



UK: Worst and best motorway service stations revealed

Value for money continue to be the key area of improvement for service stations around the country.

A motorway service station overlooking the Severn Bridge has been ranked the least popular in England with motorists describing it as “tired and overdue a refit”.

Severn View services on the M48 in Gloucestershire scored a customer satisfaction rating of just 72% in a survey by independent transport user watchdog Transport Focus.

Welcome Break on Burtonwood and Extra on Cullompton were the second and third worst rates motorway service stations in the UK with a 72 and 73% satisfaction rate respectively.

Of the 111 service stations, 33 received a satisfaction score of 95 per cent or above.

Norton Canes (Roadchef) services on the M6 toll has been rated England’s best motorway services for the second year running in the [Motorway Services User Survey](#) carried out by Transport Focus.

Value for money continues to be the key area for improvement with just 59 per cent of visitors rating the food or drink they bought to eat in the services as value for money.

“Motorway users tell us they have a good experience when visiting service areas, but it’s clear that many do not feel the experience is good value for money. They want pleasant, well maintained facilities with good quality food choices,” said Anthony Smith, chief executive of the independent watchdog Transport Focus.

Across the country continued investment by operators is making a real difference to driver experience when they stop at services.