

Report on matters arising, Clerk

March 2023 BPC Meeting

No	Action Description	Who	Status/Update
New actions			
01-160	Several complaints have been received from residents about the bus services in the village. It was agreed to ask people to share their experience of the service. Action to Cllr AHJ to write a paragraph to the Roundabout.	AHJ	Actioned. Comments collated and submitted to: <Transport.Plan@cambridgeshire.gov.uk> – please see appendix for details
01-161/2	Cllrs SA and CU , the signatories together with the Clerk, will meet to make the transfers from NatWest account to UT and to Nationwide as agreed at the last meeting.	SA, CU, and the Clerk	Finalised
01-164	Council Flood Advisory Group has been established and are keen to set up a network of Flood Wardens to join the group. Anyone interested, please email the Clerk. Action to Cllr AHJ to ask for volunteers in the Roundabout update	AHJ	Completed. Awaiting the feedback from residents.
From previous meetings			
11-110	Planning conditions Lucks Lane - hedges	SA	Identified that Bloor is accountable for hedges on both sides of Lucks Lane, information received that this is going to be done in Jan 2023. SA to follow up.

Appendix 1:

Response to the article in the February Roundabout related to the Bus Service: 2 reports received from Buckden residents re bus service

Report 1: Resident is pleased to have a bus service, but the main problem are all **last-minute cancellations making service not trustworthy**. Resident had to walk back in the past (after visiting Brampton Cemetery in the neighbouring village) as bus did not arrive on the time scheduled, nor during the walk back.

If going to Huntingdon (market town), sometimes the resident stated they end up sitting at the bus station for another hour or even two till the bus finally brings them back to Buckden.

Report 2: Resident's experience of the Bus Service in Buckden was some good some bad.

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Resident needed to go to the vets in Brampton (neighbouring village) last November to collect something, the bus was on time going and coming back, usually resident cycles but it was raining.

Going into Huntingdon it was on time and again a good Service.

In October, the resident had an opticians appointment and went for the 10:07 bus from Buckden to Huntingdon, resident stated: *'oh dear the bus didn't come. What can I do, cancel which I didn't want to do as I had to wait to get the appointment. The next bus was going to be too late to go on. I rang several family members who all work but one very kindly came to pick me up, I paid £10, as she was working, I have a bus pass so didn't need this extra expense. I just got to the opticians in time.'*

Two weeks later back to the opticians to collect new glasses, the resident had a lift into town as the family knew she was worried about the bus Service. The lady went for the bus to come home, it didn't come. Resident stated: *'Oh dear again. I sat in the bus station for an hour waiting for the next bus, hoping and praying it would come. It was dark by now, thankfully it did come BUT the driver couldn't English and banged the ticket machine for me to use, which I found upsetting. Off the bus goes but he didn't know the way. There was a Whippet worker on the bus and he directed the driver, who didn't know left or right. We went round a roundabout twice and there was some swearing going on between the 2 of them, several times we went on the kerb. By the time I got home I was stressed by the unacceptable journey, and it was dark, so it was not good.'*

Lastly, resident stated: *'I went for the 10:07 bus to Brampton in January, oh dear it didn't come and the 11:07 didn't come either. When the St Neots bus came I asked the driver what was happening and she said there were no drivers for the buses. I went to St Neots hoping to get a bus back and yes it was on time. I had to re plan my shopping as I was going to a different place and I needed birthday presents.'*

These are some of the resident experiences. The lady has finalised by stating **'Buckden needs a reliable bus service'**.