appointments both at the bottom of Westbury Hill. Both are welcoming environments.
what's not so good	- traffic dominates the road due to there being a car park, and traffic going up/coming down from Henleaze. - speeding traffic, people queuing to get into car park,
pavements, parking, and use of street space	- permanent widening of pavement opposite the car park would be helpful. - permanent widening of the pavement outside Barclays Bank would be of value for safety reasons. - wider pavements and no delivery vehicles between 8am and 6pm. - restrict parking to allow two way bus traffic.
crossing	- crossing road difficult, pedestrian crossing dangerous. - needs a pedestrian crossing at the level of the car park
Entry/exit to Westbury Hill car park	- traffic blocks on entry to/exit from car park - could make no R turn into car park from Westbury Hill by forcing traffic to turn at roundabout, but no easy solution to exiting traffic wishing to turn right.
outside Tesco's	- better policing of illegal parking by Tesco users and which is a hazard to pedestrians on pavement and crossings. - people will double park or park on the double yellow lines to pop to Tesco which causes congestion and is dangerous.
Waters Lane junction	- difficult to know what to do with the potentially dangerous Waters Lane junction with Westbury Hill, especially with buses and commercial vehicles coming down into the village that way. A one-way system would be ideal but any diversion would add significant distance to the route and just move congestion elsewhere

Other streets

<i>A selection of free format comments on issues and opportunities for improvement</i>	
Stoke Lane	- the mouth of the junction between Stoke Lane and the War Memorial Roundabout could be "tightened" to reduce the distance for pedestrians to cross this junction. - Stoke Lane needs a pedestrian crossing; at times there are illegally parked cars right on the junction - stopped for the cash machine, for example - which is a danger for traffic and pedestrians.
Chock Lane/Trym Road	- Stop rat-running through Chock lane - make no-through-road - The conflict between cars and pedestrians, especially children going to and from school, at the bottom of Chock Lane. Making the top of Chock Lane unattractive to rat running would help, but making it give way at the bottom could improve the situation. - Trym Road: From a safety point of view, slowing down traffic would help from an environmental and residential point of view, deterring vehicles from using it as a cut-through - Trym Road: [name of business] take up a lot of car parking spaces.
Passage Road	Passage Road to Greystoke Avenue (by school in particular) needs traffic calming, safer crossing points and fewer parking opportunities. Change priority at Henbury Road/High Street/Trym Road could achieve much benefit - again wider pavement opposite White Lion could be used to make traffic priority one direction (preference out bound)

Southfield Road	Limit parking for non residents on Southfield Rd. Limit parking around Redmaids school
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1.4 Anything else to add ?

<i>A selection of free format comments on issues and opportunities for improvement</i>	
Traffic flows	- unfortunately, since time immemorial, Westbury village has been an historic crossroads for traffic travelling north/south or east/west. In the 1930s, the "great and good" of Bristol approved building Falcondale Road as a "Westbury Bypass" for traffic travelling north/south, or the reverse. Unfortunately, similar arrangements have never been considered for traffic travelling east/west. I doubt if this will ever be adequately addressed and the "adaptive" residents of Westbury will just have to lump it!
	- sadly the village is unavoidably situated on a number of arterial routes all served by Waters Lane and for which there are no easy alternatives for avoiding the village without blighting another community, although it might be argued that Doncaster Road would be better equipped than Waters Lane for the volume of traffic prevailing. The immediate benefit to the village of the pre war Falcondale Rd bypass is now long forgotten, but perhaps closing off Passage Rd at the Greystoke Ave junction and no left turn into Henbury Rd further down would be a worthwhile experiment, as would making Canford Lane outside the park a one way street, West bound only?
Flowers	- with [xxxx] passing and [xxxx] not so well we need to ensure that WoTSoc have the resources to provide flowers etc to cheers us all up.
Litter	- ongoing litter is a problem being mitigated by a number of us who pick it up. This litter problem can be improved by the installation of some larger and more attractive litter bins
The village in general	- Westbury on trym is great, but it could and should be even better

2 Analysis of respondents

2.1 Use of the village

Live in the village ?

35%	I live in the village
51%	I live outside the village, within 15 minutes' walk of the war memorial
13%	I live outside the village, more than 15 minutes' walk from the war memorial
1%	Other

Postcode

123	BS9 3	Westbury village
29	BS9 4	E of the village, including Henleaze
10	BS10 5	Southmead (S)
10	BS10 6	Southmead (N)
3	BS9 2	Sea Mills
7	BS9 1	Stoke Bishop/ Sneyd Park
3	BS10 7	Henbury
77	BS9	Westbury/Henleaze/Stoke Bishop/Sea Mills
7	BS6	Redland
4	BS10	Southmead
3	BS3	Southville/Bedminster
2	BS7	Bishopston/Horfield
7		Other

How do you get to the village ? (you can tick more than one box)

86%	On foot
9%	By bike
3%	By bus
50%	By private car
1%	Other

What do you use the village for ?

96%	I visit shops in the village
73%	I visit a pub or restaurant in the village
71%	I visit a bank in the village
60%	I visit the GP surgery
56%	I meet people socially in the village
51%	I drive through the village
21%	My children go to a school in or near the village
15%	I go to church in the village
13%	Other
6%	I work in the village
3%	I own a business in the village

Where do you park your car ? (you can tick more than one box)

66%	Westbury Hill car park
41%	Westbury Court Road car park
27%	on Westbury Hill, High Street, Stoke Lane or Canford Lane
21%	on a side street
13%	elsewhere

2.2 The respondent

Age

1%	24 or under
10%	25 to 39
51%	40 to 64
37%	65 or over
1%	Prefer not to say

Sex

60%	female
38%	male
2%	prefer not to say

Disability

20	with mobility problem or other disability
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Appendix: the survey questionnaire

Westbury village survey

Welcome !

We are a group of residents who are considering potential transport and place-making improvements in Westbury village. We would like to hear your views.

About the group and its work:

- we are aiming to examine the issues and opportunities in the village streetscape, its use for transport and its quality as a place for socialising, walking and shopping.
- we will look at options for improvement.
- we are doing this now because the Council will at some future date be revisiting its proposals for Westbury village through the A4018 scheme. The Council's transport team will be doing a further round of community engagement taking into account the strong community response to the Council's initial proposals in 2019.
- the group's work will initially be confined to street changes in the village only, whilst being informed by the impact from and on the wider area.
- the group aims to have good links with the many organisations and local communities in the village, including schools, churches, businesses, Westbury-on-Trym Society and SusWoT.
- the work will build on other related initiatives over recent past years.

About the survey

- the aim of this survey is to gather information and views to see which priorities emerge.
- we would like to hear the views of as many people as possible who have an interest in the village.
- this survey asks you about issues and opportunities, and suggestions for improvement.
- we will report back summarising the responses. Nothing identifiable to an individual will be reported or shared with third parties.
- most questions are optional. Compulsory questions are marked with an asterisk.

Now for the survey !

1a Do you live in the village ? (multiple choice)

1b Please give the first part of the post code for where you live, eg BS9 1, BS9 3, BS10 5

2 Typically how do you get to the village ? (you can tick more than one box)

3 Describe any issues and/or opportunities for improvement along the route you take to get to and from Westbury, whether that be on foot, by bike, by bus, or by private car. For example, something that impedes free passage, or is unsafe.

4 What do you use the village for ? (you can tick more than one box)

5a What do you consider to be the issues in the village ? (Question 5b asks you to elaborate on your choices. Later questions go into more detail on car parking, and the street environment.)

5b Please give more detail about your top issues from question 5a. Please be as specific as possible about the shortcoming and any suggested improvement.

5c Have the issues in 5b changed, for better or worse, over the 5 years prior to Covid, and if so in what way ? (This question is about longer-term trends, and the last year during Covid has not been typical.)

6a If you drive to the village, where do you usually park the car ? (you can tick more than one box)

6b Please expand on your answer to 6a by commenting on any issues or opportunities for improvement.

7a As you walk around the main streets, or stop to chat, how do you rate the street environment as you experience it ? For instance, does the street space feel pleasant, safe and welcoming ? (Question 7b asks you to elaborate on your ratings, and Question 8 asks you about specific issues and opportunities.) Note: 'walk' includes use of wheelchair or disability scooter.

7b Please comment on your answers to question 7a. Why did you choose good, OK, or not good ? Why do you rate one street as more pleasant, safe or welcoming than another ? (Question 8 asks you for more detail on each street.)

8 Now drilling down, please describe any issues and/or opportunities for improvement as you walk around each of the main streets: firstly for Canford Lane.

- now for High Street between the war memorial roundabout and the old Post Office building
- now for High Street beyond the old Post Office building
- now for Westbury Hill
- now please describe any issues and/or opportunities for improvement in any other street or location in Westbury village.

About you

1 Your age

2 Your gender

3 If you have any disability which affects your use of the village, what type of disability ? And how does this affect your use? And which particular places in the village are difficult for you ?

4 Can we contact you to ask you about your responses ? If so, please leave your email address.

Finally, is there anything else you want to say that is not already covered in your previous answers ?

Thank you for completing the survey

You can contact the group by emailing westburytransportplacegroup@gmail.com.