

Town Clerk | Swaffham Town Council

From: Town Clerk | Swaffham Town Council
Sent: 09 January 2020 10:54
To: [Redacted]
Cc: Deputy Clerk | Swaffham Town Council; Administrator | Swaffham Town Council
Subject: RE: Bus Stop Outside [Redacted]

Dear [Redacted] & Mrs. Platups,

I acknowledge your e-mail regarding a Bus Stop outside your property at [Redacted] Swaffham.

As far as I am aware there has been no previous contact with you by telephone or otherwise with staff at the Town Hall, you may well have spoken to another authority.

You refer to a brief reference to bus stops from the minutes of the Transport, Access & Environment Committee on 3rd December. I can confirm that the position with new bus stops on existing estates or the existing network that Norfolk County Council will consult with the Town Council.

I can confirm that there was no such consultation with the Town Council prior to the installation of the bus stop that you have mentioned. The responsibility for this decision is solely with Norfolk County Council and we understand that you have been dealing with the correct officer Mr. Rob Pratt.

I will raise this matter with the Town Council at their meeting next week, with a recommendation that this be passed to the Transport, Access and Environment Committee for their attention.

Thank you for raising this matter with the Town Council.

Best regards,

Richard Bishop
Town Clerk

Swaffham Town Council, Town Hall, 4 London Street, Swaffham, Norfolk, PE37 7DQ Tel 01760 722922 Fax 01760 720469 www.swaffhamtowncouncil.gov.uk

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-----Original Message-----

From: [Redacted]
Sent: 08 January 2020 13:07
To: Town Clerk | Swaffham Town Council <townclerk@swaffhamtowncouncil.gov.uk>; Administrator | Swaffham Town Council <administrator@swaffhamtowncouncil.gov.uk>
Subject: Bus Stop Outside [Redacted]

[Redacted]
[Redacted]
Swaffham [Redacted]

Swaffham Town Council

8th January 2020

Dear Sirs

We are writing to complain about a Bus Stop that has been allocated on the lamp post outside our house at [REDACTED]
[REDACTED]

We have contacted you about this by telephone but had no reply back from the conversation. We were advised to speak to Norfolk County Council.

After speaking to Rob Pratt at Norfolk County Council he advised me that they do not deal directly with the public and that I need to raise my concerns with Swaffham Town Council to look into on our behalf.

I noticed on the minutes of the Transport, Access & Environment Committee meeting held on Tuesday 3rd December 2019 that members were unclear about who is responsible for bus stops and there is a department at Norfolk County Council who allocate them but initially in consultation with the Town Council.

The bus stop in question is for the Town Bus Service. We have not been consulted about this or included in any correspondence. There are policies in place that involve consultation with residents. There is no reason why the bus stop could not have been placed down by the green which is more central for everyone on Redlands Park Estate and would not cause offence to anyone when in fact the bus used to stop there to wait for people and drop them off so I am not sure why this has changed.

Please note that our front door is virtually on the pavement and now we have people queuing outside of our front door and kitchen window. This also hinders any parking for visitors to our home and in our opinion devalues our property. We were waiting for the council to adopt the street lighting as we wanted the street light to have covers put on it or removed as we were not consulted about this but I will address this under different correspondence.

Please explain to us how this has happened without any consultation and whose decision it was to put the bus stop in this place.

Yours faithfully

[REDACTED]
[REDACTED]