

London Road and Snow Hill area

In summer 2022 Sustrans delivered activities aimed at widening community engagement in Bath & North East Somerset Council's Liveable Neighbourhoods (LN) programme. There was a focus on young people and families at schools, as well as with community groups, ensuring that resident feedback is incorporated into the design process.

Many of the ideas from the groups and individuals we spoke to are presented in the informal report below.

You can view the council's co-design workshop and exhibition report for this LN area at www.bathnes.gov.uk/yourLN

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The Gateway Centre

Sustrans officers visited The Gateway Centre to engage with Snow Hill residents during some of the Centre’s regular weekly sessions as part of ‘Lifeline’ delivered by The Genesis Trust. ‘Lifeline is a day centre providing crisis support for people who are homeless, vulnerably housed or experiencing complex challenges such as financial insecurity, mental health and substance misuse.’

Sustrans officers attended the Gateway Centre on 12th January, 2nd February, and 25th May 2022. They gathered views using maps. Map 1 identifies likes (green sticky notes) and dislikes (red sticky notes); map 2 shows the improvements (blue sticky notes) the individuals would like to see.

Map 1. Places participants liked and disliked in Snow Hill



Issues/dislikes

London Road turning into Snow Hill (the road)

- Cars are invisible due to flowerbed this is a problem if driving
- Planters – can't see round them, too close to the corner

Snow Hill (the road)

- Pedestrians not visible – cars go too fast down Snow Hill
- Dangerous junction (Bennett Lane) – pedestrians are not visible
- Play Park – all benches are old and falling apart
- Space where phone box is – This place will be a very good park space which don't have enough of here

Saffron Court

- Parking is an issue on Saffron Court
- Trip hazard (paving is uneven)
- Lights not working

Saffron Court/Snow Hill junction

- Unfortunately, when cars drive out left side isn't visible, maybe a mirror will be helpful

General

- Children playing in the street rather than in the parks
- Grass/parks are not looked after in the past (hard to have confidence in a community garden plan-this is something that was/has been considered with participants to The Gateway Centre)
- Parking permits – people get into debt

Likes

Camden Road/Camden crescent

- Benches are in a good place

Snow Hill along from The Gateway Centre

- Popular benches – keep these

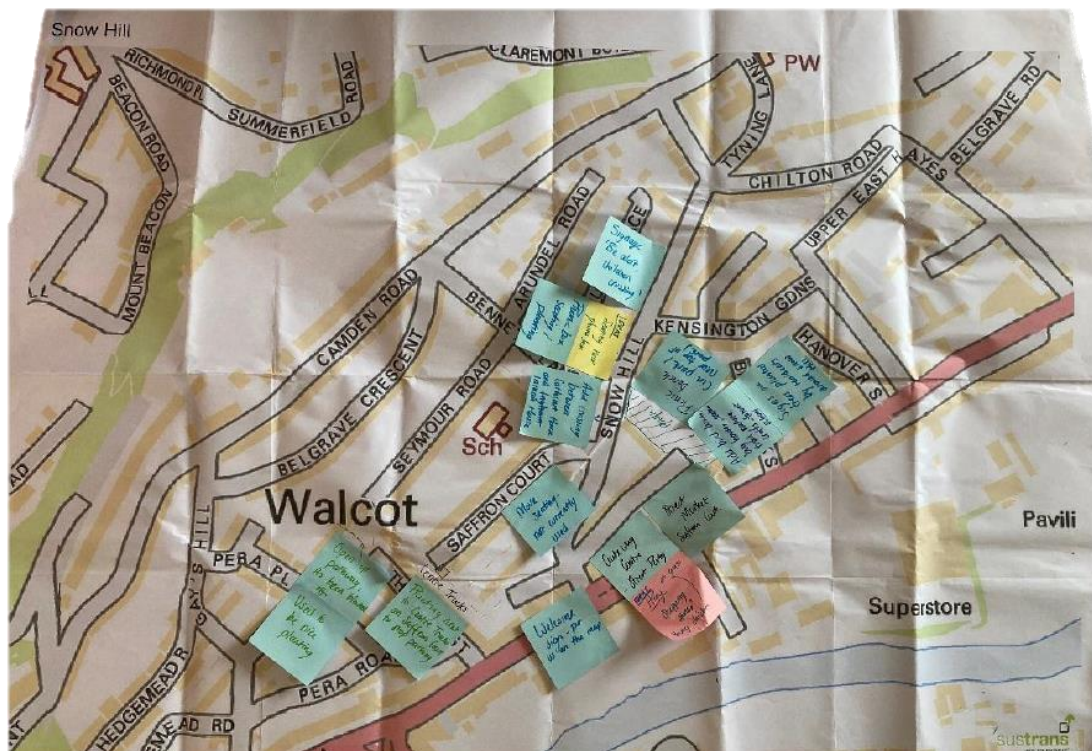
Snow Hill play park

- Play Park – This place is good for children, safe, big with grass and play stuff. Should be open

Saffron Court – Centre Tracks

- The small garden is very nice, amazing place to do a barbeque.

Map 2. Improvements participants would like to see in the Snow Hill area



Ideas for improvements

- Improve road surfaces for cycling
- Car free, child friendly routes
- Street market on Saffron Court or on the street outside the Gateway Centre
- Community pantry (in garden of Centre Tracks)

London Road/ Snow Hill junction

- Welcome sign- put us on the map

Street outside The Gateway Centre

- (Ideas for play) Stepping stones on the grass for young children

Snow Hill (the road)

- Seating near phone box
- Signage 'Be alert, children crossing'
- Phone box seating/planting
- Picnic bench (at top of old play park)
- Play Park on Snow Hill
- Add bird boxes, bug houses, nature trail, nature crafts, forest school
- Add a crossing between Cathcart House and Inmam house
- Signs on trees (planted by residents around Snow Hill) to say what they are. Could be part of a nature trail created in the park

Saffron Court

- Planting to stop parking (next to Centre Tracks-community centre)
- Open up the pathway (going north at Centre Tracks), it's been blocked off
- Used to be nice planting to the north
- Move seating not currently used (near Inman flats)

Printed question sheets

Sustrans officers also gathered views in one-to-one conversations and printed question sheets with space for sticky notes.

Which local community spaces do you use?

- Fields
- Alice Park
- Genesis (held in The Gateway Centre)

Image 1. Local community spaces that participants use

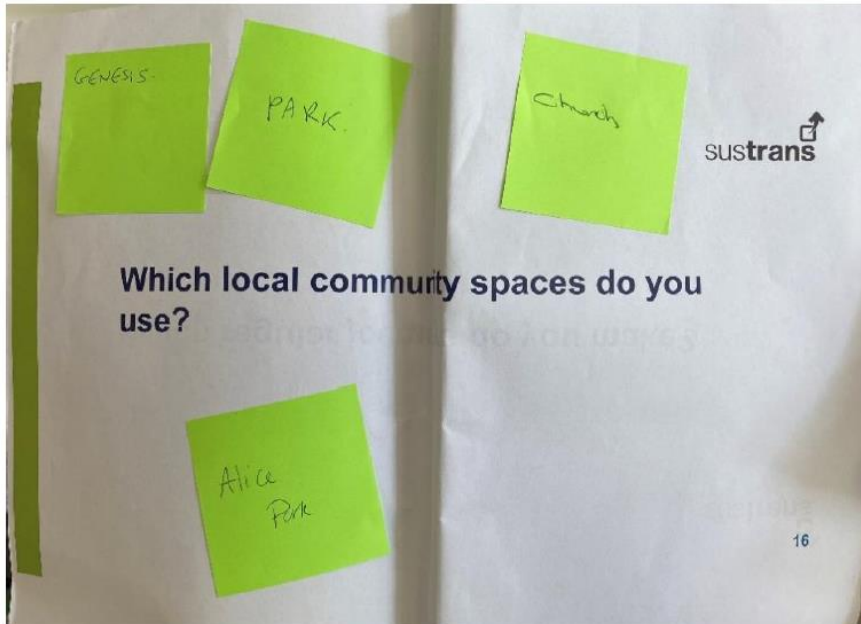
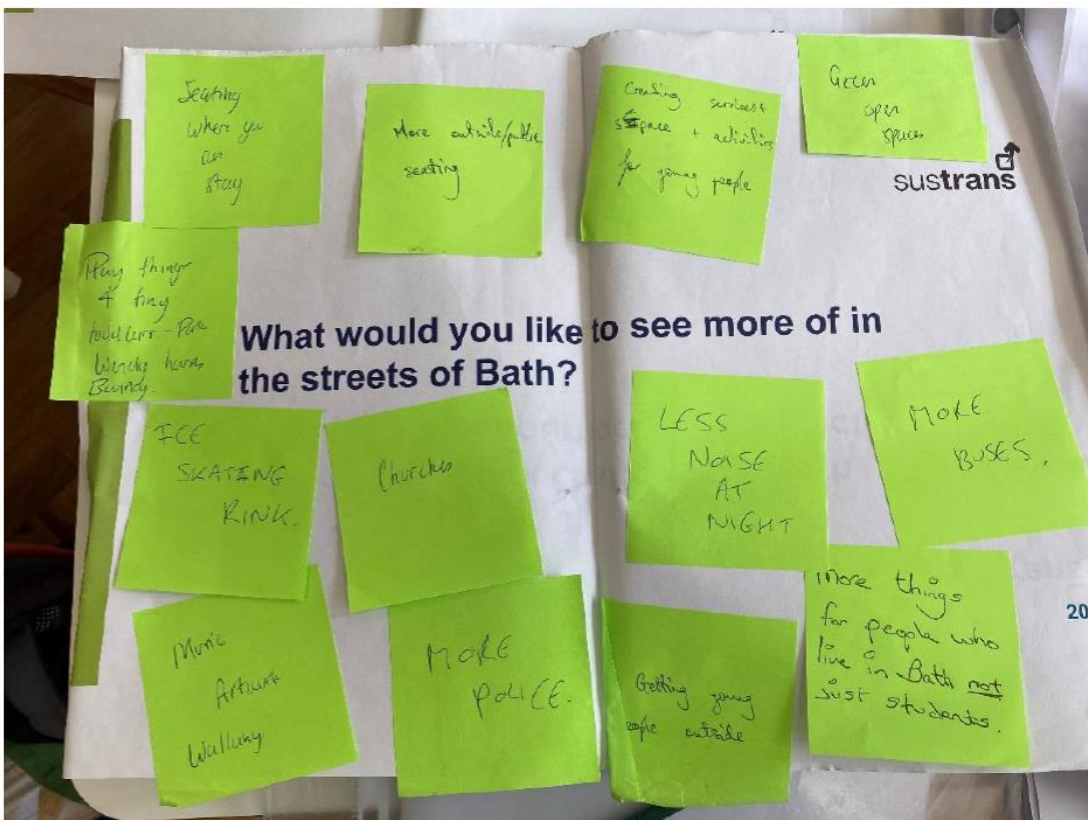


Image 2. What participants would like to see more of on the streets of Bath



What would you like to see more of in the streets of Bath?

- Seating where you can stay
- Playthings for tiny toddlers park e.g., Wendy houses
- More outside/ public seating
- Creating services and space and activities for young people
- Green open space
- More buses
- Less noise at night
- Ice skating rink
- Churches
- Music, artwork, walking
- More police
- Getting young people outside
- More things for people who live in Bath not just students

One-to-one conversations

During conversations there was a clear wish for Snow Hill to be clearly identifiable as a place where people live, participants liked the idea of artwork on buildings or as an art (sculpture) trail or on the floor. Creating an entrance off London Road by making the street (Snow Hill) visibly different and an indication that children may be playing in the road.

One participant said the noise from London Road really affected them negatively. Another said they would like to see more cycle lanes and better surfacing especially along London Road.

In previous conversations with the Centre manager, they said one of their clients can't go out of their house during the day because they suffer from PTSD and the noise of the traffic triggers their condition.

Sustrans Officers' Reflections

London Road, Snow Hill, and most junctions along Snow Hill (London Road, Bennett's Lane and Saffron Lane) were key issues in terms of visibility of pedestrians and speed of motor traffic. Maintenance of parks, pavements, and street furniture (lighting, benches) came up a number of times.

Suggested improvements focused along the junction of Snow Hill at London Road, Snow Hill (the road) itself and Saffron Court. With participants suggesting improvements to play provision, crossings, maintenance of hard and soft elements and using visual cues to show that Snow Hill is a place where people live. A welcome sign at London Road junction was suggested as well as signage to slow down car drivers and highlight children playing nearby.

From the one-to-one conversations and the question sheets participants would like there to be more activities available to them in Bath and for children to take part in.

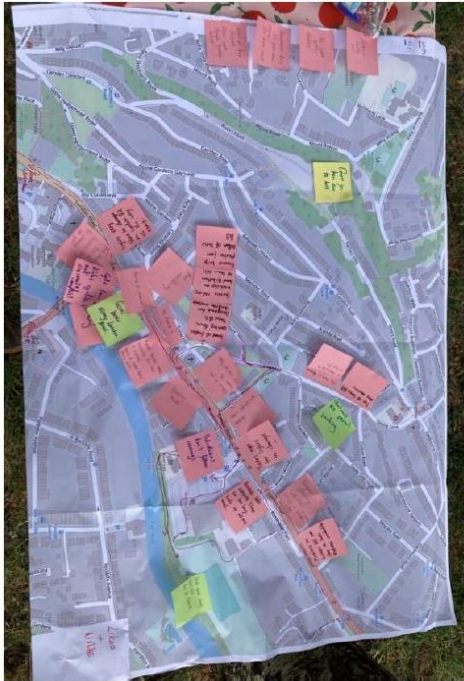
During a number of sessions at The Gateway Centre, Sustrans officers built up a rapport with participants, introduced the concept of liveability and the idea of the impact streets can have on how they travel and the level of accessibility they have to services and amenities.

Sustrans officers worked to encourage participants to attend a Liveable Neighbourhoods workshop on 12 July 2022; ultimately four Snow Hill residents attended and took an active part in the workshop to ensure their views were heard in the engagement process.

Morning pop-up session opposite The Gateway Centre

On 06 July 2022 Sustrans officers delivered a pop-up engagement session at the bottom of Snow Hill. They engaged with 14 adults; most were residents of Snow Hill. Large maps of the local area were laid out on tables and residents were invited to give their views. They used green sticky notes to identify areas/streets that they liked and red sticky notes to identify areas/streets that they disliked. A second map was used to capture their ideas about what they would like to change (blue sticky notes).

Map 3, 4. Resident comments regarding Snow Hill area



Area wide feedback

- Litter
- Pavement parking
- Traffic speeds
- Hard to cross the road
- Fly tipping
- No safe cycle lanes
- Buses can be unreliable
- Don't want residents parking scheme

Regular routes and destinations

Sustrans asked the residents to draw their regular routes on the map and indicate with a colour which mode of transport they used. The majority of residents were walking along or across London Road to access the Esso garage, Morrison's, Kensington Meadows and to

catch buses for onward journeys to the Hospital and city centre. Very few people travelled up Snow Hill as the hill is very steep.

Issues/Dislikes

Snow Hill

- Cars come down the hill go too fast
- Parking on the bend at the bottom of the hill makes it difficult to see to cross the road
- When people park on the pavement, I have to push my child into the road to get past
- Top of Snow Hill is very narrow and only pavement on one side
- People fly tip in the communal bins

London Road

- The traffic lights take ages to change so people just run across the road when they can (this came up a lot)
- The large planters on the junction of Snow Hill and London Road are dangerous. Someone is going to get hit there. You can't see anything coming out of the junction of Snow Hill (this came up a lot)
- The footpaths that connect London Road to Snow Hill have steps so aren't accessible to everyone (mentioned by a couple of people that use trolleys to get shopping from Morrisons)
- Motorbikes speed along the cycle lanes
- The cycle lanes are dangerous and spit you out into the traffic which creates conflict with vehicles
- There's lots of litter on the road after the bins have been collected from outside the local businesses
- Pavement parking blocks the road
- Loading bay used for parking

Cleveland Bridge

- Pedestrian crossing not good
- Road works on the bridge (worried about the delays to the fire and ambulance service located on the other side of the bridge)

Sydney Gardens

- No lighting
- Too dangerous to walk through at night

Lansdown Road

- No crossing, you have to run across the road

Likes

- Kensington Meadows – nice quiet space away from cars. Easily accessed. Space for children to play. Pleasant space to spend time in. The air is cleaner
- River Avon – nice for walking and cycling
- Good bus service along London Road
- Bristol/Bath Railway Path

Ideas for improvements

- Make the top of Snow Hill one way
- Change the phasing of traffic lights on London Rd to prioritise pedestrians
- Add a segregated cycle lane on London Road
- Remove the litter on London Road
- Remove the large planters on London Rd
- Provide better facilities for businesses on London Rd to dispose of litter
- More and better cycle lanes
- Remove the road sign on London Rod to create more space
- Create a ring road to ease the traffic
- Make it easier for children to cycle
- Re-design the crossing at Cleveland Bridge and London Road

Sustrans Officers' Reflections

The most common issue raised was the changing of traffic lights along London Road. It was felt they took so long to change to green; people just gave up and ran across the road. Older

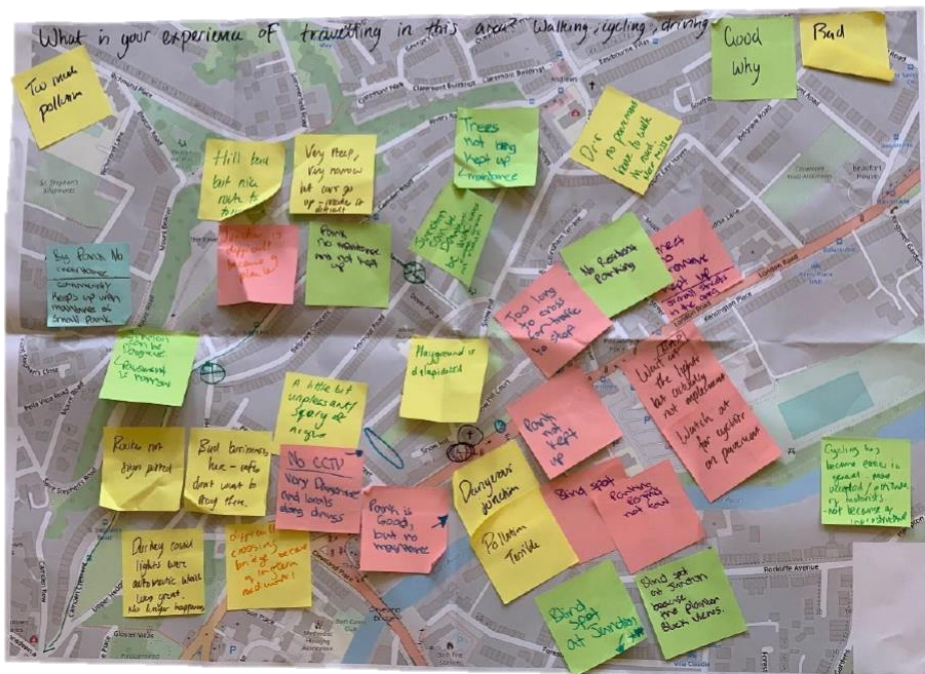
people and people with mobility issues said it was really challenging to cross sometimes. A change in the light phasing could alleviate this.

Many residents felt the two planters by the junction of London Road and Snow Hill were dangerous and should be removed. They did note that they liked having plants there but felt that the size and location affected visibility at the junction.

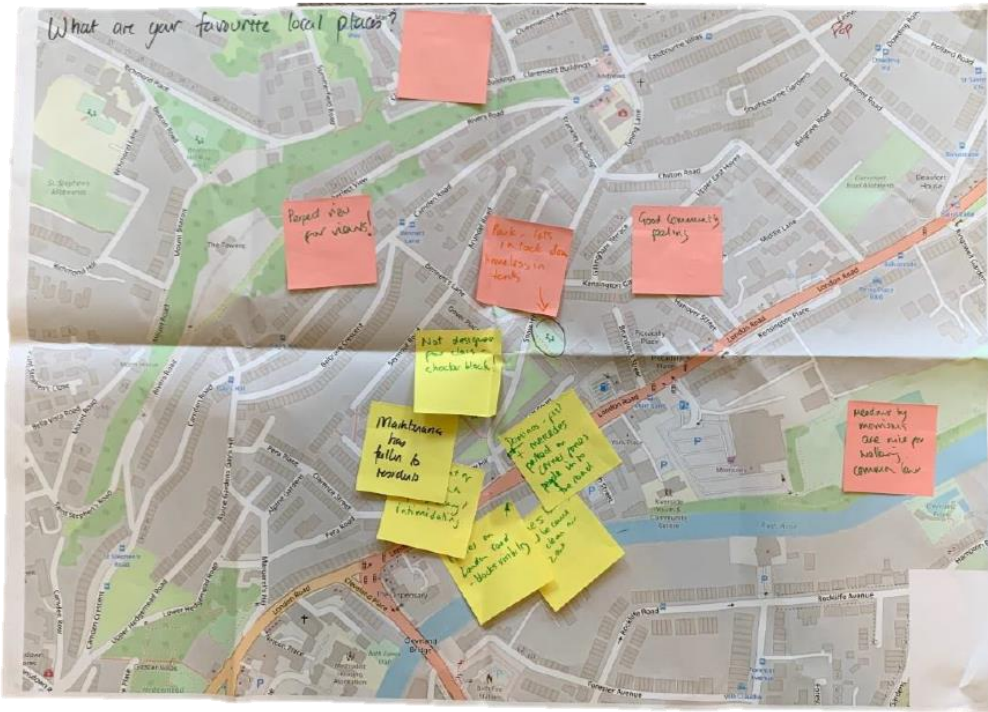
Lunch time pop-up session opposite The Gateway Centre

On 08 July 2022 Sustrans officers delivered a pop-up engagement session at the bottom of Snow Hill. They engaged with 16 people. Large maps of the local area were laid out on tables and participants were invited to give their views. They used sticky notes to identify issues, opportunities, and feedback. Three maps were made: the first to reflect on what they like and disliked in the area, the second to identify their favourite local place and the last one to capture their ideas about what they would like to change.

Map 5. Participant's likes/dislikes regarding streets in Snow Hill



Map 6. Participants' favourite local places in Snow Hill



Map 7. Participants' ideas for change



Area wide issues/dislikes

- Poor green space and tree maintenance
- Maintenance has fallen to residents
- Too much pollution
- Hard to cross the road
- Blind spot at junction of London Road

Issues/dislikes

Mount or Camden Road

- Very steep and narrow for pedestrian. Cars can go up easily – make it difficult for pedestrians and cyclist
- Junction is difficult because of planter, it leaves poor visibility
- Junction can be dangerous, and the pavement is narrow
- Big Park no maintenance – community keeps up with maintenance of smaller parks
- Park no maintenance and not kept up

Camden Crescent

- Routes not signed properly

Bennet's Lane and Seymour Road Junction

- Junction can be dangerous because HVAC vans all come from all roads

Upper Hedge

- Bad business here – cafes don't want to stay here
- During Covid lights were automatic which was great. No longer happening

Snow Hill

- No pavement have to walk on road, near misses.
- Playground is dilapidated
- A little unpleasant/scary at night

- No CCTV on small pedestrian streets. Very dangerous and locals doing drugs
- The park has a lot of homeless tents
- Not designed for cars – chocker block!

London Road

- Dangerous junction – Motorist pulling from Snow Hill onto London Rd cannot see oncoming cars because of the two planters placed in front of Ripples Design store
- Pollution is terrible
- Both Play Parks is not kept up and occupied by drug users
- Blind spot at the junction of Snow Hill and London Rd due to planters blocking junction. Several car accidents have occurred
- Parking permit not found
- Wait at the light but actually not in placement
- Watch out for cyclist on pavement
- Too long to cross for traffic to stop
- No resident parking
- Blind spot at junction of London Rd and Snow Hill – Very hard to see oncoming traffic
- Blind spot at junction because the planter blocks the views
- Dominos ride fast + Mercedes parked on corner forces pedestrian onto the road. The Mercedes car parks on the pedestrian crossing every morning, which makes parents with prams push onto the road
- Planter on London Road blocks visibility
- Cycling out on Snow Hill unto A4 is scary/intimidating
- Lorries turning around because of clean air zone. Several times during the day large lorries make unauthorized U-turns because of the zone

Cleveland Bridge

- Difficult crossing bridge because of long term road work.

Likes

- Cycling has become easier in general – more accepted/attitude by motorists. Not because of infrastructure change
- Good community feeling

Favourite Location

- Perspective View for the view!
- Meadows by Morrisons are nice for walking – common lane.

Ideas for improvements

- Bath ashore roundabout difficult – too many lights compulsory for cars
- Stop rat run on Camden Road
- Community Compost area
- Possibly Pedestrianize Bennett's Lane
- Would choose Camden Crescent rather than London Rd
- More flowers like they do in the centre
- Flowers in park
- More buses less cars on Lansdown Road
- Children design artwork in street
- Make better connection between pubs and Alicia parks
- Park Maintenance – Maintain! No point of adding new if can't maintain
- Stop Rat run on Snow Hill
- Like the idea of permit parking
- Street parties to increase the sense of community
- Would like Riverside centre open for young people
- Timing of buses never match up
- All ok to walk, do need more cycling lanes though
- Fairsaver First Bus, different tickets = not reliable
- Would like more buses
- Don't like E-scooters

- Like monitor on bus stops to know when the next one arrives
- Publicise/sign the meadow as nice place to walk
- More pedestrian friendly street
- Rework the entrance to Snow Hill – nicely planned bank on ...

Sustrans Officers' Reflections

London Road seems to be a major barrier to pedestrian and cyclist access to the meadow and cross the riverbed. Traffic heavy with few proper timed crossing points, it emits a lot of pollution from motorists and noise. There are issues with visibility due to poorly placed planters, which obstructs pedestrians and cyclists to see incoming vehicles.

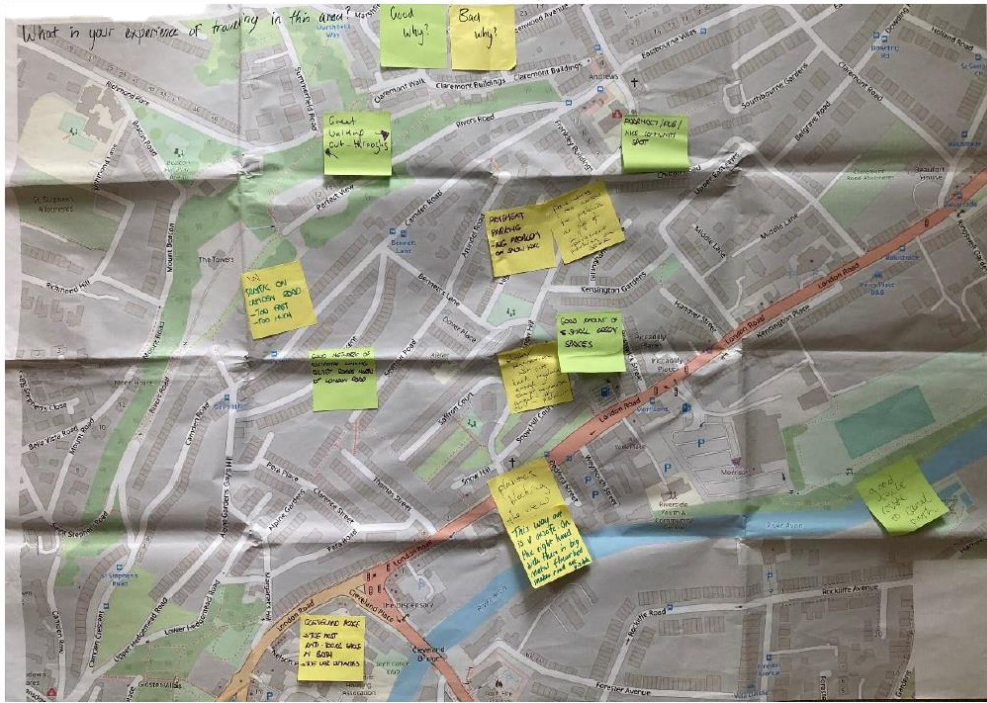
Snow Hill overall seems to have nice parks and a community feeling. There are many who voiced concerns of poor maintenance of the neighbourhood greenery and trees.

There are some concerns around safety at night in Snow Hill, with poorly lit areas, streets, and corners with bad visibility. The neighbourhood, set on a hill, makes it difficult for walking and cycling, but poor infrastructure, visibility, access, and priority to vehicles makes it even worse.

Afternoon evening pop-up session opposite The Gateway Centre

On 12 July 2022 Sustrans officers delivered a pop-up engagement session at the bottom of Snow Hill. They engaged with 8 adults; most were residents of Snow Hill. Large maps of the local area were laid out on tables and residents were invited to give their views. They used green sticky notes to identify areas/streets that they liked and yellow sticky notes to identify areas/streets that they disliked. A second map was used to capture their ideas about what they would like to change (blue sticky notes) and their favourite local places (red sticky notes).

Map 8. Participants' likes and dislikes in the Snow Hill area



Map 9. Participants' favourite places and ideas for change



Issues/dislikes

Cleveland Bridge

- The most anti-social place in Bath

London Road/Snow Hill junction

- Planters (on London Road) blocking the view
- This way out is very unsafe. On the right-hand side there is big metal flowerbed which makes the road not visible for cars going out

Snow Hill (the road)

- Shrubs/vegetation not cut back regularly enough, sharp vegetation hazard for child in a pushchair
- Pavements too narrow for pushchairs at top of hill – pavement parking is an issue
- Pavement parking – big problem on Snow Hill

Camden Road

- Traffic on Camden Road – too fast, too much

Likes

Snow Hill (the road)

- Small amount of small green spaces

Green space north of Perfect View/Rivers Road

- Great walking cut-throughs

Tynning Lane

- Pharmacy/pub/nice community spot

Next to River Avon

- Good cycle route to canal path

General

- Good network of footpaths linking quiet roads north of London Road

Favourite local places

- Hedgemoor Park – Lovely park
- Rivers Road – No through road, lovely road to walk with kids
- Off Kensington Gardens – pocket park, I take my daughter here

Ideas for improvements

London Road

- More public toilets
- Cycle paths along London Road

Over Cleveland Bridge

- Cycle paths to Widcombe

Saffron Court

- Community garden near end of Saffron Court
- Trees along Saffron Court need to be cut and maintained

Top of hill – Tynning Lane

- Bring back old public toilets

Snow Hill (the road)

- Benches on way up hill

Bennetts Lane

- Ramp to wheel bike up, too steep

General

- Maintenance in roads
- Snow Hill play park should be open for kids to play

— Snow Hill Park – Park with maintenance

Sustrans Officers' Reflections

The planters on London Road have been mentioned in all/most engagement sessions in Snow Hill, their current position means it is difficult for car drivers, pedestrians, and cyclists to see at the junction.

The pavement on Snow Hill (the road) is difficult to use especially with a pushchair due to it being narrow, pavement parking and vegetation being overgrown.

Ideas for improvements include better cycle infrastructure (cycle routes/lanes and ramps), better maintenance of green spaces/vegetation/parks as well as play parks for children and opening of facilities such as the old public toilets at the top of Tynning Lane.