

Emma Freemantle

From: Councillor Gayle Cook <GCook1@swindon.gov.uk>
Sent: 22 September 2025 23:09
To: Emma Freemantle
Cc: 'goverbury@cllr.wroughton.gov.uk'
Subject: Fw: Response to your case - reference: MEM010693 Cllr/Mp ref: Bus Shelters

Hello

FYI about the bus shelters .I would like to know where they would be placed if we are able to receive any .

Kind regards

Gayle

From: Swindon Borough Council <no-reply@swindon.gov.uk>
Sent: 22 September 2025 12:56
To: Councillor Gayle Cook <GCook1@swindon.gov.uk>
Subject: Response to your case - reference: MEM010693 Cllr/Mp ref: Bus Shelters

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Dear Cllr Cook

Case reference: MEM010693 Bus Shelters

I have now completed my investigation for the stage 3 escalation relating to Transport services.

As a result of the escalation, I have undertaken an investigation and have identified the following:

The action I have taken: Dear Councillor Cook,

Thank you for contacting Members Hotline for which I apologise for the delay in responding.

The bus shelters at Wroughton Park and Ride have been damaged while the site has not been in use and will require repair before they can be used. Our intention is to repair and relocate them at a suitable bus stop location or replace an existing shelter. We are currently reviewing our bus shelter estate as some may not be on active bus routes. If there are any spare ones we could consider putting these in Wroughton - if you have any locations in mind. We have a list of requests so your request would need to be reviewed against others, but we are happy to give your request consideration.

Thank you for raising this request and hopefully we can find a solution for you.

Your sincerely

Cris Butler

The date the action took place: 22/09/2025

Please accept our apologies for the inconvenience you and your constituents have experienced. I hope you are satisfied and feel that I have addressed your concerns.

If you are satisfied, please click on the orange button below to close the case.

If you are not satisfied with this response, you are entitled to escalate my findings. Please click on the orange button below to escalate the case.

Close or escalate the case

Yours sincerely,
Swindon Borough Council

[View the case timeline](#)

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