

**Kellaway Avenue / Wellington Hill**

**West Junction –**

**Engagement Report**

**November 2021**

**Kellaway Avenue/  
Wellington Hill West  
junction  
Have your say**



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## **1. Summary**

Between 18 October and 14 November 2021 Bristol City Council conducted an engagement survey asking about the proposed road safety improvement works at the crossroad junction between Kellaway Avenue and Wellington Hill West.

### **How we engaged**

To ensure the survey reached as wide an audience as possible:

- 1766 letters were sent out to residents and local businesses in the area explaining the proposals and with a direct link to the survey
- Paper copies with a free post envelope were available on request via an email address or phone number
- Posters were put up in the local area to raise awareness of the survey
- Online survey was compatible with word reader software
- Local stakeholders and community groups were emailed asking for their views
- All local councillors were contacted with a link to the survey and asked to promote it to interested parties.

### **Community survey**

A total of 141 completed responses were received from the survey. The headline findings are:

- 87% of respondents were residents
- Around 88% of those who responded walk and drive through the junction
- Over 70% of respondents thought the proposals to improve the Kellaway Avenue / Wellington Hill West traffic signal junction was excellent and very good.
- Thinking about the removal of a tree on the northwest corner of the junction and planting of 8 trees along Wellington Hill West over 50% thought it was excellent and very good, with 14% thinking it was poor or very poor.
- 80% agreed that the safety of the junction would be improved if the proposals are carried out.
- 96 free text comments were received and 24 supported the proposals, 5 objected and the other comments asked about waiting restrictions on the junction, crossing facilities (all green phase), junction movements (ban left turn needs to be clearer), rat running (in Abbots Way), cycling improvements needed and need slower traffic speeds.

### **Stakeholders**

The Bristol Walking Alliance supported the proposal, and the police are keen to be kept informed moving forward.

### **Emails and letters**

Of the 15 responses only 2 objected. The proposal was mostly welcomed but there were concerns about rat running traffic through Abbots Way.

## **2. Background**

The Kellaway Avenue / Wellington Hill West junction is on the border of 3 wards: Westbury-on-Trym and Henleaze to the west, Horfield to the north and Bishopston and Ashley down to the south.

The traffic signals at this junction need replacing due to their age and condition. The current layout also only provides pedestrian crossings across two points of the junction – across Kellaway Avenue on the north side and across Wellington Hill on the west side. This needs to be improved to ensure that priority is given to pedestrians and that the infrastructure is accessible to all, including pedestrians and disabled people.

The council have also received numerous requests for additional crossings from the public, who have reported that they find it difficult and dangerous to cross currently. Therefore, as part of the signal's refurbishment, the proposal is to provide all-round pedestrian facilities by installing new crossings on Kellaway Avenue to the south of the crossroads and Wellington Hill to the west. This will provide safe crossing points across a busy junction along Horfield Common.

### **Tree Proposal**

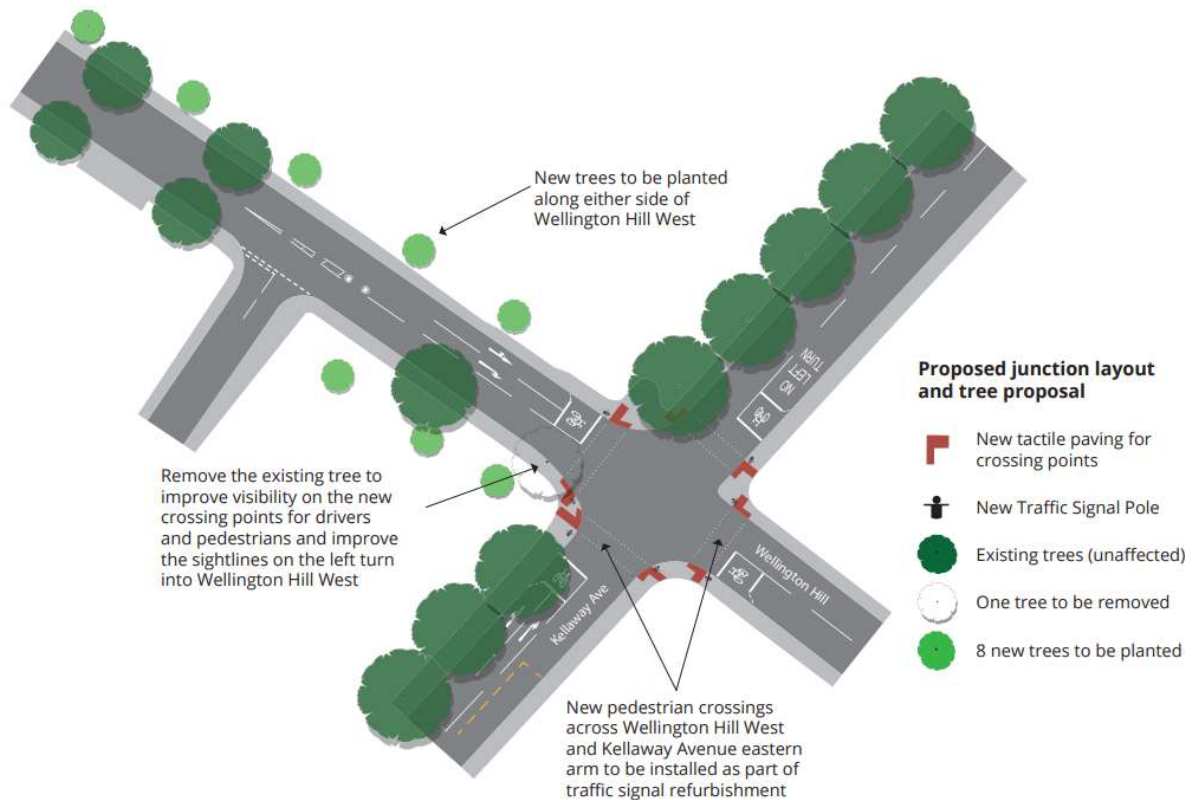
The council are committed to making space for nature in Bristol and recognise the importance of trees both to the look and feel of neighbourhoods, and in tackling the climate and ecological emergencies we face. Removal of trees is therefore the least preferred option, but to enable these crossings to be installed and to ensure people can cross safely, the proposal is to remove a mature Common Lime tree on the northwest corner of the crossroad junction. This is because the tree would present a significant road safety issue as it obscures the view between pedestrians and drivers. Removing this tree would also improve the left turn movement for buses turning from Kellaway Avenue northbound. The buses currently struggle to make the turn when a vehicle is waiting at the Wellington Hill West stop line.

The team have been working with the Bristol Tree Forum to mitigate the loss of this tree, and plans have been drawn up to plant eight small-leaved lime replacement trees. These are proposed to be set back from the pavement along Wellington Hill West, which will allow a new avenue of trees to establish.

### **Road Safety**

This junction has also suffered with accidents and therefore the council are keen to provide a safer junction and to encourage walking. These proposals plan to help achieve this by improving junction visibility and turning movements which should encourage walking along the common and allow a new avenue of trees to establish along Wellington Hill West.

The proposal is shown in the following plan.



## 2.1 Objectives of engagement and communications

The main aim of the engagement exercise was to:

- seek views from key and local stakeholders at an early stage, on their thoughts of the preliminary designs for the traffic signals refurbishment
- seek views from local businesses, local people living and working along and near the street at an early stage to inform preliminary design of any proposals
- begin a constructive dialogue and create the environment where people can be involved throughout the process of design and implementation
- create a good understanding of the possible proposals and any benefits amongst stakeholders, local businesses, local people, and commuters
- demonstrate Bristol City Council is prioritising sustainable transport options to help Bristol become a sustainable city with a low impact on our planet, clean air, and a healthy environment for all

The target audiences for this project include stakeholders such as:

- Bristol City Council ward members,
- Internal stakeholders/project teams
- Local businesses and traders,
- Local resident associations, faith, and community groups
- Local people who live on the street or on side roads
- People working on the street
- People who visit the street

### 3. Engagement Tools

The team produced different products to support the engagement process and agreed on a survey as the best way to collate views from the community. The products included the survey with a freepost envelope, postcards, and posters. All the information was provided online and was compatible with word reader software and could be emailed out via editable pdfs.

The online survey had a shortened link [www.bristol.gov.uk/kellawayavenue](http://www.bristol.gov.uk/kellawayavenue) that was promoted and publicised through social media channels and newsletters etc. To ensure those who do not have online access were also included the team produced paper copies of the products. See below for an image of the poster.



The team encouraged everyone to have their say by:

- Putting up 15 posters in the local area so that those using the road regularly can see there is a survey taking place
- Posting out the survey to over 1766 local properties to raise awareness of the survey and encourage local people to have their say
- Contact local groups and key stakeholders and ask them to help raise awareness of the survey

The team also provided different ways for the public to get in touch if anyone had a comment or required a survey in a different format. They could contact the Transport Engagement team on email at [transport.engagement@bristol.gov.uk](mailto:transport.engagement@bristol.gov.uk), by phone 0117 9036449 or by writing to: Kellaway Avenue, Transport Engagement Team, PO BOX 3399, 100 Temple Street, Bristol, BS1 9NE. The survey

also had a translation offer in 12 languages noting that ‘if English is not your first language and you need a translation, we can get one for you’.

### **3.1 Community Survey**

The survey was designed by the team to capture views from residents, businesses and anyone who uses the junction to help build a picture of the support for the proposed traffic signal work. The survey was split into the following sections:

1. Details of who is responding and travel habits
2. Questions about each element e.g., tree removal, safety of the junction
3. About you details

The survey was launched on 18 October and 14 November 2021 which allowed four weeks for comment. The survey was hosted on the consultation hub on the city council website and had a shortened link of [www.bristol.gov.uk/Kellawayavenue](http://www.bristol.gov.uk/Kellawayavenue).

### **3.2. How we engaged**

The council wanted to engage with key stakeholders such as ward members, residents, community groups and local businesses to see what appetite existed for any changes to the traffic signals whilst they were being refurbished.

Project officers spoke with ward members to discuss the early engagement approach and agreed a community survey would work well and provided local contacts for groups who the officers could approach.

## **4. Results**

### **4.1 Stakeholder engagement**

The team identified key stakeholders who were contacted via email at the launch of the survey asking for their thoughts and comments. The key stakeholders list includes:

- 7 ward members covering Westbury-on-Trym and Henleaze, Horfield and Bishopston and Ashley Down
- emergency service providers,
- equality groups,
- transport operators,
- educational institutions,
- refuse firms,
- faith groups,
- voluntary and community sector groups.

#### **Key stakeholders**

Responses were received from two key stakeholder groups:

##### **Police**

A response was received from the police who are keen to be kept involved in discussions once the public opinion on the proposed traffic signal refurbishment have been reviewed. The look forward to sight of the finalised proposals.

##### **Bristol Walking Alliance**

Bristol Walking Alliance fully supports the proposed refurbishment at the junction of Kellaway Avenue and Wellington Hill / Wellington Hill West. We welcome the addition of full pedestrian crossing facilities on the two arms of the junction that currently do not have them. This will improve the walking route along Horfield Common alongside Kellaway Avenue and make it easier to cross Kellaway Avenue when walking between Wellington Hill and Wellington Hill West.

We hope the new signals will be configured to be as responsive as possible to pedestrian crossing requests, particularly in light traffic conditions, to encourage crossing with signal assistance.

We note the need to remove one tree but believe the mitigation of planting eight new trees along Wellington Hill West will help to improve air quality and provide summer shade in the longer term for pedestrians.

#### **Local stakeholders**






The local stakeholders for this junction included preschools such as Horfield Welly Pre-school, Peter Pan day Nursery, Horfield Methodist Playgroup, Snapdragons Nursery, and local schools such as Horfield Church of England Primary School and Ashley Down Primary School. Other stakeholders included Horfield Parish Church, Manor Farm boys club, assisted living and local nursing homes, GP surgeries, local retail shops and businesses.

All these local stakeholders received an email or letter detailing the traffic signal proposals and asking for comment.

#### 4.2 Community Survey results

A total of 141 completed responses to the survey have been captured using the online Smart Survey platform over the engagement period.

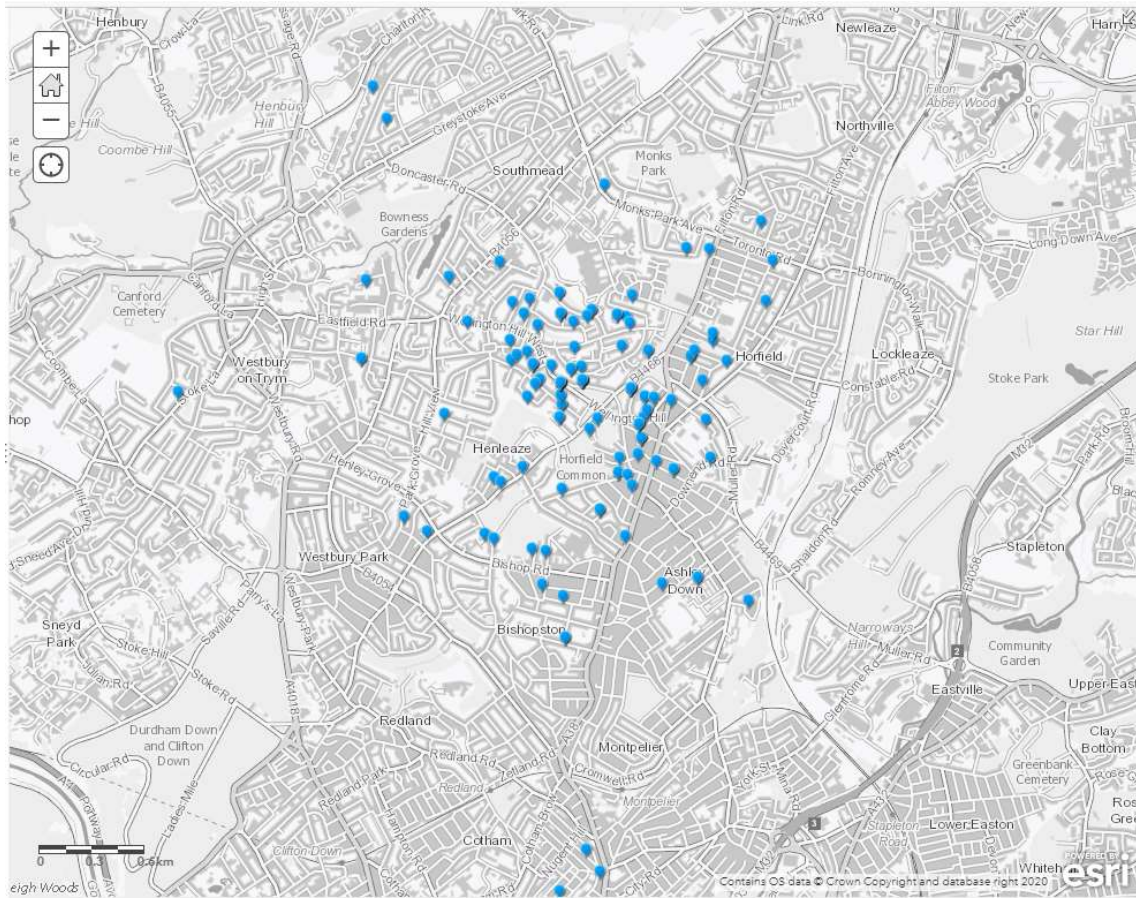
Below is a summary for each question with the breakdown of responses:

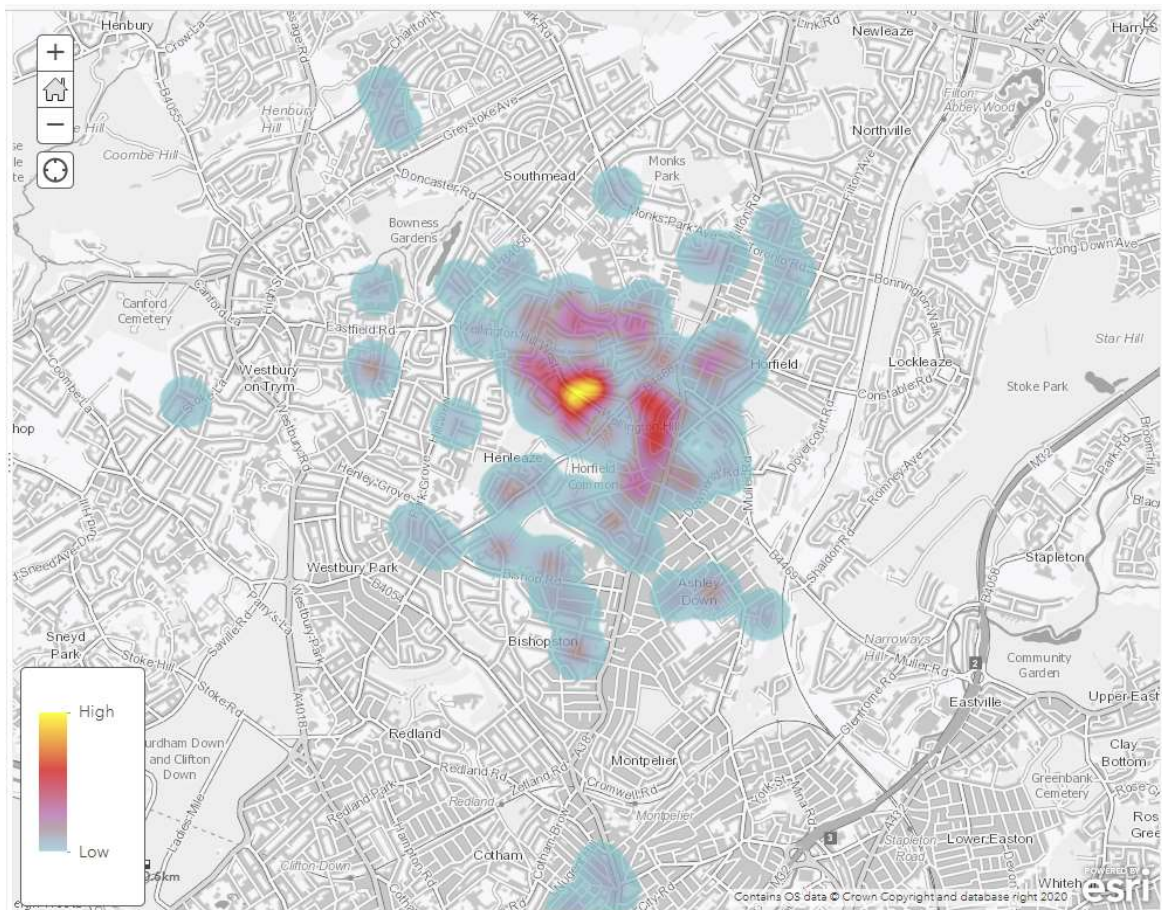
1. Which of the following best describes you?				
			Response Percent	Response Total
1	Local resident		87.14%	122
2	Local business owner		0.71%	1
3	Work in the local area		2.14%	3
4	Regular visitor to the area		9.29%	13
5	Other		0.71%	1
			answered	140
			skipped	1

Over 88% of respondents said they were a local resident.

2. What is your full postcode?				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	141

The 141 postcodes have been plotted on a map below to show where the respondents live.





This heat map shows that there are high levels of responses from people that live very close to the junction on Wellington Hill West.

3. How do you travel through this junction in your local area? (tick all that apply)				
			Response Percent	Response Total
1	Walk	<div style="width: 88.57%; height: 20px; background-color: red;"></div>	88.57%	124
2	Use a bicycle	<div style="width: 45.71%; height: 20px; background-color: yellow;"></div>	45.71%	64
3	Use a scooter	<div style="width: 13.57%; height: 20px; background-color: blue;"></div>	13.57%	19
4	Catch the bus	<div style="width: 22.14%; height: 20px; background-color: green;"></div>	22.14%	31
5	Use a taxi	<div style="width: 9.29%; height: 20px; background-color: orange;"></div>	9.29%	13
6	Use a motorcycle	<div style="width: 2.86%; height: 20px; background-color: purple;"></div>	2.86%	4
7	Drive a car / van	<div style="width: 87.14%; height: 20px; background-color: magenta;"></div>	87.14%	122
8	Car passenger	<div style="width: 36.43%; height: 20px; background-color: yellow;"></div>	36.43%	51

3. How do you travel through this junction in your local area? (tick all that apply)				
			Response Percent	Response Total
9	Other		1.43%	2
			answered	140
			skipped	1




Around 88% travel through this junction on foot and by car/ van with around 45% cycling.

4. Thinking about the proposals to improve the Kellaway Avenue / Wellington Hill West traffic signal junction, how would you rate the scheme:				
			Response Percent	Response Total
1	Excellent		32.86%	46
2	Very good		40.71%	57
3	Fair		21.43%	30
4	Poor		4.29%	6
5	Very poor		0.71%	1
			answered	140
			skipped	1

Over 73% think the proposals are either excellent or very good with only 5% registering a poor or very poor response.




5. Thinking about the removal of a tree on the northwest corner of the junction and planting of 8 trees along Wellington Hill West: How would you rate this element of the scheme:				
			Response Percent	Response Total
1	Excellent		19.42%	27
2	Very good		30.94%	43

**5. Thinking about the removal of a tree on the northwest corner of the junction and planting of 8 trees along Wellington Hill West: How would you rate this element of the scheme:**

			Response Percent	Response Total
3	Fair		35.97%	50
4	Poor		7.19%	10
5	Very poor		6.47%	9
			answered	139
			skipped	2

Of those who responded over 50% thought the removal of the tree was excellent or very good. Around 35% felt it was fair and around 14% thought it was poor or very poor.

**6. Do you think the safety of the junction will be improved if the proposals are carried out?**

			Response Percent	Response Total
1	Yes		80.71%	113
2	No		8.57%	12
3	Don't know		10.71%	15
			answered	140
			skipped	1

Over 80% of respondents thought the safety of the junction will be improved if proposals are carried out.

7. Do you have any other comments or suggestions?			
		Response Percent	Response Total
1	Open-Ended Question	100.00%	96

Of the 141 respondents 96 left comments and these have been categorised into the following topics:

- Supportive of overall plans
- Object to overall plans
- Tree / greenery comments
- Waiting restrictions on the junction
- Crossing facilities
- Cyclists
- Junction movements
- Traffic speeds
- Rat Running
- Other

Topic	Number of responses
Supportive of overall plans	24 comments
Object to overall plans	5 comments
Tree / Greenery comments	2 comments
Waiting restrictions around junction	4 comments
Crossing facilities	14 comments
Cyclist provision	7 comments
Junction movements	16 comments
Traffic speeds	5 comments
Rat running	10 comments
Other	9 comments

Below is a summary of the comments received in each category:

Category	Summary of comments
Supportive of overall plans	Glad to see improvement proposal. Proposals are overwhelming good. Lived here for years and have wondered why this junction has not been improved. In theory a good idea. Fantastic in terms of pedestrian safety and access on the junction, shame about the loss of a mature tree but best compromise. Shame that a tree needs to be removed, but the fact that it's being replaced with another one, and additional trees are being added is great.
Object to overall plans	There should be a plan that doesn't require removal of a mature tree, the tree should take precedent.

	<p>Object to cutting down a perfectly healthy mature lime tree in a green corridor.</p> <p>No reason to cut down the tree, junction is perfectly useable for buses, lorries, or other large vehicles.</p>
Tree / Greenery comments	<p>The new trees should be set far enough back from the pavement edge to allow for pavement to be widened.</p> <p>The tree acts as a natural traffic calming &amp; despite obscuring visibility, with your new &amp; improved light system, is likely to be less of a challenge... Please keep the tree if possible.</p>
Waiting restrictions around junction	<p>Massive help if whilst carrying out these works double yellow lines could also be added along Kellaway Avenue and Wellington Hill.</p> <p>The junction may benefit from having double yellows as it can be busy with match day traffic and hazardous to use when there are cars parked so close.</p>
Crossing facilities	<p>Have all traffic stopped for pedestrians to cross anyway across the grid as is Gloucester Rd Ashley Down Rd, which works well.</p> <p>Include dropped kerbs all the way around.</p> <p>Consideration should be given to a diagonal crossing from north to south and east to west to prioritise pedestrian movement.</p>
Cyclist provision	<p>Excellent opportunity to improve cycle facilities at the junction.</p> <p>Can't see much improvement in provision for cyclist. There were no cycle lanes and there still are no cycle lanes.</p>
Junction movements	<p>Make the No left turn sign more visible.</p> <p>Vehicles that continue to turn left from Kellaway (coming from North) into Wellington Hill (past the church), despite the "no left turn" instructions.</p> <p>Not clear that the existing left turn restriction from Kellaway Avenue (South bound) into Wellington Hill and the right turn restriction from Wellington Hill to Kellaway Avenue (North bound) are still be restricted.</p> <p>There is "NO LEFT TURN" signage on Kellaway Ave to warn motorists they cannot turn left but that's all that protects anyone on the crossing.</p>
Traffic speeds	<p>Feel very strongly that the speed limit of wellington hill west needs to be 20 miles an hour.</p> <p>Install a more prominent speed limit sign (ideally electronic w/flashing warning) along Wellington Hill between the junction and the junction w/Weston Crescent. Currently too many vehicles speed down this road ignoring the 20mph limit.</p> <p>A lot of speeding going down Wellington Hill West</p>
Rat running	<p>There is a concern that this will increase traffic flows on local side roads e.g., Abbots Way, Kellaway Crescent and West Broadway.</p> <p>Concern of traffic coming down Abbots Way to avoid queues caused by delays due to pedestrian works and controlled crossing at Kellaway Avenue when operational.</p> <p>The traffic problems at the junction of Abbots Way becoming more perilous.</p> <p>Residents of Abbots Way are concerned about the potential increase in traffic up or down Abbots Way, as a 'rat run'.</p>
Other	<p>Consider other junctions as well.</p> <p>Add more bus stops nearer the junction on the north western side of Kellaway Avenue.</p>


### Demographic data

The table shows that most respondents were aged 35 to 44 years old and 45 to 54 years old.




8. What is your age?				
			Response Percent	Response Total
1	0-10		0.00%	0
2	11-15		0.72%	1
3	16-17		0.00%	0
4	18-24		1.45%	2
5	25-34		12.32%	17
6	35-44		23.19%	32
7	45-54		23.91%	33
8	55-64		13.04%	18
9	65-74		16.67%	23
10	75-84		4.35%	6
11	85 +		0.72%	1
12	Prefer not to say		3.62%	5
			answered	138
			skipped	3

9. Do you consider yourself to be a disabled person?				
			Response Percent	Response Total
1	Yes		2.90%	4
2	No		91.30%	126





**9. Do you consider yourself to be a disabled person?**

			Response Percent	Response Total
3	Prefer not to say		5.80%	8
			answered	138
			skipped	3




**10. What is your sex?**

			Response Percent	Response Total
1	Female		43.48%	60
2	Male		52.90%	73
3	Prefer not to say		3.62%	5
4	Other (please describe):		0.00%	0
			answered	138
			skipped	3

**11. What is your ethnic group? (please tick one box only)**


			Response Percent	Response Total
1	White British		80.43%	111
2	White Irish		2.17%	3
3	White Other		6.52%	9
4	Black /African / Caribbean / Black British		0.00%	0
5	Asian / Asian British		0.72%	1

**11. What is your ethnic group? (please tick one box only)**

			Response Percent	Response Total
6	Mixed / Multi ethnic group		2.90%	4
7	Gypsy / Roma / Irish Traveller		0.00%	0
8	Prefer not to say		5.80%	8
9	Any other ethnic background (please describe):		1.45%	2
			answered	138
			skipped	3

Over 80% of respondents are white British and the majority were male.

**12. If you would like to receive updates and more information about this project, please give your email or postal address below:**

			Response Percent	Response Total
1	I would like to receive updates and more information about this project, and I consent to my contact details being used for this purpose as defined in Bristol City Council's privacy policy		100.00%	72
			answered	72
			skipped	69

**5.2.3 Emails, phone calls and virtual chats**

During the engagement process the team offered three ways for people to contact the council outside of the survey and this was via email, phone calls or virtual chats.

15 emails were received which were made up of 2 objections to losing the tree, 7 welcomed the proposal but were worried about Abbots Way being used as a rat run, 4 support the proposal and 2 with questions about cost of work and turning movements at the junction.

2 letters were also received which were from residents in Abbots Way who were worried about the issue of rat running, volume and speed of traffic in their street and safety of the residents as there have been several near misses and actual incidents over the last few years.