

Get Swindon Moving Community Group Minutes

Date: 10th March 2025

Venue: Civic Offices

Attended:

SBC- Rachel Edgington (RE), Bryony Chetwode (BC)

User groups-

Learning Disability Partnership- Lily O'Brien (LO)

Swindon Branch of the Institute of Advanced Motorists- Ray Thomas (RT)

Swindon Ramblers/Appeal Panel School Admissions – Peter Gallagher (PG)

Wroughton Parish Council- Cllr Graham Overbury (GO)

Urban Mobility & Public Transport Academic Research- Dr Anna Plyushteva (AP)



Date: 11th March 2025

Venue: Online

Attended:

SBC- Rachel Edgington (RE), Bryony Chetwode (BC).

User groups-

Swindon Seniors Forum (Youth Empowerment)- Tony Martin (TM)

Swindon Visitor (West Berks)- Kate Green (KG)

Representing residents of Eastcott Ward- Patrick Herring (PH)

Apologies: Rebecca Sturgeon (**Wichelstowe Transport Conversation**), Zoe Norton (**Live Well Team – Migrant Health**), Angela Saunders (**SAM**).

1. Welcome

1.1. RE welcomed everyone to both sessions and thanked those for taking the time out to join us.

1.2. Introductions to new members

1.2.1. GSM welcomed Patrick Herring who attended the online session, and is representing residents of Eastcott Ward. To declare any potential conflict of interest, PH informed GSM that he is a Parish Councillor for South Swindon PC and office manager for MP Heidi Alexander. Though he joins us from a personal point of view.

1.2.2. Any new members are welcome to request past minutes for their records.

1.3. January 2025 Minutes agreed.

2. Relevant updates

2.1. RE reported on updates from the previous minute's actions:

- 2.1.1. RE has put DC in touch with taxi licensing team who are discussing the issues raised.
- 2.1.2. We are still waiting on responses from all operators regarding discounted rates for concessionary bus pass holders pre-9:30am. KG reported that West Berks have flat £1.50 rate for this.
- 2.1.3. We received information regarding the visually impaired person's all day concessionary pass where companions have to pay pre-9:30am. We are informed the company that creates bus passes has never created a pass like this, and will investigate doing so.
- 2.1.4. Flooded buses by the Ambulance Station were raised with the operators, thanks to LO for sending photos of this.
- 2.1.5. Buses travelling at speed on Manchester Road (and others) with lots of potholes, RE contacted operators who have advised they have spoken to drivers. Keep eye on this.
- 2.1.6. BC raised at the in-person session whether everyone has informed us of their user group, created a group or joined the 'waiting room'. Majority of members have declared their user group or asked to join 'waiting room'. We can help you set up a community group.

Action: Those that are still in 'waiting room' to set up user group.

2.2. LO will be representing GSM at the TravelWatch SouthWest Spring General Meeting on 21st March. Other user groups are welcome to join this, the Eventbrite link to register is [here](#).

2.3. RE reported that the joint network book that was created with the Enhanced Bus Partnership has now been released. Lots of great feedback on this. Online version is [here](#).

The next edition will be for Fleming Way launch. LO suggested the pull-out map at the back be a map of Fleming Way and stops.

Action: any further feedback on changes that could be made to next edition send to RE.

3. Bus Passenger Charter

3.1. RE provided an update on the charter. The working group held photo shoot at Bus Station on 19th Feb. Awaiting photo consent forms to be sent through and then we can publish charter.

Action: LO/Anj to send forms to RE

4. Fleming Way

4.1. RE reported on first working group session, email sent to GSM with answers or comments on queries raised.

- 4.2. Next session is a site tour on 19th March. Two GSM representatives are unable to attend so this will be opened up to rest of group.
- 4.3. We had a good discussion in the online session around concerns about vandalism at Fleming Way, and how many in Swindon already defeated that this will be the case. BC was there on the 11th March and discussed with them around the plants being stolen or destroyed, they have back ups and will keep eye on CCTV. General points raised about community shame to prevent vandalism, murals being used to deter graffiti tagging, and what enforcement there will be.
Action: RE and BC to raise this at next Fleming Way sessions to understand what SBC plans for this are.

- 4.4. RE reported on meeting with company JMW on 11th March who are running the RTP1 and 75" screen software. 75" screens mix of 'departure board' and adverts to pay for maintenance. They will follow SBC advertising policies. Can also add in any transport-related information for free. They are keen to promote local companies and charities.
Action: RE and BC look at inviting JMW to next meeting.

5. Bus Boarding Events

- 5.1. Swindon Bats event booked for 16th April, SBC Comms and Operator Press teams interested in writing articles.
- 5.2. RE informed now have contact in SEND team to look at arranging events at schools.
- 5.3. There was a discussion in the in-person session around school/college students behaviour on buses being widely varied. Bus Boarding event suggested to teach students how to appropriately behave on a bus.

6. Youth Empowerment

- 6.1. TM reported no updates at this stage as working in the background on a lot of things and should have some confirmed updates for next session.

7. Feedback form

- 7.1. RE confirmed the online version is up and running and has already been used. We will download report every quarter to review in GSM and EP Board.
- 7.2. PH came across this form and was invited to join GSM. Reported that the rail section isn't working correctly.
Action: RE to look into and fix.

8. Discussion

- 8.1. There was a good discussion around franchising at the in-person session. BC explained that UK Gov is very keen on bus franchising. Currently, Swindon Borough is a commercial network with SBC supporting socially necessary services. Franchising the whole network, requiring mayoral powers, is where we can control everything, though we cannot afford this route. We have BSIP funding, not a great deal and very short term.

However, another path may be on the horizon with DfT discussing ability for authorities to offer attractive routes to operators, and including some commercially unattractive but necessary routes. “Partial franchising” if happened would be a pilot, watch this space.

8.2. Another good conversation at the in-person session was how to get people out of their cars and onto the public transport network. We need to encourage young people, make it safe, attractive infrastructure and faster than the car.

8.3. GO raised that the traffic light signal priority isn’t working at the end of Penzance Drive again.

Action: RE and BC to follow up with internal SBC teams.

8.4. TM raised ongoing issues with trains, e.g. last train from Bristol to Swindon not late enough, who do we talk to about this?

Action: RE and BC to look at inviting GWR to next meeting.

8.5. PH raised that some timetables are displaying incorrect information, e.g. outside rail station (not bus operator one as has GWR/Network Rail branding). This led to a discussion around a bus stop information audit, using GSM members to take a route each to ‘mystery shop’ as a future idea.

Action: any incorrect/outdated information please send to RE/pin on the Bus Request map online.

9. Next Steps

9.1. Next meeting will be booked for May 2025.

9.2. RE on annual leave 7th April – 30th April, please contact BC for anything urgent.

Ongoing key actions

Item	Action	Update
Relevant updates	Bus Boarding Events. 2 more events (another with LDP and one at GWH).	Swindon Bats on 16 th April 2025. Any other requests send to RE.
	Fleming Way Working Group. SBC to make contact to set this up.	First session mid Feb completed. Second session is site tour 19 th March.
	Contact BC if interested in attending EPF conference in June.	
	RE to contact operators about: - better comms on pricing, discounted fares pre 9:30 for bus pass holders and driving on Manchester Road.	Still awaiting all operators to respond.
	Send any feedback for next edition joint network book.	

Bus Passenger Charter	SBC to review and update Charter following comments from the Group.	RO will send this before Fri 27 th Sep. Shared with EP Board for comments, close to being finalised. Finalised, easy read version being created and then charter will be published. Photo shoot at bus station mid Feb completed. Finalising then can publish.
	User groups to set up Facebook private group page for updates/events.	
Discussion	RE and BC to look into inviting JMW and GWR to next meetings.	
Next Steps	All members to confirm that they are part of a user group or to join 'the waiting room' group while getting this in order.	Majority have done, any remaining please do so before May sessions.

Completed actions

Item	Action	Update
Discussion around accessibility at rail stations.	RO to add rail operators to the Feedback Form and circulate.	Completed
Youth Empowerment.	Book meeting with SBC and TM to discuss opportunities.	Initial meeting held on 9 th September. TM attending Get Swindon Active and they are assisting with practice location for flag football. Ongoing item added to agenda.
Discussion	RE to create online version of Feedback Form, share draft with GSM.	Completed
	Re investigation 24 hour passes for those that are visually impaired but not their companions.	Investigated though not great response, asked to look at creating this type of pass.
	RE to investigate with Taxi Licensing team about accessible taxi behaviour.	RE put DC in touch with Taxi Licensing team.