

# COMMUNITY CONSULTATION

## Gloucester Railway Station

January 2024



# EXECUTIVE SUMMARY

## ABOUT US

[Gloucestershire Community Rail Partnership \(GCRP\)](#) provides a voice for the community, brings communities together, promotes sustainable and healthy travel and supports social & economic development. Our local presence enables us to work at a truly local level, providing community insight that will inform rail investment in our area. We aim to make public transport in our area accessible and inclusive for all.

## ABOUT THE PROJECT

This project is designed to reflect the views of young people, the local community and users of Gloucester station and the surrounding area. Its purpose is to explore several important themes:

- How best to create a sense of safety in and around the station
- How to make the area welcoming for both the community and for visitors
- How to use the space available most effectively to engage and inspire people
- Within the project we looked at three specific areas with development potential:
  1. Improvements to the subway to create a direct, accessible and safe route from the Gloucestershire Royal Hospital through to the transport hub and on to Kings Square and the city centre.
  2. Further work on the station forecourt to support greener, more sustainable ways of travelling to the station, including upgrading access for pedestrians and buses.
  3. A calm corner within Gloucester Station, that might include an accessible space for disabled people, decompression space for neurodivergent users and multi-faith area for those wishing to pray or reflect.

## WHAT WE DID

The project draws on insight from several sources:

- **Youth Insights:** Collated across GCRP youth programmes from 2021 to 2023
- **Community Survey:** Promoted via social media channels in the area (September – October 2023, 67 responses).
- **User Interviews:** Carried out around the station forecourt area in October 2023. 45 people were interviewed including railway users and local residents.



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## WHAT WE LEARNT

A **sense of safety** is a fundamental requirement for people in and around the station and when travelling by train. Reliability of service, clarity of information and access to help and advice are all part of that sense of a safe environment that users look for. For some the addition of a Calm Corner would enhance that sense of security still further. Lighting, CCTV, signage, removal of dark corners, good pedestrian and vehicle access are all on the wish list for the area.

Once the core requirements are in place, then the wish for a pleasant, welcoming environment is required. Some of the safety measures contribute to this as will the overall refurbishment of the station and surrounding area. Additionally simple cleanliness and good repair contribute greatly, along with greenery, additional seating etc. around the station to enhance still further the sense of welcome for all on arrival.

Taking the concept of welcome further and how space might effectively be used, the station area provides an opportunity to engage with and inspire users. Inclusion of local art or providing spaces for local organisations to engage with the public can help to build local community connections and support a sense of pride. More commercially and enhanced retail/food & drink offer can add to the appeal of the area, encourage usage and again further enhance the sense of security and wellbeing,

## WHAT NEXT

The project provides essential community feedback that will be shared with those involved in the regeneration project. It provides insight into how the space around the station might best deliver the safe and welcoming experience that travellers are looking for. Feedback ranges from the very general sense of place that users are looking for, through to detailed suggestions that are specific to Gloucester station and the surrounding area.

These findings will inform not just developments at Gloucester Station, but at stations across Gloucestershire. The results will be shared with the Train Operating Companies and planners to encourage them to make the rail experience a pleasant one, that is accessible to all.

USER PRIORITIES  
FOR A GREAT  
EXPERIENCE  
AROUND THE  
STATION

INSPIRING

WELCOMING

FUNCTIONAL

SAFE

## Community Consultation Gloucester Station

Thank you to our funders, collaborators, and  
the local community for their insights.

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