

**Subject:** Re: Bus shelter damage

**From:** Jo Mckenzie <jomckenzie64@gmail.com>

**Date:** 01/01/2022, 11:14

**To:** Parish Clerk - GWPC <greatwitchinghamparishcouncil@gmail.com>, Bridget Wright <bridget.wright@talktalk.net>, Tracey Buckenham <tracey\_buckenham@me.com>

Hi Patricia,

I feel this should be a collective decision.

Tracey, Bridget, could you put your thoughts forward please?

Kind regards

Jo

On Tue, 21 Dec 2021 at 12:22, Parish Clerk - GWPC <greatwitchinghamparishcouncil@gmail.com> wrote:

Hello Jo

In the absence of no response from the bus company claims handlers I have discussed the matter with our insurers who can accept a claim from GWPC for which the council would be liable for the excess re any payment received. The insurers would then instigate communication with the claims handlers to seek recompense including for the excess however there is no guarantee of getting any money back.

I will contact the claims handlers again but seek your view of how you wish to proceed.

Kind regards  
Mrs Patricia Kirby  
Clerk to Gt Witchingham Parish Council  
128 Fakenham Road, Taverham, Norwich NR8 6QH

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On 13/12/2021 11:08, Parish Clerk - GWPC wrote:

Hello Jo

It would help if we could have the information the parishioner gave to the bus company - this gives us something to pursue especially as the Company advises no evidence an incident took place.

Unless council decide not to replace then the process via the insurance claim would be a like for like replacement. Council have been made aware previously (when the same happened by the ASDA van) that due to footway width and other street furniture in place at the site the style/facility is the maximum which can be achieved.

Other than removal how do we mitigate someone leaning on it or gale force winds.

No response received from the claims handling team following my call to which I will re-contact

Kind regards  
Mrs Patricia Kirby  
Clerk to Gt Witchingham Parish Council  
128 Fakenham Road, Taverham, Norwich NR8 6QH

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On 12/12/2021 11:56, Jo Mckenzie wrote:

Hi Patricia,

There is no more information to give. There have the date and time of the incident and a brief description of what happened from the parishioner who witnessed it.

If the shelter is removed will there be a replacement? My view is as long as no one leans on it and we done have gale force winds then temporarily it should be ok. As I mentioned previously my main concern is if someone leans on it.

Sent from my iPhone

On 10 Dec 2021, at 13:00, Parish Clerk - GWPC <greatwitchinghamparishcouncil@gmail.com> wrote:

Hello Jo

Do you have further information as yet - following a reminder to First Bus they inform that there is no evidence an incident has taken place. Written confirmation of this is to follow and has been delayed due to their work demand. I have spoken to their claims handling team based on information we have and they are looking into the matter further.

On the basis of your view the shelter is unstable I have spoken to the councils insurers and the advice is providing we have picture evidence of the damaged shelter then removal is OK. Do you wish me to source a contractor for removal??

Re: Bus shelter damage

Kind regards  
Mrs Patricia Kirby  
Clerk to Gt Witchingham Parish Council  
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On 28/11/2021 10:00, Jo Mckenzie wrote:

Thanks Patricia,

I will need to contact the person who reported it again to find out approx time. I would suggest that no confirmation of report was received.

I will put the notice on the shelter and leave it with you to follow up with First Bus to avoid duplication.

Kind regards

Jo

On Fri, 26 Nov 2021 at 10:59, Parish Clerk - GWPC <[greatwitchinghamparishcouncil@gmail.com](mailto:greatwitchinghamparishcouncil@gmail.com)> wrote:

Hello Jo

Thanks for pics. Whilst these are helpful it would be beneficial to have further info - date, time, bus number etc. From your initial email (attached) it would seem the incident was witnessed by a local hence the 'going to First Bus Castle Meadow to report' Do we know if this report received any type of confirmation??

On the basis of your view of the shelter being unstable this needs to be disabled asap and removal sourced. Whilst the general public have a duty of care to themselves in respect of safety the photos seem to indicate the damage to be more visible above head height so may not readily be noticed.

I will contact First Bus to progress this matter and inform of safety concern - it may well be that part of their service in such matters is to assess and deal with shelter removal. Failing that the council will need to deal.

In the interim attach a notice which I suggest is placed on the shelter. Assume you are happy to do???? I suggest photos are taken of the shelter once disabled and the notice is in place.

Kind regards  
Mrs Patricia Kirby  
Clerk to Gt Witchingham Parish Council  
128 Fakenham Road, Taverham, Norwich NR8 6QH

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On 25/11/2021 18:08, Jo Mckenzie wrote:

Hi Patricia,

Hopefully these photos show that the bus shelter has been pushed over. It looks as though it would go further if someone were to lean on it.

Kind regards

Jo

[Four empty rectangular input fields stacked vertically]

Sent from my iPhone

**Subject:** Re: Bus shelter near Heath Lane

**From:** Parish Clerk - GWPC <greatwitchinghamparishcouncil@gmail.com>

**Date:** 25/11/2021, 10:54

**To:** Jo Mckenzie <jomckenzie64@gmail.com>

**CC:** Bridget Wright <bridget.wright@talktalk.net>, Dean Bailey <deanbailey16@hotmail.com>, tracey Buckenham <tracey\_buckenham@me.com>, Jo Mckenzie <jomckenzie64@gmail.com>

Hello Jo

This will be a claim against First Bus and they need to admit liability and inform of their processes in such respect - presumably they appoint a claims handler???. We need full information of the incident to progress this. Pictures would help. However in the first instance we need to ensure the shelter is safe - if this not secure it needs to be disabled with a view to removing asap.

Kind regards

Mrs Patricia Kirby

Clerk to Gt Witchingham Parish Council

128 Fakenham Road, Taverham, Norwich NR8 6QH

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On 23/11/2021 17:06, Jo Mckenzie wrote:

Hi Patricia,

A bus ran into the bust shelter near Heath Lane yesterday which has caused quite a bit of damage.

One of the parishioners went into First Bus on Castle Meadow and reported the incident, however I wasn't sure if anything needs to be done this end at all?

Kind regards,

Jo

On 8 Jan 2022, at 22.47, Jo Mckenzie <jomckenzie64@gmail.com> wrote:

Thanks Tracey

Sent from my iPhone

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On 8 Jan 2022, at 16:49, tracey\_buckenham@me.com wrote:

Happy to take this forward.

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On 8 Jan 2022, at 14:57, Jo Mckenzie <jomckenzie64@gmail.com> wrote:

Hi all,

I agree, this should be relatively easy. If you are happy to go ahead and make enquiries that would be great!

Thanks,  
Jo

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On Wed, 5 Jan 2022 at 11:37, Tracey Buckenham <[tracey\\_buckenham@me.com](mailto:tracey_buckenham@me.com)> wrote:

It would be very straightforward to accept the Jubilee tree and plant it (I've just planted 186 council donated trees) There is perfect land around the village hall where it could be planted, as could Hectors tree. We could probably enlist the help of the tree warden for advise on the best location.

I'm inclined to accept the offer of the Jubilee tree.

I wonder if we could contact the tree departments at the council to have one put aside for the future. Would you like me to make enquiries?

Tracey

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On 4 Jan 2022, at 19.50, Jo Mckenzie <jomckenzie64@gmail.com> wrote:

This is something we should definitely consider collectively.

Perhaps Jasmine could be informed and liaise with Tara re planting for little Hector as they have requested a tree to commemorate him once he has passed.

Sent from my iPhone

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On 4 Jan 2022, at 18:51, Parish Clerk - GWPC  
<greatwitchinghamparishcouncil@gmail.com> wrote:

Hello Jo

An opportunity but no tree warden. Do you wish to take forward??

Kind regards  
Mrs Patricia Kirby  
Clerk to Gt Witchingham Parish Council  
128 Fakenham Road, Taverham, Norwich NR8 6QH

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----- Forwarded Message -----

**Subject:**TREES

**Date:**Fri, 24 Dec 2021 08:40:38 +0000

**From:**John Fleetwood <[john.fleetwood@hotmail.com](mailto:john.fleetwood@hotmail.com)>

**To:**John Fleetwood <[john.fleetwood@hotmail.com](mailto:john.fleetwood@hotmail.com)>

Hi Everyone,

The Network is offering to supply a standard oak *Quercus robur* together with a stake, buckle tie and guard to all parishes for planting to commemorate next year's 70th jubilee of Her Majesty Queen Elizabeth II. Your tree Warden can place an order and organise collection and planting. The tree must be planted on publicly owned land. Any commemorative plaque must be at the expense of the parish, but I can provide a suitable design and supplier upon request.

Please be aware that tree supplies are very limited at present and several nurseries have already sold out. Locally, Norfolk County Council has embarked on its ambitious project to plant one million trees but failed to give the nurseries any advanced warning! Similar problems are being experienced nationally.

I very much look forward to receiving your request.

Finally, on behalf of The Broadland Tree Warden Network, may I wish you and your loved ones a very happy, peaceful and safe Christmas and New Year.

Kindest regards,

John

**Subject:** Re: Public consultation on regional Transport Strategy  
**From:** Jo Mckenzie <jomckenzie64@gmail.com>  
**Date:** 12/12/2021, 11:58  
**To:** Parish Clerk - GWPC <greatwitchinghamparishcouncil@gmail.com>  
**CC:** Tracey Buckenham <tracey\_buckenham@me.com>

Yes but only to highlight the consultation, I don't think this needs an in-depth discussion

Sent from my iPhone

On 10 Dec 2021, at 11:39, Parish Clerk - GWPC <greatwitchinghamparishcouncil@gmail.com> wrote:

Hello Jo

Do you wish this to be an agenda item for the Jan meeting???

Kind regards  
Mrs Patricia Kirby  
Clerk to Gt Witchingham Parish Council  
128 Fakenham Road, Taverham, Norwich NR8 6QH

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----- Forwarded Message -----

**Subject:** Public consultation on regional Transport Strategy  
**Date:** Wed, 8 Dec 2021 14:01:46 +0000  
**From:** Transport East <[TransportEast@suffolk.gov.uk](mailto:TransportEast@suffolk.gov.uk)>  
**To:** Transport East <[TransportEast@suffolk.gov.uk](mailto:TransportEast@suffolk.gov.uk)>

<image001.png>

DECEMBER 2021

## Public consultation launched

We are delighted to have launched a [public consultation](#) on our draft regional Transport Strategy for the East.

Covering Norfolk, Suffolk, Essex, Southend-on-Sea and Thurrock, the strategy sets a series of priorities for better transport for everybody living, working, and learning in the region up to 2050.

The draft strategy, which will guide future transport investment, has been developed through technical evidence analysis and talking with the public and our partners to make sure it aligns with local ambitions and needs.

The public consultation is your opportunity to help us refine the Transport Strategy and shape the future of transport in the region, and we are encouraging everyone to take part by completing our [online survey](#). The online consultation will close on Sunday, 30 January 2022.

It also includes questions about our Investment and Delivery Programme – an evolving programme of schemes which will set out our investment priorities to Government.

A virtual exhibition and other consultation materials summarising our Transport Strategy and Investment and Delivery Programme are available on our website.

**[Have your say on our draft Transport Strategy](#)**

## Explore Transport Strategy through our virtual exhibition

The best way to find out more about our Transport Strategy is by visiting our virtual exhibition.

The exhibition contains all the information and materials you would expect to find at a traditional consultation event. It is accessible at any time of the day, so you can visit at a time to best suit you.

Clear instructions are available to help you navigate your way around the virtual room and view the information.

If you would prefer to read a document setting out the proposed strategy, we have also created a [consultation brochure](#) and [easy read brochure](#).

<image004.png>

### [Visit our virtual exhibition](#)

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## Ask your questions at upcoming consultation events

We are hosting two online consultation events to give you an opportunity to find out more about our draft Transport Strategy and ask any questions.

The events will be video call-style live webcasts on Microsoft Teams and will include a short presentation, followed by a question and answer session, where you will be able to submit written questions which will be answered by our team live.

Anyone can attend and you can join via the Microsoft Teams app, online or by phone, but attendees will not be able to use their microphones or web cameras.

The events are taking place on the following dates:

- Tuesday 14 December 2021 – 2pm - 3.30pm
- Tuesday 11 January 2022 – 7pm - 8.30pm

Instructions about how to join the webcast events, including joining links, are available on our [website](#).

### [Join our online consultation events](#)

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You are receiving this as a stakeholder of Transport East. To sign up to regular updates from Transport East visit [Contact - Transport East](#)

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**Subject:** Fwd: Breckland Council Statement of Community Involvement Consultation  
**From:** Parish Clerk - GWPC <greatwitchinghamparishcouncil@gmail.com>  
**Date:** 30/11/2021, 12:24  
**To:** Bridget Wright <bridget.wright@talktalk.net>, Jo Mckenzie <jomckenzie64@gmail.com>, Tracey Buckenham <tracey\_buckenham@me.com>  
**CC:** Jo Mckenzie <jomckenzie64@gmail.com>, Tracey Buckenham <tracey\_buckenham@me.com>

Hello all

As the consultation expires before the scheduled next meeting please let me have comments, if any before 15 December. Thanks

Kind regards  
Mrs Patricia Kirby  
Clerk to Gt Witchingham Parish Council  
128 Fakenham Road, Taverham, Norwich NR8 6QH

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----- Forwarded Message -----

**Subject:** Breckland Council Statement of Community Involvement Consultation  
**Date:** Mon, 22 Nov 2021 15:41:24 +0000  
**From:** Planning Policy Team <[Planning.PolicyTeam@breckland.gov.uk](mailto:Planning.PolicyTeam@breckland.gov.uk)>

#### Statement of Community Involvement Consultation 22<sup>nd</sup> November- 7<sup>th</sup> January

We want to make it as easy as possible for people to get involved in the planning process. That's why we're asking you about our draft SCI. It contains details of how we plan to work positively and proactively with our communities to ensure their voices are heard.

The SCI also sets out how we plan to make sure you can access the right information as easily and early as possible to help you come to your own conclusions.

We're committed to ensuring you know what we're doing – we strive to be clear and transparent in our processes – and the SCI reflects this too.

We'll take on board your comments on the draft SCI before bringing a final version before our council to be adopted. We will comply with the new SCI when preparing plan-making documents and when determining planning applications.

The documents referred to above may be viewed on the Council's web site <https://www.breckland.gov.uk/article/18256/Consultation-on-the-council-s-Statement-of-Community-Involvement> or at the Council's main office: Breckland Council, Elizabeth House, Walpole Loke, Dereham, Norfolk, NR19 1EE.

#### What happens next

After the consultation period ends, we will consider your comments and make appropriate changes to the SCI before we adopt it. Once adopted, which we expect to happen in January 2022, the revised SCI, along with a consultation statement and a consultation summary report, will be published on our Breckland Council website shortly afterwards.

Further information can be obtained by contacting the Programme Officer: [programme.officer@breckland.gov.uk](mailto:programme.officer@breckland.gov.uk). Comments on the document should be submitted by email to [planning.policyteam@breckland.gov.uk](mailto:planning.policyteam@breckland.gov.uk).

Please visit the Council's main office in Dereham for paper forms. Representations should be made between 22<sup>nd</sup> November and 7<sup>th</sup> January at 5pm. Representations received after this date will not be accepted.

We hope you find the time to respond to this important consultation and we look forward to hearing from you.

For further information please contact a member of the Planning Policy Team.

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