

Scrutiny Briefing Note

The Transport Infrastructure and Strategic Housing Scrutiny Panel have asked to monitor progress on the following issues. This briefing contains the latest position as at 01/07/2025.

Subject: Transport Hub Public Consultation on Facilities

Back Ground

The site was acquired by the council due to its strategic importance as a central town centre location with potential for redevelopment as a transport hub. NELC submitted a £20m LUF bid to support the construction of the hub on this site, however, the bid was unsuccessful.

Cabinet approved a decision to proceed with the demolition of the Osborne Street buildings and to progress the project to RIBA Stage 2 (Concept Design) including the demolition of the existing buildings.

Work on the RIBA stages along with the town centre parking review is progressing which leads into the public consultation stage to ensure residents and service users can influence the features or facilities they would like to see included in any proposed concept design.

Public Consultation

NELC will shortly be seeking public involvement to better understand what facilities and features they would like to include in the proposed transport hub. This consultation does not cover the layout or design of the hub as those factors are constrained by the physical shape of the site and the logistical requirements of the bus operators.

Two forms of public interaction with the project will be carried out, one will be a questionnaire (see appendix) the other will be an in person (drop in) event offering the public the opportunity to speak to officers within an informal setting and have their say.

The questionnaire aims to be accessible, clear and inclusive, and will include questions on:

- Frequency, use of transport services and other means of transport
- Bus service improvement focused questions to identify perceived gaps or barriers in current situation
- Desired facilities (e.g. toilets, waiting area, accessibility features)
- Public priorities (comfort, safety, sustainability)

This consultation will be posted online through the NELC 'Have your Say' page, along with a QR code onboard buses ensuring a wider reach amongst all public transport users. Discussions are currently underway with bus operators to determine the most effective and accessible way to implement this. NELC is also considering outreach methods such as social media posts, press releases, and stakeholder newsletters to maximise visibility and participation across different demographics.

Once the survey closes, the data will be analysed to identify key themes, preferences, and priorities expressed by the public. These insights will directly inform the design development process, particularly during RIBA Stage 2.



While the main aim is to gather meaningful data and evidence of public preference to help shape the design brief for the transport hub, this process ensures that local voices are formally considered in the town's development. Their lived experience can highlight practical needs and opportunities that might not emerge from technical assessments alone, therefore engaging with the public will help reach a better outcome for all. Projects that seek to meet user needs often experience higher usage rates and require fewer revisions after implementation. The "You said, we did" approach, which NELC will be utilising on the consultation, demonstrates that public has a voice and can have real impact on design, reinforcing the idea that the community is a key stakeholder in shaping the town's future.

Proposed Consultation Timeline

Activity	Detail
Draft Questionnaire	Initial draft complete pending scrutiny input.
Final draft	Following Scrutiny input the final draft completion is expected w/c 21/07/2025
Sign-off/Decision	Expected w/c 28/07/2025
Launch survey	Expected w/c Early August
Consultation period	Estimated six weeks until mid-September

Next steps

Following the consultation period the project team will evaluate the results alongside our design partners, a consultation report will be produced and shared with the public highlighting any recommendations that are taken forward to concept design stage.

RIBA 2 completion is expected in late October with an options report being produced for cabinet and scrutiny discussion along with a preferred option. Should progression for a Transport Hub be the preferred option a process and timeline for detailed design to construction, along with projected costs and funding sources will also be included for the November / December round of meetings.

Contact Officer: Paul Evans, Assistant Director for Housing and Infrastructure

If you require any further information, please contact the named officer or alternatively,

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Scrutiny and Committee Advisor

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If you would like to find out more about scrutiny you can contact us:

by email democracy@nelincs.gov.uk

on our website www.nelc.gov.uk/council/councillors-democracy-elections-/scrutiny/

or by post NELC Scrutiny Team,

Municipal Offices,
Town Hall Square,
GRIMSBY
DN31 1HU.



Grimsby Transport Interchange - Public Opinion Survey_REVISION V1.3

Question

1

Please tell us what your reasons for travelling to Grimsby town centre?

Tick all that apply to you.

☐ I live here

☐ I work here

☐ I own a business here

☐ I go to school / college / university here

☐ I do the school run here

☐ I visit for leisure or social activities (e.g. shopping)

☐ I need to use services in the town (e.g. banking, medical appointments)

☐ Other (please state):

2

How do you typically travel to and from Grimsby town centre?

Tick all that apply to you.

☐ Walk

☐ Cycle

☐ Motorcycle / powered scooter

☐ Car / van (as a driver)

☐ Car / van (as a passenger)

Question 2.1

If you ticked one of these travel modes, please tell us your level of satisfaction with town centre parking in Grimsby at present?

How do you feel about the availability of town centre parking in Grimsby presently?

☐ Very satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very dissatisfied

☐ Bus

☐ Train

☐ Mobility scooter / wheelchair

Question 2.2

If you use a mobility scooter, please let us know how if you feel you could benefit from the provison of additional charging points?

Would you benefit from the provison of additional charging points?

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Other (please state):

3

How often do you use the existing town centre bus facilities on George St / Victoria St W / Town Hall St in the town centre?

☐ Daily

- ☐ 2-3 times a week
- ☐ Once a week
- ☐ Every so often (1-4 times a month)
- ☐ Less than monthly
- ☐ Never

4 How do you currently rate Grimsby town centre bus facilities, which are in place on George St / Victoria St W / Town Hall St?

Please put a tick in the column that best represents how much you agree with each statement.

The waiting facilities are comfortable

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know / Not applicable

The waiting facilities are in a good condtion

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know / Not applicable

I feel safe from antisocial behaviour

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know / Not applicable

The bus stop areas are located within a convenient walking / wheeling distance from my origin / destination

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know / Not applicable

I can access the bus stops easily by walking / wheeling / cycling

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know / Not applicable

I have access to a local bus service from my home which connects to the bus stops in Grimsby town centre

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know / Not applicable

Disabled access to the bus tops and at the waiting facilities are sufficient

☐ Strongly agree

☐ Agree

☐ Neutral

☐ Disagree

☐ Strongly disagree

☐ Don't know / Not applicable

5 In your opinion, what level of importance would you consider each of the following facilities to be in a high-quality bus station?

Please put a tick in the column that best represents how important you feel each one is.

SAFETY
Security measures which include CCTV, lighting, etc.

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Staff available on site during operational hours

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Physical safety measures to keep the movement of buses separate from passengers at the bus station (e.g. barriers, locking boarding gates, screen partitions)

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Safe highway and pedestrian connections to the bus station using controlled crossings and wide footways

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

WAITING FACILITIES

Availability of travel information such as real-time information screens

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Covered waiting area

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Seating and dedictaed space for wheelchairs

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Toilets

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Additional designated toilet with extra equipment and space to meet the needs of disabled people

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

ACCESSIBILITY

Ease of access when getting on and off buses

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Accessible facilities for all bus station users

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Easy to access the bus station by walking / wheeling / cycling

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Improved pedestrian access between buses and the railway station

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

APPEARANCE

Quality of surface materials (e.g. paving on the concourse)

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

A modern or contemporary design

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

A heritage style design to complement examples of classic architecture in the town

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

A 'Gateway' entrance to the bus station which draws attention to the facility

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

ENVIRONMENTAL

Environmentally friendly (e.g. solar panels, green planting on structure's roof)

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Retention of existing trees with new planting and soft landscaping around the site

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

OTHER

Retail units (e.g. shops / cafes / convenience store)

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Cycling facilities (e.g. parking)

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

Provision of a taxi rank closeby

☐ Very Important ☐ Important ☐ Neutral ☐ Not Importar ☐ Not Important At All

6	Please use the space below to tell us about any additional comments that you may have regarding existing public transport facilities in Grimsby.
<div></div>	

7	If you have any particular reasons why you don't use existing bus services please let us know what these are?
<div></div>	

8	Please use the space below to tell us anything else or to make other additional suggestions that would help and support you as an individual when you are using a new transport hub in Grimsby town centre.
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