
SOUTH WEST OF SCOTLAND TRANSPORT PARTNERSHIP

Meeting of Friday, 27th June, 2025
at 10.30 am in Council Hall - English Street, Dumfries

Members of the Board

John Campbell (Chair)	Dumfries and Galloway Council;
Karen Jackson (Vice Chair)	South of Scotland Enterprise;
Jim H Dempster	Dumfries and Galloway Council;
Ivor Hyslop	Dumfries and Galloway Council;
Stephanie Mottram	NHS Dumfries and Galloway;
Willie Scobie	Dumfries and Galloway Council;
Keith Walters	Dumfries and Galloway Council;

Simon Bradbury
Lead Officer, South West of Scotland Transport Partnership

SOUTH WEST OF SCOTLAND TRANSPORT PARTNERSHIP

Meeting of Friday, 27th June, 2025
at 10.30 am on Council Hall - English Street, Dumfries

1. **SEDERUNT AND APOLOGIES**
2. **DECLARATIONS OF INTEREST**
3. **MINUTE OF PREVIOUS MEETING - 28 MARCH 2025** 7 - 12
FOR APPROVAL.
4. **MINUTE OF PREVIOUS MEETING - 6 JUNE 2025** 13 - 16
FOR APPROVAL.
5. **LOCAL BUS NETWORK UPDATE**

Copy to Follow
6. **ACTIVE TRAVEL BEHAVIOUR CHANGE FUND 2025/26** 17 - 38

Members of the Board are asked to: (1) note the outcomes of the 2024/25 programme and the continued evolution of the funding model; and (2) note progress in the delivery of the 2025/26 programme outlined in the report.
7. **SOLWAY COAST AND MARINE PROJECT UPDATE** 39 - 46

Members of the Board are asked to: (1) agree to receive a presentation from Dumfries and Galloway Council Countryside Team Leader on the successful Solway Coast and Marine Project (SCAMP) – Landscape Connections project submission; (2) note £200K funding required for match funding for the next stage in Design development of the Gretna to Stranraer Coastal Path; and (3) agree a progress update for the SCAMP project to be brought to the SWestrans board every six months.
8. **REGIONAL TRANSPORT STRATEGY 2025 / 2026 DELIVERY PLAN** 47 - 86

Members of the Board are asked to: (1) consider the actions and interventions in the RTS Delivery Plan 2025/26; and (2) agree the SWestrans RTS Delivery Plan 2025/26.
9. **TRANSPORT FOCUS - YOUR BUS JOURNEY SURVEY 2024** 87 - 234

Members of the Board are asked to: (1) note the findings of the Your Bus Survey 2024; and (2) note the areas of improvement identified for the Dumfries and Galloway bus network on the basis of the results.

10. RAIL UPDATE 235 - 238

Members of the Board are asked to note the updates on: (1) Programme for Government 2025-26; (2) Rail timetable changes; (3) Lockerbie Station refurbishment; and (4) West Coast Main Line rolling stock overhaul.

11. REVENUE BUDGET OUTTURN REPORT 2024/25 239 - 242

Members of the Board are asked to note the financial outturn for 2024/25 and that a break-even position was achieved.

12. UNAUDITED ANNUAL ACCOUNTS 2024/25 243 - 270

Members of the Board are asked to note the unaudited Annual Accounts for the financial year ended 31 March 2025 which will be submitted to the Board's external auditors for review.

13. SWESTRANS CAPITAL PROGRAMME OUTTURN REPORT 2024/25 AND CAPITAL PROGRAMME 2025/26 UPDATE REPORT 271 - 280

Members of the Board are asked to: (1) note the 2024/25 Outturn Position of the Capital expenditure allocation to SWestrans, included within Table 1; (2) note the Capital Programme for 2025/26 to 2027/28 as outlined in the report and included in Table 2; and (3) approve funding for the Gretna to Stranraer Coastal Path in 7.6 and the Lochmaben to Lockerbie Path Stage 0-2 Feasibility Study in 7.7.

14. INTERNAL AUDIT ASSURANCE FOR 2024/25 AND PLAN FOR 2025/26 281 - 288

Members of the Board are asked to: (1) receive the Internal Audit Manager's assurance report for 2024/25; and (2) note and comment on the planned work for 2025/26

15. OBSERVERS UPDATE 289 - 298

Members of the Board are asked to:- (1) agree the refresh of the SWestrans' Guidance for Observers (Appendix); (2) thank former observers June Hay, Hugh McCreadie, Alasdair Marshall, Fraser Smith and Emma Watson for their valued contributions to the SWestrans board over many years; (3) agree to appoint Luke Graham, Max Heughan, Douglas Kirkpatrick and Stewart Walker as observers to the SWestrans board for a period of four years; and (4) note that it is anticipated that there may be a further

observers update report presented at the September board meeting.

16. CALENDAR OF MEETINGS FOR 2026

299 - 300

Members of the Board are asked to agree the Calendar of Meetings as set out at paragraph 3.2.

**17. ANY OTHER BUSINESS DEEMED URGENT BY THE CHAIR
DUE TO THE NEED FOR A DECISION**

**18. EXCLUSION OF THE PRESS, MEMBERS OF THE PUBLIC
AND OBSERVERS**

It is recommended that Members of the Board agree to consider the following item of business in private and exclude the Press, members of the public and Observers from the meeting given that the report contains confidential or exempt information in respect of paragraphs 6,8 and 9 of Schedule 7A of the Local Government (Scotland) Act 1973.

19. LOCAL BUS NETWORK PROCUREMENT UPDATE

Circulated to Board Members only – Copy to Follow.

Simon Bradbury
Lead Officer
South West of Scotland Transport
Partnership

Claire Rogerson
Secretary
South West of Scotland Transport
Partnership

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SOUTH WEST OF SCOTLAND TRANSPORT PARTNERSHIP

Meeting of Friday, 28th March, 2025
at 10.30 am in Council Hall - English Street, Dumfries

Present**Members**

John Campbell (Chair) – Dumfries and Galloway Council;
Karen Jackson (Vice-Chair) – South of Scotland Enterprise
Jim H Dempster – Dumfries and Galloway Council;
Willie Scobie – Dumfries and Galloway Council;
Keith Walters – Dumfries and Galloway Council;
Andrew S Wood – Dumfries and Galloway Council;

Officials

Simon Bradbury – Lead Officer
Claire Rogerson – Secretary to the Board
Kirsty Dunsmore – Policy and Projects Officer
Grant Coltart – Interim Transportation Manager
Peter McCormick – Policy and Projects Officer
Linda Richardson – Public Transport Officer
Janet Sutton – Finance Officer

Apologies

Stephanie Mottram – NHS Dumfries and Galloway

Observers

Laura Moodie – D&G Bus Users Group

In Attendance

Peter Lindsay – Audit Scotland
Jenny Linehan – Scottish Borders Council

Minutes		Minutes
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1 SEDERUNT AND APOLOGIES

5 Board Members present, 1 apology and 1 not present at the start of the meeting.

1 Board Member present at Dumfries and Galloway Council headquarters being John Campbell.

4 Board Members attended online via MS Teams being:- Jim Dempster, Willie Scobie, Keith Walters and Andrew Wood as agreed by the Chair.

2 DECLARATIONS OF INTEREST

NONE declared.

3 MINUTE OF MEETING ON 31 JANUARY 2025

Decision

APPROVED.

4 UPDATE ON THE CONVENTION OF THE SOUTH OF SCOTLAND ON 10 MARCH 2025

BOARD MEMBER – Karen Jackson joined the meeting – 6 Board Members present.

Decision

The Board:-

4.1 **THANKED** Cllr Jenny Linehan, Portfolio Holder of Environment and Transport at Scottish Borders Council, and Chair of the Strategic Action Group for Transport for the Convention of the South of Scotland (COSS) for attending online to present the item; and

4.2 **NOTED** the discussion at the COSS session and the draft outcomes identified.

5 EXTERNAL AUDIT PLAN 2024/25

Decision

The Board **NOTED** and commented on the external audit plan for 2024/25 as in the Appendix of the report.

6 DRAFT REVENUE EXPENDITURE BUDGET 2025/26

Minutes		Minutes
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Decision

The Board **AGREED** the draft revenue budget for 2025/26 as set out in Table 1 of the report.

7 ACTIVE TRAVEL FUNDING

Decision

The Board **NOTED**:-

7.1 the strong demand for behaviour change funding from the local community and the collaborative working done across Dumfries and Galloway Council; and

7.2 the current work undertaken to allocate the funding to appropriate projects.

8 OBSERVERS UPDATE

Decision

The Board **NOTED** that an update of Observers is being undertaken and that the Secretary would report to the board in June.

9 SWESTRANS BUSINESS PLAN 2025/26

Decision

The Board:-

9.1 **REVIEWED** and provided comments on the content of the proposed Business Plan 2025/26; and

9.2 **APPROVED** the Lead Officer to amend the draft considering any comments and finalise for publication and circulation.

10 SWESTRANS ANNUAL REPORT 2023/24

Decision

The Board:-

10.1 **AGREED** the SWestrans Annual Report for 2023/24 attached as the Appendix to the report for submission to Scottish Ministers;

10.2 **PROVIDED** comments on what information they would like included in the Annual Report for 2024/25; and

10.3 **FURTHER REQUESTED** that Transport Scotland be invited to attend a future board meeting about the A75, A76 and A77 routes through the region.

Minutes		Minutes
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11 EQUALITIES REPORTING

Decision

The Board **NOTED**:-

11.1 SWestrans duties under the Equality Act 2010 and the Equality Act 2012 (Scotland) Specific Duties Regulations;

11.2 the SWestrans Equalities Mainstreaming Report 2025 at Appendix 1 of the report; and

11.3 **REVIEWED** and **AGREED** the draft SWestrans Equality Outcomes for 2025-2029 at Appendix 2 of the report.

12 SUSTAINABLE TRAVEL, REDUCING CAR KM - AUDIT SCOTLAND REPORT

Decision

The Board:-

12.1 **NOTED** the Audit Scotland Report on Sustainable Travel and would await further updates on the implementation of the report's recommendations; and

12.2 **AGREED** to work towards the target of 20% reduction of car km by 2030 through the implementation of the Regional Transport Strategy priority 9.1 and that the board would be updated on action and progress.

13 ANY OTHER BUSINESS DEEMED URGENT BY THE CHAIR DUE TO THE NEED FOR A DECISION

Decision

NOTED that there was no item of business deemed urgent by the Chair due to the need for a decision.

14 EXCLUSION OF THE PRESS, MEMBERS OF THE PUBLIC AND OBSERVERS

Decision

The Board **AGREED** to consider the following items of business in private and exclude the Press, members of the public and Observers from the meeting given the report contains confidential or exempt information in respect of paragraphs 6 and 9 (item 15) and paragraphs 6, 8 and 9 (item 16) of Schedule 7A of the Local Government (Scotland) Act 1973.

15 BUS NETWORK - HOMOLOGATED DECISION

Minutes		Minutes
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Summary of Report – This report provided the Board with details regarding a decision taken under the provisions of Standing Order 19 which allows for delegation to the Lead Officer in matters of special importance or urgency.

Decision

The Board homologated the decision of the Lead Officer, following consultation with the Chair and Vice-Chair on 13 February 2025, to adopt the Competitive Procurement with Negotiation (CPN) model for the bus network procurement process.

16 LOCAL BUS NETWORK PROCUREMENT UPDATE

Summary of Report – This report provided an update on progress since the last Board meeting with the process of procuring the Local Bus Network and the School Network, and also set out key priorities and next steps over coming months ahead of the commencement of new contracts in early August.

Decision

The Board:-

16.1 **NOTED** the progress made in the bus network procurement project since the last Board meeting;

AGREED

16.2 the proposed procurement approach and the proposed commencement of the process for the bus network in early April, with the changes described at 3.13 of the report;

16.3 the proposal for an additional SWestrans Board meeting to be held in late May / early June to approve the proposed changes to the bus network on the basis of the tender returns and evaluation; and

16.4 **PROVIDED** feedback on the overall direction and progress with the project and the next steps ahead of the next Board meeting.

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Minutes		Minutes
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SOUTH WEST OF SCOTLAND TRANSPORT PARTNERSHIP

Meeting of Friday, 6th June, 2025
at 2.00 pm in Council Hall - English Street, Dumfries

Present

Members

John Campbell (Chair) – Dumfries and Galloway Council;
Karen Jackson (Vice-Chair) – South of Scotland Enterprise;
Richard Brodie (substitute) – Dumfries and Galloway Council;
Ivor Hyslop – Dumfries and Galloway Council;
Stephanie Mottram – NHS Dumfries and Galloway;
Willie Scobie – Dumfries and Galloway Council;
Keith Walters – Dumfries and Galloway Council;

Officials

Simon Bradbury – Lead Officer
Claire Rogerson – Secretary to the Board
Karen Brownlie – Interim Assistant Director Transport and Infrastructure
Gordon Bryce – Transport and Operations Manager
Rebecca Scott – Procurement Category Manager

Apologies

Jim H Dempster – Dumfries and Galloway Council;

In Attendance

Sean Marshall – Dumfries and Galloway Council

Minutes		Minutes
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1 SEDERUNT, APOLOGIES AND CHAIR'S APPROVAL OF MEMBERS' REMOTE PARTICIPATION

PROCEDURE – The Board were advised by the Secretary that following the resignation of Andrew Wood from the Board on 29 May 2025, that Ivor Hyslop, formerly a substitute board member, had filled this vacancy as of 4 June 2025. There remains a vacancy for a substitute board member.

7 Board Members present and 1 apology, noting that Richard Brodie was attending as a substitute on behalf of Jim Dempster.

3 Board Members present in the Council Hall, English Street, Dumfries being:- John Campbell, Ivor Hyslop and Willie Scobie.

4 Board Members attended online via MS Teams being:- Karen Jackson, Richard Brodie, Stephanie Mottram and Keith Walters, as agreed by the Chair.

It was noted that Sean Marshall, a substitute Board Member, was in attendance as an observer, and would not participate in discussions.

2 DECLARATIONS OF INTEREST

NONE declared.

3 ANY OTHER BUSINESS DEEMED URGENT BY THE CHAIR DUE TO THE NEED FOR A DECISION

Decision

NOTED that there was one item of business deemed urgent by the Chair due to the need for a decision; being Local Bus Operator Update. Given the subject matter it was to be taken as exempt, after the exclusion of the Press, members of the public and Observers, and after item 5.

4 EXCLUSION OF THE PRESS, MEMBERS OF THE PUBLIC AND OBSERVERS

Decision

The Board **AGREED** to consider the following items of business in private and exclude the Press, members of the public and Observers from the meeting given the reports contains confidential or exempt information in respect of paragraphs 6, 8, and 9 (for both reports 5 and 3) of Schedule 7A of the Local Government (Scotland) Act 1973.

5 LOCAL BUS NETWORK PROCUREMENT

Minutes		Minutes
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Summary of Report – The report updated the Board on progress with the procurement process for the Local Bus and School Network and sought approval to award contracts for the subsidised local bus network which would operate from 7 August 2025.

Decision

The Board:

5.1 **NOTED** the progress made in the bus network procurement project since the last Board meeting;

AGREED

5.2 the recommendations set out within the Contract Authorisation Report at Appendix 1 of the report;

5.3 the recommendations to utilise DGC buses as an operator of last resort for the routes and indicative costs as set out in paragraph 3.2 of the report;

5.4 the proposed changes to services and timetables set out in paragraph 3.6 of the report, as a result of variant bids and bundled routes.

DISSENT – Willie Scobie requested that his dissent be recorded in respect of the decision at 5.3 above, having failed to secure a seconder for his motion to remove “as an operator of last resort” from the decision.

BOARD MEMBER – Karen Jackson left the meeting – 6 Board Members present.

3. LOCAL BUS OPERATOR UPDATE

Summary of Report – This report provided an update to the board following the announcement that a local bus operator intended to close both their Dumfries and Stranraer depots and had subsequently de-registered services. This included an update on implications as well as work underway to mitigate the impact on the network.

The report was presented as an urgent item due to the need to update the board on a fast-moving situation and should not wait until the next scheduled meeting on 27 June 2025.

BOARD MEMBER – Stephanie Mottram left the meeting – 5 Board Members present.

Summary of Decision

The Board **NOTED** the implications of the withdrawal of the local bus operator in Dumfries and Galloway and the mitigation measures in place to continue operation of the commercial services.

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ACTIVE TRAVEL BEHAVIOUR CHANGE FUND 2025/26

1. Purpose for Report

1.1 This report provides the Board with a progress status for the projects and programmes included within the 2024/25 SWestrans Active Travel Behaviour Change Programme. The report also provides an update on the proposed 2025/26 SWestrans Active Travel Behaviour Change programme.

2. Background

2.1 This report provides further detail of the delivery of the 2024/25 SWestrans Active Travel Behaviour Change programme and Dumfries and Galloway Council's Local Authority Direct Award (LADA), that was pooled to provide a single fund. While this was the first year of the new funding model, there was an element of business as usual due to the short notice of this fund, with national providers being defunded and approaching us for funding. During this time, community funding was also available through Paths for All and Bikeability was funded through Cycling Scotland by Transport Scotland.

2.2 In 2025/26, the LADA has been renamed by Transport Scotland as the People and Place LADA. The funding will be used to deliver the Dumfries and Galloway Council's Active Lives Pathway programme and Schools Cycle Parking programme as approved at Economy and Infrastructure Committee on 15 April 2025. Additional funding for school cycle parking will come from the SWestrans People and Place Programme. Transport Scotland continues to fund Cycling Scotland to support Bikeability.

3. Overview of 2024/25 Active Travel Behaviour Change Programme

3.1 Given the short notice of the new funding model from Transport Scotland the majority of the bids were from national providers that had previously been funded by Transport Scotland, directly looking to retain existing workforce within the region. SWestrans also funded two additional national partner organisations to return to the region. These were Cycling UK and Paths for All.

The bids received and progressed were as follows:

1. IBike Communities, Sustrans - Supporting social prescribing, community projects and infrastructure development.
2. Rock up and Ride Scottish Cycling – cycle club support
3. Dalbeattie E-bike Project - Social prescribing of active travel and support for the Rocks and Wheels Project.

4. Cycle Friendly Schools, Cycling Scotland – School cycling parking grants and support for schools
5. Cycle Friendly Workplaces, Cycling Scotland – Workplace and Community cycle parking and grant support.
6. Connecting Communities Project and Bike Library, Cycling UK - Community group support and the provision of bikes for all abilities
7. NVLT Community Cycling Project - development of Closeburn cycle project in support of Closeburn active travel link.
8. Active Lives Pathway - embedding active travel into delivery of activities and social prescribing
9. Bikeability Expansion
10. Paths for All Workplace Programme

Example case studies are attached as **Appendix 1**.

3.2 A detailed monitoring and evaluation report on the programme is currently being prepared for submission to Transport Scotland by 1 July 2025.

4 SWestrans Behaviour Change Programme 2025/26

4.1 Year Two Programme 2025/26

The 2024/25 change in approach to funding for behaviour change and infrastructure had a significant impact on all the national partner organisations. It is now evident that this impact is still shaping what they will become as they adapt to the new funding model. As they contract many are no longer able to provide the wider support that they used to, making the paid offer less attractive. SWestrans has therefore only provided funding this year for national partners that continue to offer additional value. Also, where possible SWestrans is funding local communities directly rather than routing funding through national partners, as was the case in 2024/25.

4.2 The programme for 2025/26 is detailed in Table 1 below:

Name	Description
Auchencairn Climate Transition	Ongoing Bike Project previously funded nationally awarded
Annan History Town	History walks information panels and interactive guide awarded

Cross Micheal CC	Wider community support to infrastructure project details to be agreed
Creative Stranraer Wheels Water and Wellbeing Festival	Creative Stranraer Wheels Water and Wellbeing Festival 6 June 2025 awarded
Reuse Shop Stranraer	Support for training a bike mechanic for bike recycling and community cycle training
Heathhall Community Centre	Local walking gamification awarded
Kirkconnell & Kelloholm Development Trust	Provision of disability cycling equipment - discussion about how best to provide these is currently ongoing
Keir Penpont Tyron Development (KPTD) Trust	Events, equipment and Training to support the use of the new Penpont to Thornhill active travel route
Wigtownshire Stuff	Provision of disability cycling equipment and staff support
Let's Get Sporty	Local balance bike programme in support of the Council Programme
The Depot formally Massive Out poring of Love (MOOL)	In principle agreement to support mobility hub development in Dumfries and provision of support for wider programme delivery expanding into high Scottish Index of Multiple deprivation (SIMD) areas of Dumfries
Nith Valley Leaf Trust	Continued funding of local cycle hub with a focus this year on activities
Wheels of Fleet	Community Cycling Project.
Summerhill community Centre	Community Cycling Project
Sustrans IBike Programme	Continued support of the schools and community lead projects.
Play on Pedals	Council Balance Bike Programme across the region
Dalbeattie E-bikes	As funding bid to Transport Scotland
Cycling Scotland	Cycle parking and training support
Mobility hubs Dumfries and Galloway Council	Contribution in support of the Council's LUF Fund
Realtime and Route Optimisation	Contribution in support of the Council's LUF Fund

Table 1 – SWestrans People and Place Behaviour Change Programme 2025/26

4.3 SWestrans' Active Travel Behaviour Change Projects were selected from a grant application process prioritising local delivery and employment and potential legacy as well as the specific criteria of the fund. The main reasons for rejection were:

- Eligibility – some projects were ineligible due to being infrastructure focused, therefore we have signposted them to other funding where possible.
- Duplication / alignment to core programme – a number of applications came from community groups wanting to do work that was already delivered by the council, such as Bikeability. In some cases, we have been able to partially fund them to support these programmes, as national partners also have an overlap in offer.
- Scale and Impact and Affordability – some bids for large scale projects could have added benefit if significantly extra funding had been available.

4.4 SWestrans has also worked closely with Dumfries and Galloway Council and the NHS Dumfries and Galloway, to ensure they are consulted on the projects to be funded. SWestrans has engaged with the council and NHS on how the national providers' offer has been developed, ensuring integration with their programmes.

4.5 SWestrans made efforts to ensure that proposals were appropriate to the location and were not duplicating other programmes. National providers were only funded where they were seen to bring additional value to the region, beyond what was directly funded, such as support for the National Cycle Network (NCN) or providing other local funding or specialist input. SWestrans will continue to work with all the funded projects to coordinate delivery, with regular group meetings. All grantees are required to report quarterly on progress and provide monitoring and evaluation of the project on completion. SWestrans is also in discussion with a number of community groups, as to how their work can be supported either directly or through the ongoing programme. Due diligence has now been carried out on subsidy control and grant awards are being rolled out.

5. Implications	
Financial	This programme leverages external funding, and regular reports will be brought to the Board on the progress with the programme during 2025/26.
Policy	This work fulfils SWestrans' policy objectives in the Regional Transport Strategy
Equalities	Enabling all to participate in active travel and travel choice and experience for those with protected characteristics.

Climate Change	Encouraging and enabling active and sustainable travel to enhance opportunity for increased uptake will have a positive impact on climate change.
Risk Management	Progression of the Behaviour Change Programme relates to two known risks: <ul style="list-style-type: none"> • R02 – Public image • R04 – Capital Funding.

6. Recommendations

Members of the Board are asked to:

- 6.1 note the outcomes of the 2024/25 programme and the continued evolution of the funding model; and
- 6.2 note progress in the delivery of the 2025/26 programme outlined in the report.

Report Author – Peter McCormick	Approved by: Simon Bradbury
Date of Report: 12/06/2025	Lead Officer
File Ref: SW2/Meetings/2025	South West of Scotland Transport Partnership
	Cargen Tower
	Garroch Business Park
	Dumfries
	DG2 8PN

Appendix 1 Cycling Scotland Monitoring and Evaluation Report

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Active Travel People and Place Programme: Evaluation Report

Name of Organisation	Cycling Scotland	Name of Project	Active Travel People and Place
		People and Place Theme	Schools and Young People; Workplaces; Accessibility and Inclusion

A. Description

A brief description of the project

This project has had 3 strands, Access to bikes for Young People, School Cycle Parking and Storage and Active workplaces.

Strand 1: Access to Bikes for Young People

This strand aligns with the People and Place theme, *Accessibility and Inclusion*. Cycling Scotland worked in partnership with, Wheatley South, Wheatley Foundation and Summerhill Community Centre. Through this programme 54 bikes including locks helmets and lights and 2 secure cycle stores, providing storage for 12 bikes, have been provided to young people who would otherwise not have access to a bike. Many of the young people reached by this programme are identified by community workers as vulnerable or disadvantaged in terms of affordability to own a bike. This programme providing access to a bike gives them the opportunity to experience the many benefits of cycling, including improved mental and physical health.

A course of cycle and maintenance training in Summerhill has also been delivered, where young people that have received a bike can access training and attend regular led bike rides in the community. As well as providing bikes, storage and training, bike marking kits and bike locks, have been provided in partnership with Police Scotland to help tackle a recent increase of bike thefts in Dumfries.

Strand 2: School Cycle Parking and Storage

This strand aligns with the People and Place theme, *Active Schools*. Cycling Scotland worked closely with Dumfries and Galloway Council providing guidance and expertise on cycle storage and parking facilities as well as bikes. Secure cycle and scooter parking has been installed at 6 schools and secure fleet bike storage has been installed at 3 schools, benefitting over 1,000 pupils. Engagement with these schools and other schools through the Cycling Friendly School Award highlighted the need for bikes in addition to cycle storage and parking requirements. Children and young people at 2 schools and 2 nurseries are benefitting from new bike fleets and 2 tricycles have been provided which will enable visually impaired pupils at Locharbriggs Primary to participate in cycling activities.

Strand 3: Active Workplaces

This strand aligns with the People and Place theme, *Active Workplaces*. A secure cycle store for 10 bikes has been provided with a maintenance stand and pump for staff and service users at the Oasis Youth Centre. These facilities will enable the 40 people who use the centre regularly to travel by bike and lock their bikes securely. Tools and equipment are available to maintain the bikes.

B. Method

Provide information on how you measured the impact of the project e.g participant surveys, online questionnaire etc

To assess the impact of this project a monitoring and evaluation framework was put in place at the outset. The project impact has been measured using information gathered on number of beneficiaries, current access to bikes as well as impact surveys carried out at the start of each project and at completion. The impact surveys gather information on number of people that have access to a bike, how many people currently cycle as well as any reported change in the following indicators:

- Cycling confidence
- Access to a bicycle
- Access to cycle parking or storage
- Sufficient access to other facilities
- Sufficient access to build skills.

The progress and outcomes for each project have been captured through interim and final reports which also gather information on the number and type of beneficiaries. A further impact report is due in September 2025.

C. Population Reached

The number and percentage of target population reached

Reach: Projects estimated they would support 1,464 people via the funding they received.

Recent census Data (Scottish Government, 2022) listed 145,770 people living in Dumfries and Galloway, 2.68% of the Scottish total.

Dumfries and Galloway Local Child Poverty Action Report 2022-2023, 6,841 children were estimated to be in poverty in the region a rate of 26.9%, 8th highest of the 32 local authority areas in Scotland.

Information on the beneficiaries of the project.

Beneficiary type	Number of partner organisations
Children and Young People	6
Women & girls	3
Unemployed	2
Urban communities	1
People affected by ill-health/disability	2
Carers	1
Families	2
Rural communities	5
Refugees & asylum seekers	4
Black & Ethnic Minorities	2

D. Timing

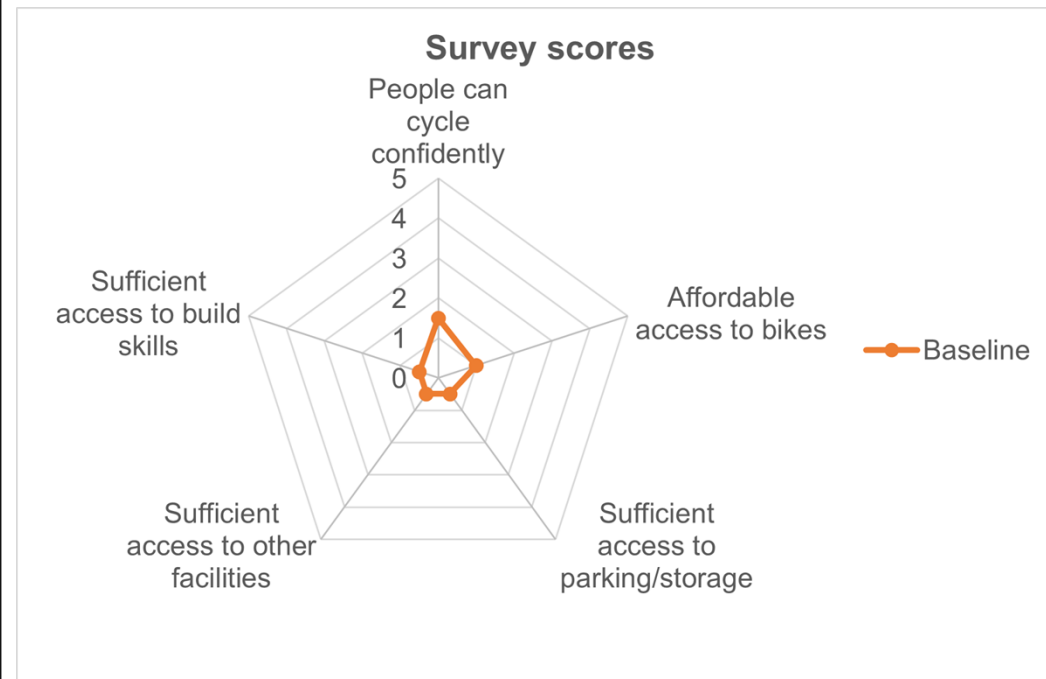
Timing of baseline and intervention outcomes measurement

A baseline impact survey was completed at application stage, between July and December 2024 with final impact survey carried out once projects were complete in March 2025.

E. Baseline

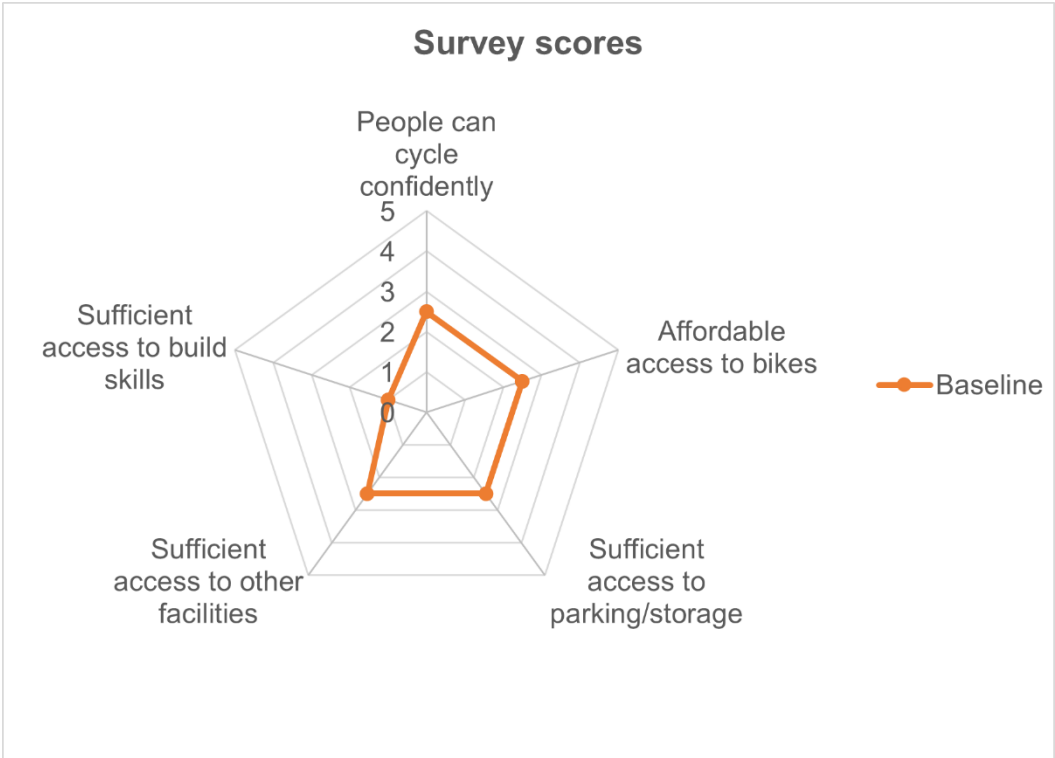
Provide baseline data under the People and Place Monitoring and Evaluation Framework plus any other relevant pre intervention data

Baseline survey results

Strand 1: Access to Bikes for Young People**Total numbers of people**

Question	Baseline
How many people currently cycle?	25
How many people have access to a bike?	120

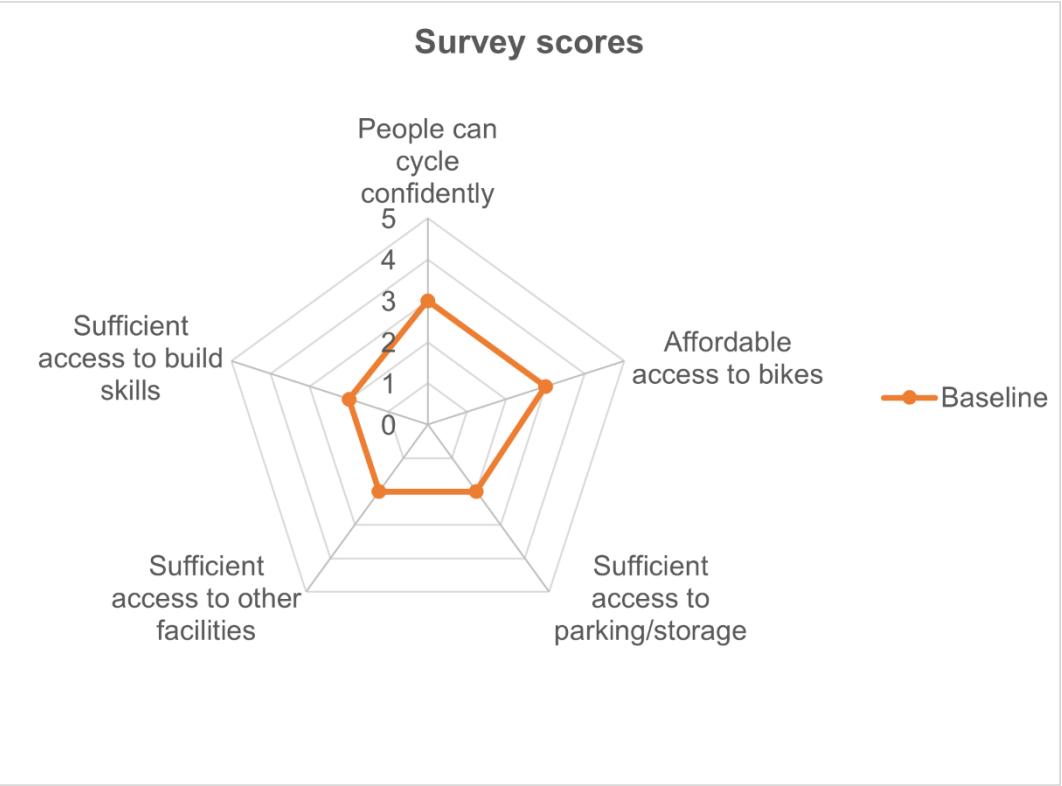
Strand 2: School Cycle Parking and Storage



Total numbers of people

Question	Baseline
How many people currently cycle?	152
How many people have access to a bike?	180

Strand 3: Active Workplaces



Total numbers of people

Question	Baseline
How many people currently cycle?	20
How many people have access to a bike?	40

F. Output

What was provided or delivered as part of the project eg reports, leaflets, bikes refurbished/distributed, events etc i.e

The following outputs were delivered by this project:

- 7 Secure cycle parking facilities
- 3 Containers for secure storage of school bike fleets
- 2 Secure cycle hangars
- 64 Bikes with helmet lights and locks
- 4 E-bikes with helmet lights and locks
- 6 Balance bikes with helmets
- 2 Tricycles
- 200 Bike marking kits
- 88 Bike locks
- 1 bike maintenance stand with pump

Output per strand

Strand1: Access to Bikes for Young People

- 50 bikes with helmet lights and locks
- 4 e-bikes with helmets lights and locks
- 200 Bike marking kits
- 50 Bike locks
- 2 secure cycle hangars

Strand 2: School Cycle Parking and Storage

- 6 secure cycle parking facilities
- 3 Containers for secure storage of school bike fleets
- 14 Bikes with helmet lights and locks
- 6 Balance bikes with helmets
- 2 Tricycles

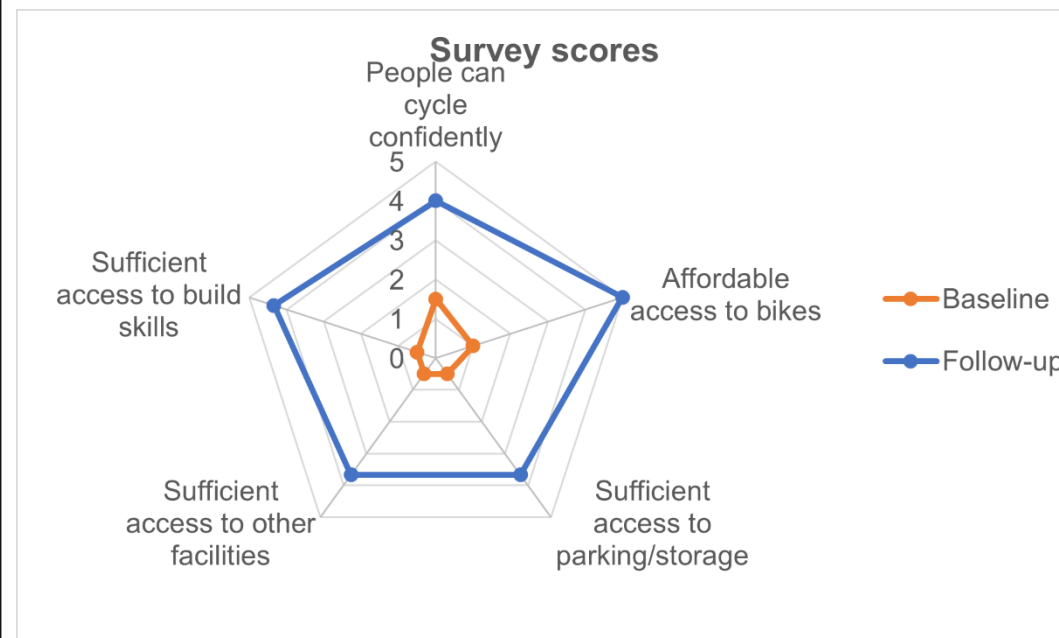
Strand 3: Active Workplaces

- 1 Secure cycle parking facility
- 1 Bike maintenance stand with pump
- 38 Bike locks

G. Outcomes

What your project outputs achieved in relation to project objective - The impact of the intervention as measured under the People and Place Monitoring and Evaluation Framework and other relevant post intervention data

Strand 1: Access to Bikes for Young People



Outcomes

- Increased access to affordable bikes
- Increased access to storage
- Increased cycling confidence and skills
- Increased access to other facilities
- Increase in people who currently cycle

The greatest impact of this programme has been the increased access to bikes, which is due to the provision of bikes to young people who would otherwise not have access to one. The increase in all other indicators is thanks to the well-rounded support provided to partner organisations and the support they have provided to the young people they work with.

Total numbers of people

Question	Baseline	Follow up
How many people currently cycle?	25	106
How many people have access to a bike?	120	240

Strand 2: School Cycle Parking and Storage

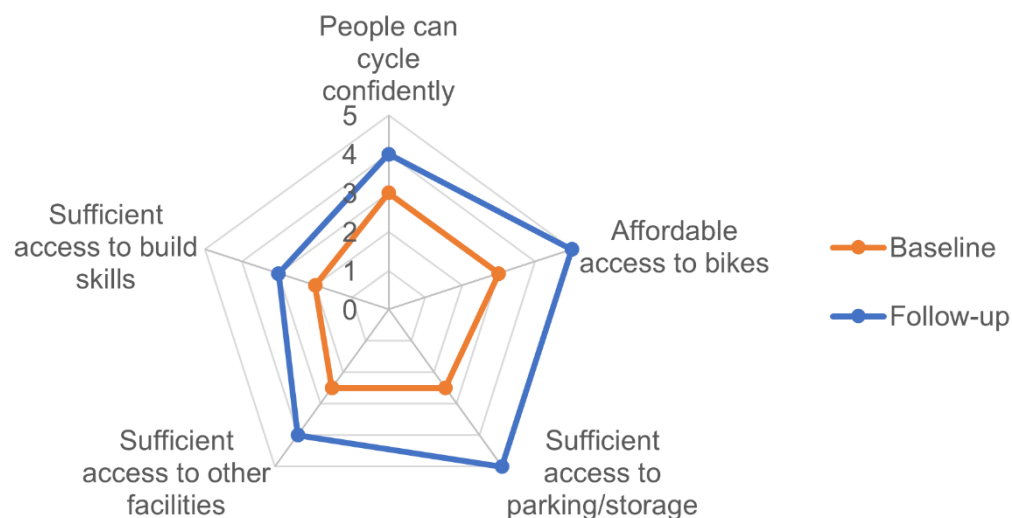
Outcomes

- Increased access to affordable bikes
- Increased access to storage
- Increased cycling confidence and skills
- Increased access to other facilities

Total numbers of people

Question	Baseline	Follow up
How many people currently cycle?	152	155
How many people have access to a bike?	180	180

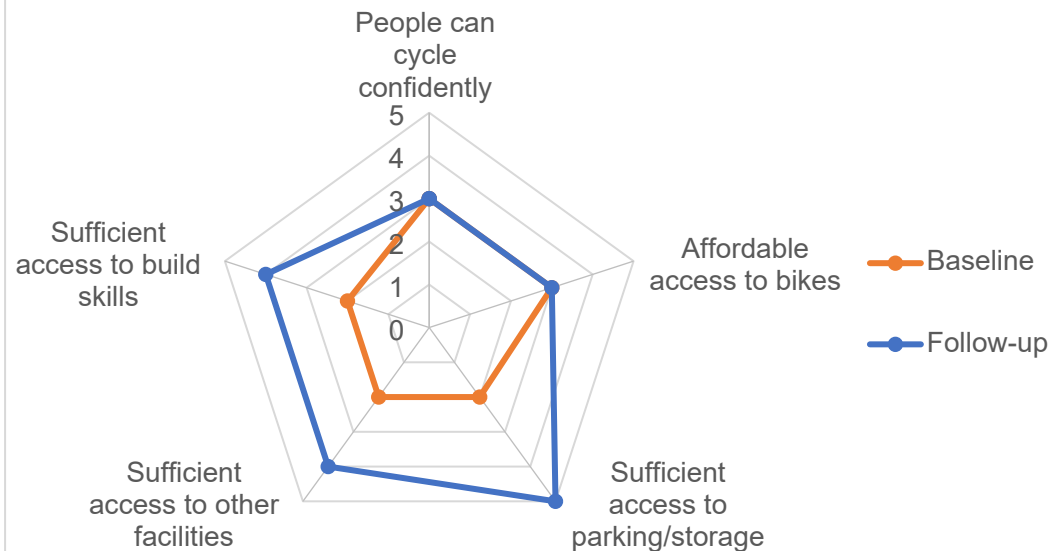
Survey scores



The greatest impact of this strand has been the increase in access to bikes and the increase in access to cycle storage. This is to be expected as the main intervention of this strand was the provision of secure cycle and scooter parking and storage facilities as well as the provision new bikes. The increase in other indicators is likely due to the use of the Cycling Friendly Award framework to provide tailored support and guidance to each school individually to encourage more pupils to travel to school by bike.

Strand 3: Active Workplaces

Survey scores



Total numbers of people

Question	Baseline	Follow up
How many people currently cycle?	20	20
How many people have access to a bike?	40	40

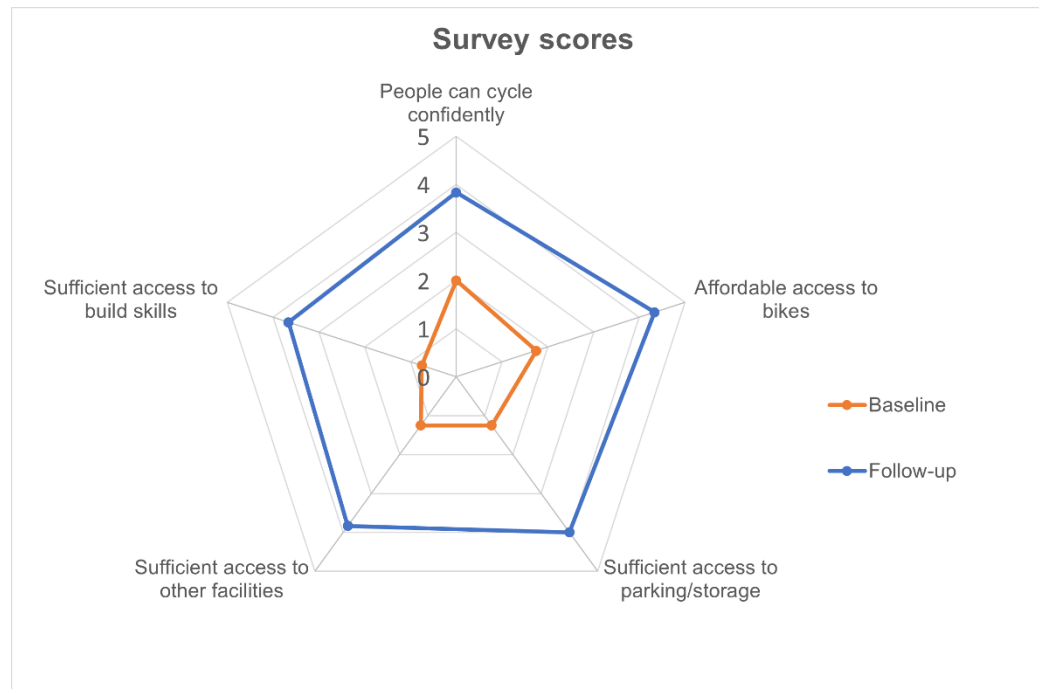
Outcomes

- Increased access to storage
- Increased access to build skills
- Increased access to other facilities

The greatest impact of this strand is the increase in access to storage or parking due to the provision of secure cycle parking facilities.

The increase in skills and access to other facilities is due to the provision of maintenance equipment and training.

Overall impact across all strands



Total numbers of people

Question	Baseline	Follow-up
How many people currently cycle?	197	281
How many people have access to a bike?	340	460

Outcomes

- Increased access to affordable bikes
- Increased access to cycle storage and parking
- Increase in cycling confidence and skills
- Increase in access to other facilities
- Increased number of people who currently cycle

By using a variety of approaches in different settings, based on previous successful initiatives, to reduce or remove common barriers to cycling there has been an increase in all indicators across strands, including an increase in the number of people who currently cycle. This will also lead to the project achieving the long-term objectives of increasing the number of journeys made by bike and more positive attitudes towards, and support for, cycling.

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H. Comment

Provide any useful additional data or reflections that could improve delivery of similar interventions in future

Working in partnership where Cycling Scotland can provide guidance and advice on cycling activities and engagement and partner organisations have local knowledge and experience working within their community has worked well. Each setting and community have different needs and concerns and by combining our expertise we have been able to tailor our output to meet the needs of each community.

Feedback from partner organisations

Wheatley South

What worked well?

Working with Summerhill. As a local group in the area, they had access to people, and knowledge. This made finding suitable people for the project a lot easier. It also was beneficial having their base within Dumfries, this allowed for storage of bikes as well as a central location for people to pick up the bikes.

Summerhill Community Centre

What worked well?

Youth cycle runs (night) to different parks and activities throughout Dumfries followed by evening supper

Family cycle rides followed by social cuppa back at hall

Bike Maintenance sessions - just basic knowledge

Road safety awareness using hi-vis and helmets

Using MUGA as learn to cycle and safe games area with bikes

What didn't work well?

Ensuring everyone understands road safety and risks

Youths challenging behaviour in road safety - delivery plan reorganised to quieter routes

Youths planning routes needed more research

Dumfries and Galloway Council Schools

What worked well?

We put out a survey to all schools to identify what cycle storage was currently in place and what their needs were. We used data from this survey along with other data available on how many young people currently cycled to school, how far pupils lived from the school and how many young people lived within a 1 mile radius to the school to prioritise schools to benefit from the funding. This piece of work really helped in identifying schools to benefit from the funding rather than just sending out the opportunity to apply for funding. An officer from the central education team supported schools with their applications and dealt with the paperwork and procurement side of administering this funding. This worked really well for the schools who are extremely busy and would have struggled to do this on their own. The coordinated approach to procurement also allowed the Council to ensure we were getting best value for the products being purchased. The support, knowledge and advice provided from Cycling Scotland was invaluable to this piece of work.

What didn't work well?

Some schools had already been contacted and asked to apply for the funding ahead of our survey going out and prioritisation. This resulted in some of the schools benefiting from the funding that were not identified as a priority. There were delays at the start of the project which meant that we were working very close up to the end of the financial year to identify suppliers and have the new infrastructure installed. This has given us some lessons learned about how to approach this type of work going forward in terms of engaging with the schools upfront and conducting site visits to gather the true needs of each school ahead of going out to procurement.

Cycle parking at Locharbriggs Primary and Lochmaben Primary



Cycle parking at St Teresa's Primary



Cycle parking at Twynholm Primary



SOLWAY COAST AND MARINE PROJECT UPDATE

1. Reason for Report

1.1 The Board will receive a full report in the **Appendix** and be asked to agree to a presentation from Dumfries & Galloway Council Countryside Team Leader on the successful Solway Coast and Marine Project (SCAMP) – Landscape Connections project submission.

1.2 The Board is asked to consider match funding of £200k for the Gretna to Cairnryan Coastal Path and coastal gateway sites from the SWestrans 2025/26 Capital Expenditure at the June 2025 Board Meeting

1.3 This is a follow up to the Board Paper from 29 November 2024, where the Board received an Outline Business Case for the Gretna to Stranraer Coastal Path. Once an outcome of the parent SCAMP Landscape Connections project submission to the National Lottery Heritage Fund was known, it was agreed to bring a paper back to the Board with options on possible funding for the next stage in the design process, perhaps towards an element of the link rather than a commitment for the whole 10-year project.

2. Background

2.1 Development of a coastal route along the North Solway in Dumfries and Galloway has been mooted for many years. It is the missing link between existing coastal routes in Cumbria and Ayrshire, and with investment and promotion, offers visitors and local residents the opportunity to experience the region's spectacular coastline, whilst simultaneously generating economic, health and environmental benefits. Much of the route is already designated as a core path, however there are gaps within the coastal core path network and still much work to complete on improving the standard of access infrastructure to meet public expectations of such a route. Access infrastructure improvements have been ongoing over the last six years, most notably on the Rhins of Galloway and various sites along the coast between Gretna and Cairnryan.

2.2 SCAMP Landscape Connections has been successful in being awarded a grant from the National Lottery Heritage Fund of £1.4million in development funding, ahead of a potential delivery grant of up to £6.4m. Led by Dumfries and Galloway Council, this long term, large-scale project is part of a 10-year strategic initiative supporting the UK's world-class landscapes. The grant will be used to plan a 'whole seascape approach' to protecting and developing the coast's natural and cultural heritage.

2.3 SCAMP Landscape Connections will be delivered over 10 years, starting with a two-year development phase working with local partners. Alongside protecting and

developing the seascape, the project will engage young people and communities with the coast, providing green job opportunities, training for nature and habitat restoration and improved accessibility. Access is a key part of this connected approach with the creation of a coastal trail and improvements to key coastal gateway site infrastructure.

3. Principles of the development

3.1 In the Regional Transport Strategy there is reference to the ‘promotion of walking, wheeling and cycling for travel & leisure and cycle-based tourism’. With the focus on our strategic objective being connectivity between communities:

Connecting Our Communities: facilitating walking, wheeling and cycling within villages and towns as well as providing active travel connections between them and to regional centres

Which then results in a two-pronged approach:

- Physical incremental improvements to existing active travel routes (including crossings, lighting, surfacing, obstructions, etc.)
- New bespoke routes for walkers, wheelers and cyclists

4. Delivery

4.1 The Solway Coast and Marine Project – Landscape Connections (SCAMP-Landscape Connections) in partnership with SWestrans and other partners, provides an ideal opportunity to maximise available resources to complete the remaining sections of the route and improve associated coastal infrastructure and realise the full economic potential benefit of connecting communities along the Dumfries and Galloway Coast and encourage more visitors to discover and explore the scenic north Solway coastline.

5. Consideration

5.1 Consider match funding for the Gretna to Cairnryan Coastal Path from the SWestrans Capital Expenditure 2025/26 at this 27 June 2025 Board Meeting.

5.2 Keep the Board updated on progress of the Gretna to Stranraer Path, being progressed by Dumfries and Galloway Council Environment Team.

6. Implications	
Financial	An incremental basis as opposed to long term commitment. This will be a decision for the Board
Policy	Fully aligns with Dumfries and Galloway Active Travel Strategy 2 and the approved Regional Transport Strategy.

Equalities	Accessibility will be considered throughout the project
Climate Change	Improving and expanding the coastal paths will support progress towards net zero in encouraging a reduction in car-based transport.
Risk Management	<p>There is a clear financial risk in a long term commitment but the Board is asked to consider a missing link. A large part of existing coastal paths are Core Paths and enshrined in law. Negotiations with remaining landowners are still ongoing. Flood Risk and coastal erosion have all been given due consideration and amendments identified and included in project costs.</p> <ul style="list-style-type: none"> • R03 Strategic Direction • R04 Capital Funding • R05 RTS Delivery

7. Recommendations

Members of the Board are asked to:

7.1 agree to receive a presentation from Dumfries & Galloway Council Countryside Team Leader on the successful Solway Coast and Marine Project (SCAMP) – Landscape Connections project submission;

7.2 note £200k funding required for match funding for the next stage in the Design development of the Gretna to Stranraer Coastal Path; and

7.3 agree a progress update for the SCAMP project to be brought to the SWestrans Board every six months.

Report Author – Grant Coltart
Date of Report: 03 June 2025
File Ref: SW2/Meetings/06/2025

Approved by: Simon Bradbury
Lead Officer
South West of Scotland Transport Partnership
Cargen Tower
Garroch Business Park
Dumfries DG2 8PN

Appendix – SCAMP Report including the Gretna to Stranraer Coastal Path.

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SOLWAY COAST AND MARINE LANDSCAPE CONNECTIONS PROJECT (SCAMP LANDSCAPE CONNECTIONS)

SOUTH WEST SCOTLAND COASTAL PATH

1. Reason for Report

1.1 To update the Board on -

- The development of the proposed South West Scotland Coastal Path to establish a continuous route from Gretna to Cairnryan.
- Outcome of the decision on the funding application to the National Lottery Heritage Fund for the Solway Coast and Marine Landscape Connections project (SCAMP Landscape Connections).

1.4 Outline the 2-year development stage for the South West Scotland Coastal Path and associated gateway infrastructure as part of the SCAMP Landscape Connections project.

2. Background

2.1 Development of a coastal route along the North Solway has been mooted for many years. It is the missing link between existing coastal routes in Cumbria and Ayrshire, and with investment and promotion, offers visitors and local residents the opportunity to experience the regions spectacular coastline, whilst simultaneously generating economic, health and environmental benefits.

2.2 Much of the route is already designated as a core path, however there are gaps within the coastal core path network and extensive access infrastructure improvements are still required.

2.3 The scale and extent of the route has required an incremental staged approach over the last decade as and when funds were available. Access infrastructure improvements have been focused on discrete sections over the last 5 years, most notably on the Rhins of Galloway and various sites along the coast between Gretna and Cairnryan on designated core paths.

2.4 To realise the ambition of creating a coastal route in Dumfries and Galloway will require strategic investment to undertake access infrastructure improvements that meet the standard expected by the public of a long-distance route.

2.5 Over the last 2 years Dumfries and Galloway Council's Environment team have been developing a landscape scale project on the north Solway. This is an ambitious project that builds on the region's rich natural capital of the coastal and marine environment, with a suite of projects that respond to the climate and nature crisis's that will bring sustainable economic, environmental and community benefits.

2.6 The Solway Coast and Marine Landscape Connections project (SCAMP Landscape Connections) will deliver a 10-year holistic seascape programme to understand, conserve and develop the potential of the natural, cultural and built heritage for the people of the Solway Firth.

2.7 SCAMP Landscape Connections will focus on a range of large-scale interventions and activities to deliver a coherent, and co-ordinated approach to reconnect people to the amazing Solway Firth seascape. SCAMP will leave the Solway Firth in a healthier condition, better understood, protected and will maximise the potential of the seascape to respond to today's nature and climate crises. Building on momentum and lessons learnt from recent successful large landscape scale projects, such as the Galloway Glens Landscape Partnership Scheme and the Rhins of Galloway Coast Path, SCAMP will foster an ambitious and proactive approach with communities, businesses and partners along the coastline. This will deliver tangible improvements for habitats, the wider seascape, local people and the economy. SCAMP aims to deliver benefits on a local level that will be able to inform and inspire regional and national discussions and activity.

2.8 The project has a focus on the coastline (nominally 1 mile inland and 3 miles out to sea).

2.9 The Solway Coast and Marine Landscape Connections project (SCAMP Landscape Connections) has a number of themes, of which one is access to the coast, this theme includes the South West Scotland Coastal Path and coastal gateway sites projects.

2.10 An application was submitted in November 2024 to the new Landscape Connections programme of the National Lottery Heritage Fund (NLHF). The application was successful, and SCAMP Landscape Connections is the first project to be awarded a grant under this new Landscape Connections programme fund in the UK.

3. Principles of the development

3.1 In the Regional Transport Strategy there is reference to the 'promotion of walking, wheeling and cycling for travel & leisure', leading to 'additional walking and cycle-based tourism'. With the focus on our strategic objective being connectivity between communities:

3.1.1 Connecting Our Communities: facilitating walking, wheeling and cycling within villages and towns as well as providing active travel connections between them and to regional centres.

Which then results in a two-pronged approach:

- Physical incremental improvements to existing active travel routes (including crossings, lighting, surfacing, obstructions, etc.)
- New bespoke routes for walkers, wheelers and cyclist

3.2 Tourism is a key economic sector in the South of Scotland, which has national growth potential. Dumfries and Galloway has a spectacular coastline, which includes three National Scenic Areas and a Biosphere. Visit Scotland identified that walking to explore the natural, cultural and historic environment as the number one activity for visitors to Dumfries and Galloway.

3.3 The development of a Dumfries and Galloway coastal path will:

- Develop the role of people and place within a high-quality environment-based economy in communities along the coast, Gretna, Annan, Dumfries, Kirkcudbright, Gatehouse of Fleet and Stranraer.
- Build on existing coastal infrastructure and the Dumfries and Galloway core path network

4. Delivery

4.1. SCAMP Landscape Connections has been successful in being awarded a grant from the National Lottery Heritage Fund of £1.4million in development funding ahead of a potential delivery grant of up to £6.4m. Led by Dumfries and Galloway Council, this long term, large-scale project is part of a 10-year strategic initiative supporting the UK's world-class landscapes. The grant will be used to plan a 'whole seascape approach' to protecting and developing the coast's natural and cultural heritage.

4.2 The total development delivery budget is £2.8million of which match funding has to date been secured from a number of sources including Solway Firth Partnership (in kind), Borderlands Innovation Zone, RSPB (in kind), Volunteers (in kind) Borderlands Inclusive Growth Deal - Natural Capital, SEPA -Water Environment Fund, Dumfries and Galloway Council, NatureScot, South of Scotland Enterprise, Holywood Trust.

4.2. SCAMP Landscape Connections will be delivered over 10 years, starting with a two-year development phase working with local partners. Alongside protecting and developing the seascape, the project will engage young people and communities with the coast, providing green job opportunities, training for nature and habitat restoration and improved accessibility.

4.3 Access is a key part of this connected holistic approach with the establishment of a coastal path and improvements to associated key coastal gateway site infrastructure.

4.4 The Solway Coast and Marine Project – Landscape Connections (SCAMP-Landscape Connections) in partnership with SWestrans and other partners provides an ideal opportunity to maximise available resources to complete the remaining sections of the coastal path and improve associated coastal infrastructure and realise the full economic potential benefit of connecting communities along the Dumfries and Galloway Coast and encourage more visitors to discover and explore the scenic north Solway coastline

4.5 Over the next 2-years of the development phase, projects will be refined, designed and costed to RIBA stage 4, if programmed to start within the first 2 years of delivery. The delivery stage of the project is over 8 years and gives some flexibility in a staged approach on path section delivery. The coastal path project will build on the information contained in the STANTEC business case report and LUC report on coastal gateway sites.

4.6 Key activities of the SCAMP Landscape Connections development stage for the coastal path and gateway sites will include the following -

- Route development, including community consultations, negotiations and agreements with landowners on coast path route and provide detailed design & costing work for access infrastructure required including directional and orientational signage.
- Identify and preparation of specifications and designs for fully accessible sections of coast path to key view points and places of interest.
- Develop designs and detailed costings for priority coastal gateway sites.
- Tender package preparation for projects in first two years of delivery phase preparation.

Report prepared 13 June 2025

Author - Bryan Scott

Countryside Development Officer
Environment Team
Economy and Infrastructure
Dumfries and Galloway Council

REGIONAL TRANSPORT STRATEGY 2025 / 2026 DELIVERY PLAN

1. Reason for Report

This report seeks the Board’s approval of SWestrans Regional Transport Strategy (RTS) 2025/26 Delivery Plan.

2. Background

2.1 The Board, at its meeting on 30 June 2023, agreed SWestrans’s Regional Transport Strategy 2023 to 2042 for submission to Scottish Ministers for approval.

2.2 At its meeting on 22 March 2024, the Board was advised that SWestrans’ RTS had received final approval from Scottish Ministers and officers would begin finalising the RTS Delivery Plan to bring to the Board at the 28 June 2024 meeting. On 28 June 2024, the SWestrans Board approved the Regional Transport Strategy 2023 to 2042 Delivery Plan.

2.3 This RTS Delivery Plan 2025/26 in the **Appendix**, sets out the key priorities that will be delivered across the course of the coming financial year in support of the Regional Transport Strategy.

3. Key Points

3.1 To guide the implementation of the RTS, it was determined that a Delivery Plan would be prepared to accompany the strategy.

3.2 The purpose of the Delivery Plan is to set out a series of actions, including an ongoing programme of physical and non-physical interventions, which will deliver the objectives defined in the RTS. The document attached as the **Appendix** to this report constitutes the second of the Delivery Plans that accompany the RTS. It will be reviewed and updated on a regular basis throughout the lifetime of the strategy as part of the ongoing monitoring process which will be undertaken every two years.

3.3 The interventions contained within the Delivery Plan are at a range of different stages in the project lifecycle from concept to construction, and regular review will enable their status to be updated accordingly. The Delivery Plan seeks to demonstrate delivery across the partners of the regional transport partnership, focussing particularly on actions delivered by SWestrans and Dumfries and Galloway Council, who are the key delivery authorities for many of the themes and priorities.

3.4 Members of the Board are asked to consider the actions and interventions in the RTS Delivery Plan and agree the Delivery Plan.

3.5 If the Board approves the RTS Delivery Plan 2025/26, it will go through a final design process and be added to the SWestrans web site.

4. Implications	
Financial	There are no financial impacts.

Policy	Policy implications are included within the RTS.
Equalities	An Equalities Impact Assessment was a critical element of the RTS and the agreed Equality Outcomes will guide delivery of the constituent themes and priorities.
Climate Change	A Strategic Environment Assessment was a critical element of the RTS. Climate issues are also a key focus of the RTS.
Risk Management	The need for a current RTS and Delivery Plan relates to a number of known risks: <ul style="list-style-type: none"> • R03 – Strategic Direction • R04 – Capital Funding • R05 – RTS Delivery • R07 – Revenue Funding
Impact Assessment	The report does relate to a change in policy, the formal adoption of a plan, and a full EqIA accompanied the RTS.

5. Recommendation

Members of the Board are asked to:

5.1 consider the actions and interventions in the RTS Delivery Plan 2025/26; and

5.2 agree the SWestrans RTS Delivery Plan 2025/26.

Report Author: Simon Bradbury Date of Report: 20 June 2025 File Ref: SW2/Meetings/2025	Approved by: Simon Bradbury Lead Officer South West of Scotland Transport Partnership Cargen Tower Garroch Business Park Dumfries DG2 8PN
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Appendix – SWestrans Regional Transport Strategy 2025/26 Delivery Plan



SWestrans REGIONAL TRANSPORT STRATEGY 2023-2042

Delivery Plan June 2025

Contents

1	Introduction.....	6
1.1	Background	6
2	Vision & Strategy Objectives.....	8
2.1	Vision.....	8
2.2	Strategy Objectives	9
2.3	RTS Themes	12
3	Actions	15
3.1	Overview.....	15
3.2	Delivery Plan	16

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Introduction

SWestrans Regional Transport Strategy

Delivery Plan

1 Introduction

1.1 Background

- 1.1.1 The South West of Scotland Regional Transport Partnership (SWestrans) has set out its Regional Transport Strategy (RTS) which provides a long-term, strategic framework for transport in the Dumfries and Galloway region. Its delivery will be dependent on a combination of actions by SWestrans, Dumfries and Galloway Council, South of Scotland Enterprise, NHS Dumfries and Galloway, and partnership working with other key industry bodies.
- 1.1.2 To guide the implementation of the RTS, a Delivery Plan will be prepared each year to accompany the strategy. The purpose of the Delivery Plan is to set out the programme of activity over the coming year that will support in the delivery of the RTS. This document provides a summary of the interventions that will be delivered during the period April 2025 to March 2026. The delivery plan will be reviewed and updated on an annual basis throughout the lifetime of the strategy, as part of the ongoing monitoring process which will be undertaken every two years.
- 1.1.3 The Delivery Plan should be read alongside the Annual Report, which details activity delivered in support of the RTS over the previous year. The 2024/25 SWestrans RTS Annual Report will be published in October 2025, after being presented to SWestrans Board in September 2025.
- 1.1.4 The interventions contained within the Delivery Plan are at a range of different stages in the project lifecycle from concept to construction and the regular review will enable their status to be updated accordingly.
- 1.1.5 All actions within the Delivery Plan are closely linked to the RTS priorities as well as being set within the context of the Vision,



Strategy Objectives and RTS Themes as set out in the following chapters.



Vision & Strategy Objectives

SWestrans Regional Transport Strategy

Delivery Plan

2 Vision & Strategy Objectives

2.1 Vision

- 2.1.1 The Regional Transport Strategy vision outlines what type of region we want Dumfries and Galloway to be along with how transport can help to facilitate that. It draws upon national, regional and local policy aspirations. It also provides an overarching context for the strategy objectives.

Vision:

The South-West of Scotland will be an inclusive, prosperous, and attractive place to live, work and visit, supported by an integrated and sustainable transport system that:

- reflects the needs of communities and expectations of people living, working and consuming in the region*
- is safe, affordable and accessible to all*
- allows healthier lifestyles*
- is resilient to climate change, supporting a contribution to net zero emission targets reflecting the regional circumstances*

2.2 Strategy Objectives

Strategy Objective 1 – To facilitate and encourage safe active travel (walking, wheeling, and cycling) for all by connecting communities and travel hubs



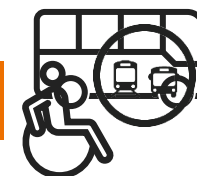
2.2.1 This strategy objective encompasses **sub-objectives** covering:

- Improvements to the physical environment for active travel for all groups
- Improve existing and provide new active travel connections, between settlements and linking transport hubs and communities
- Promotion of walking, wheeling and cycling for travel and leisure
- Wider access to bicycles and potentially micro-mobility

2.2.2 Meeting this Strategy Objective would lead to the following main **societal outcomes**:

- Improved public health due to increased levels of physical activity
- People taking advantage of new employment, education, training, and social / leisure opportunities provided by improved connectivity, supporting the region's economic opportunities
- Reductions in car travel as people switch from car to active travel, reducing emissions (carbon and pollutants), reducing noise etc.
- Additional walking and cycle-based tourism
- Supporting 'local living / liveability'¹ principles, including where practical communities which reflect the principles of the '20-minute neighbourhood' concept within our settlements

Strategy Objective 2 – To improve the quality and sustainability of public transport within, and to / from the region



2.2.3 This strategy objective encompasses **sub-objectives** covering:

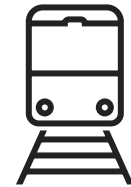
- Quality (actual and perceived), accessibility and comfort of vehicles
- Travel information provided to passengers
- Punctuality and reliability of services
- Facilities at halts and stations and passenger access for all groups

¹ The basic principle of 'local living' is providing people with the opportunity to meet the majority of their daily needs within a reasonable distance of their home. The concept is broader than the '20-minute neighbourhood' concept and reflects the need for a more flexible approach, particularly in more rural locations.

- The sustainability of the services in terms of human resources and financial support

2.2.4 Meeting this Strategy Objective would lead to the following main **societal outcomes**:

- Improved equality of access resulting in higher rates of uptake of employment, education, training and social / leisure opportunities amongst disadvantaged and minority groups
- Reductions in car travel as people switch from car to the higher quality public transport, reducing emissions (carbon and pollutants), reducing noise etc.
- Improved health and well-being, particularly for disadvantaged and minority groups



Strategy Objective 3 – To widen access to, and improve connectivity by public transport within and to / from the region

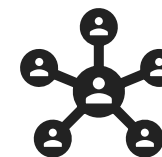
2.2.5 This strategy objective encompasses **sub-objectives** covering:

- Barriers to the use of public transport such as cost, physical access, personal security fears, safe access etc.
- Coverage of bus and rail services and infrastructure across the area
- Times of first and last services / days of the week operated
- Service frequencies
- Shorter, more reliable journey times
- Inclusive growth, access to education and employment as well as facilitating economic development

2.2.6 Meeting this Strategy Objective would lead to the following main **societal outcomes**:

- New travel opportunities for those without access to a car, those who would prefer not to use a car, or those that have been affected by barriers which have prevented them using public transport in full or in part
- People taking advantage of new employment, educational, training and social / leisure opportunities provided by improved connectivity, supporting the region's economic opportunities
- Reductions in car travel as people switch from car to public transport with resultant reductions in emissions (carbon and pollutants) and noise etc.
- Improved health and wellbeing
- Increased tourism

Strategy Objective 4 – To improve integration between all modes of travel and freight within and to / from the region



2.2.7 This strategy objective encompasses **sub-objectives** covering:

- Timetable integration between buses, and between buses and trains
- Travel planning and real time information provided to the public
- Ticketing arrangements and cost implications
- Bike / bus and bike / train travel
- Accessibility for all users to both transport infrastructure and vehicles
- Intermodal freight

2.2.8 Meeting this Strategy Objective would lead to the following main **societal outcomes**:

- New and improved travel opportunities for those without access to a car, those who would prefer not to use a car, or those that have been affected by barriers which have prevented them using public transport in full or in part
- People taking advantage of new employment / training, educational and social / leisure opportunities provided by improved connectivity, supporting the region's economic opportunities
- Reductions in car travel as people switch from car to public transport in full or in part, with resultant reductions in emissions (carbon and pollutants) and noise etc.
- Increased tourism



Strategy Objective 5 – To provide improved, reliable, resilient, and safe road-based connectivity for the movement of people and goods within the region, and to key locations including Glasgow, Edinburgh, Carlisle and Cairnryan

2.2.9 This strategy objective encompasses **sub-objectives** covering:

- Journey times
- Journey time reliability
- Network resilience to extreme weather / climate change adaptation and diversionary routes
- Road safety and perceptions of safety for all users

- Rest areas and secure parking for freight

2.2.10 Meeting this Strategy Objective would lead to the following main **societal outcomes**:

- Inclusive growth and facilitating economic development (including Cairnryan, Chapelcross etc.)
- Labour market efficiencies boosting economic growth
- Supply chain efficiencies – Cairnryan and other traffic
- Addressing perceptions of peripherality which will boost tourism, business investment and in-migration
- Increased active travel uptake where road safety and perceptions of road safety are improved for all users
- Reduced personal injury accidents (number and severity)
- Supporting the region's economic opportunities

Strategy Objective 6 – To reduce the negative impact of transport on the people and environment of the region



2.2.11 This strategy objective encompasses **sub-objectives** covering:

- Decarbonisation of the transport system
- Traffic reduction, particularly in communities affected by through traffic
- Road safety and perceptions of safety for all users
- The delivery of transport projects in a more sustainable way in terms of the physical environment
- Protect and enhance biodiversity and ecosystem services

2.2.12 Meeting this Strategy Objective would lead to the following main **societal outcomes**:

- Reduced carbon emissions and other atmospheric and non-atmospheric pollutants
- Reduced noise and vibration in affected communities
- Improved human health and wellbeing for all groups and ages
- Reduced personal injury collisions (number and severity)
- A sustainable transport system interconnected with a resilient and diverse natural environment
- Reductions in car travel as people switch from a car to active travel with resultant reductions in emissions (carbon and pollutants) and noise etc.

2.3 RTS Themes

2.3.1 Drawing upon the Strategy Objectives, a series of RTS Themes have been identified which ultimately form the foundation of the RTS by providing the outline of its structure. These are also closely related to the identified problems that underpin the RTS. The 10 RTS themes are:

- **1 - Enabling More Sustainable Development:** integrating land-use and transport planning, enabling access to developments for all groups by sustainable modes of transport, reducing the need to travel and facilitating an 'infrastructure first' approach to development
- **2 - Connecting Our Communities:** facilitating walking, wheeling and cycling within villages and towns as well as providing active travel connections between them and to regional centres
- **3 - Transforming Travel in Our Towns:** improving the public realm by reducing car dominance and delivering roadspace reallocation to prioritise buses and active travel
- **4 - Reducing the Negative Impact of Transport on Our Communities:** eliminating the negative impacts of through traffic on local settlements and supporting decarbonisation
- **5 - Enhancing Access to Transport Services:** providing safe and equal access to transport for all including vulnerable and minority groups by removing physical and non-physical barriers
- **6 - Sustainable and Extended Local and Regional Public Transport Connectivity:** extending the number of services and stops / stations on the public transport network
- **7 - Improving the Quality and Affordability of Our Public Transport Offer:** delivering affordable public transport solutions, enhancing the public transport infrastructure including accessible vehicles and stops as well as improving integration between services, information and ticketing provision
- **8 - Supporting Safe, Effective and Resilient Connections to Loch Ryan and Other Regional, National and International Locations:** enhancements to the strategic transport network that provides links to key economic destinations, gateways and development locations to increase efficiency and competitiveness
- **9 - Managing Our Car Traffic:** reducing car dependency and contributing to Scottish Government's target to reduce car km use by 20% by 2030 (measured in car km against a 2019 baseline) where possible and practical and subject to the updated route map to be published in Autumn 2024
- **10 - Making the Most of New Opportunities:** capitalising on innovations and new technology to enhance access to more sustainable modes of transport and the efficiency of the transport system

2.3.2 These themes provide the foundation of the policy in the RTS and under each a number of priorities have been formulated which set the direction for the delivery of the strategy. Therefore, this Delivery Plan builds upon this policy framework by setting out the actions that will be taken by SWestrans and its partners to take forward the priorities set out in the RTS itself.



2025/26

SWestrans Regional Transport Strategy

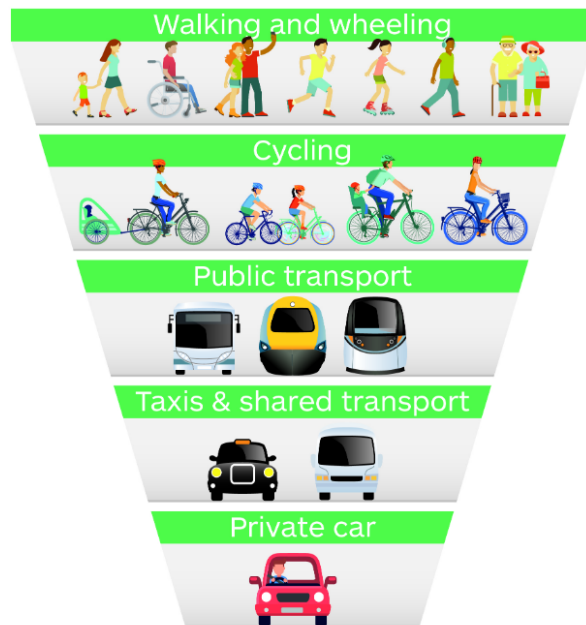
Delivery Plan

3 Priorities

3.1 Overview

- 3.1.1 The Delivery Plan section below provides an overview of the planned activity to be delivered in 2025/26, structured by each of the ten RTS themes. The outcomes sought from each action are related to Transport Scotland's Sustainable Travel Hierarchy and Sustainable Investment Hierarchy, both shown below.

Prioritising Sustainable Transport



3.2 Delivery Plan 2025/26

Enabling More Sustainable Development

A key theme of activity contained within the RTS, is around enabling more sustainable development across Dumfries and Galloway. Integrating land-use and transport planning is essential to ensure that people can access employment, education, healthcare and other essential services in a sustainable manner

During 2025/26, the SWestrans team will work closely with Development Planning colleagues at Dumfries and Galloway Council to model transport across the region. Both SWestrans and Development Planning teams participate in Local Place Plan engagement sessions for settlements across Dumfries and Galloway. They will continue to do so in 2025/26, to ensure that the transport implications of development are understood, and where there are impacts on the transport network, these are managed and mitigated in an effort to promote sustainable transport. Continued close working between SWestrans and Development Planning will allow for development of the Local Development Plan 3 (LDP3) in a way that is more accurate and fully considers the transport implications. The LDP3 is due to be submitted to Scottish Government for approval in 2027.

Over 2025/26, SWestrans will work closely with Dumfries and Galloway Council Strategic Housing to contribute transport advice and guidance for input into Dumfries and Galloway's Local Housing Strategy. The SWestrans team will also provide help, support and guidance relating to new developments, as well as how active and sustainable transport infrastructure could be incorporated into design and funding applications.

At present, work is ongoing with the Lochside Regeneration Working Group, led by Dumfries and Galloway Council Strategic Housing, looking at how both active and sustainable transport infrastructure can be incorporated into the design of over 500 new/replacement housing units.

Proposal three in the RTS states '*Sustainable transport measures and supporting ancillary infrastructure for new developments will be delivered through developer contributions as appropriate*'. Developer contributions for transport improvements must be in accordance with the requirements set out in Dumfries and Galloway Council's adopted Supplementary Guidance on Developer Contributions. Contributions will only be payable on very large strategic land releases, and in accordance with the settlement statements and site guidance. However, where these criteria are met, SWestrans and Dumfries and Galloway Council will push for measures that mitigate the transport impacts of a development and promote active and sustainable travel.

Proposal seven of the RTS states that *‘At existing developments, sustainable transport and ancillary infrastructure measures should be introduced to encourage the uptake of more sustainable transport by coordinated engagement with employers and other large organisations’*.

For delivery during 2025/26, SWestrans has commissioned TravelKnowHow, an organisation that offers bespoke support to organisations for active and sustainable travel planning measures to reduce environmental impact, improve the health and wellbeing of workforce and contribute to net-zero targets. SWestrans is collaborating with other RTPs on a national basis, as well as delivering locally, to identify local employers (both public and private sector) through the region and carry out a travel survey for the organisation and its employees. Where applicable it will make a series of recommendations for the employer to introduce, along with possible external funding opportunities to enable the implementation of those recommendations.

Connecting Our Communities

The second theme of activity in the RTS is to undertake work that supports in *‘Connecting our Communities’* through *‘high quality infrastructure that provides safe and attractive routes within our villages and towns, along with low-traffic or traffic free active travel connections between them and to regional centres.’*

In 2025/26, infrastructure will continue to be delivered through the ongoing combined SWestrans and Dumfries and Galloway Council capital infrastructure projects, funded through SWestrans Capital, Transport Scotland Tier 1 funding & if successful through the application process, Transport Scotland Tier 2 funding. A variety of active travel projects that support connections between communities will be progressed throughout 2025/26, including six RIBA Stage 0-2 schemes (including Wigton to Newton Stewart, Lochmaben to Lockerbie and Dalbeattie to Castle Douglas).

All projects that are being delivered will need to be designed in line with ‘Cycling by Design’ guidance & standards, as Cycling by Design is now replacing Sustrans design standards as the guidance to be followed. Transport Scotland is now requiring that projects are delivered to this standard for funding applications and so projects throughout 2025/26 will be delivered in line with this.

SWestrans and Dumfries and Galloway Council have been working with Sustrans to develop a prioritisation tool for all future active travel project requests and this will be applied throughout 2025/26. The tool is based on the Cycling by Design protocols and requirements. The tool will assist when applying for Transport Scotland funding to ensure that promoted schemes are consistent with the requirements, as explained above.

Proposal 11 of the RTS states that *‘The Dumfries and Galloway Active Travel Strategy 2 will be kept under review and updated on a regular basis to ensure it is being effectively implemented’*. Given the significant changes implemented in the funding model and the change in active travel responsibilities at Dumfries and Galloway Council, the delivery plan for the Active Travel Strategy 2 needs review. The delivery plan will be reviewed during 2025/26 and an annual update on delivery will be brought forward.

Collaboration between both Dumfries and Galloway Council and SWestrans active travel teams will continue through 2025/26, and officers will work in partnership and share resources to progress active travel initiatives.

In order to maximise the value of active travel infrastructure, it should be supported through measures to raise awareness, as stated in RTS priority 13. Year 2 of the new RTP People and Place funding delivery model will now include sustainable travel and will support

the delivery of a more curated programme to address specific local needs going forwards. Dumfries and Galloway Council's Physical Activity Strategy 2025 will be taken for Committee approval later in 2025.



Transforming Travel in Our Towns

Theme three of the RTS explains how the application of a series of principles for design will help to support a transformation in Dumfries and Galloway's towns, towards forms of active, healthy, sustainable travel. The National Transport Strategy 2's Sustainable Travel Hierarchy, shown on page 15, will be employed to ensure that consideration of priority, road space, and investment is weighted towards the modes of travel prioritised in the hierarchy.

Measures that support a reduction in the dominance of the car will help to promote and encourage walking, wheeling and cycling and ensure that investment in active travel infrastructure leads to increased take up of these sustainable forms of transport.

Throughout 2025/26, activity delivered through the SWestrans and Dumfries and Galloway Council teams will be oriented towards the delivery of initiatives that promote walking, wheeling and cycling. Consideration of measures to promote and facilitate these active healthy forms of travel will be incorporated within all schemes where possible.

Reducing the Negative Impact of Transport on Our Communities

Through 2025/26, SWestrans and its partners will continue to deliver activity to help mitigate the potential negative impact that transport in the region can cause. Specific locations will be addressed where appropriate, but wider measures will also be employed to facilitate the decarbonisation of the car, bus and commercial vehicle fleet in order to mitigate negative environmental impacts across the region.

Transport Scotland is allocating £5m funding to carry out a Feasibility Study for a bypass of the A75 around the settlements of Springholm and Crocketford. Initial design development and assessment work is progressing to consider bypasses of these settlements, that are the only ones on the A75 not bypassed. A Meet the Team event for the A75 Springholm and Crocketford Improvements Scheme took place in early March 2025 and this project will continue to be progressed throughout 2025/26, with support and assistance from SWestrans and Dumfries and Galloway Council teams.

A campaign group supporting upgrades and improvements to the A75/A77 has been formed and receives support from Dumfries and Galloway Council and SWestrans.

The receipt of Levelling Up Funding (LUF) by Dumfries and Galloway Council offers a significant opportunity to reduce the negative impact of transport and promote measures that reduce environmental impacts. The funding will be provided to Dumfries and Galloway Council in the 2025/26 financial year, to support three transport projects that aim to make greener transport accessible to residents and visitors, as part of the ongoing development of an integrated sustainable transport network for the region.

The three projects will consist of:

- **Multi-modal transport hubs** – to reduce emissions and provide an alternative to private vehicles, new hubs will provide a mix of active and sustainable transport options at convenient locations across the region. While linking in with bus and rail transport services, e-bikes and electric car club vehicles will be available to hire and public charging points will be provided.
- **Bus improvements** – to improve passenger experience and make journey planning easier and more accessible, new electric buses and charging points, upgrades to bus stops and a real time information service will be introduced. These will be focused on the routes serving the new transport hubs.
- **Cycle route improvements** – to support local businesses to attract more of the growing cycle tourism market to the region, a programme of upgrades to the long-distance Kirkpatrick Coast to Coast cycle route and local improvements to cycling infrastructure will be completed.

Work is underway at pace in 2025/26, with procurement of a supplier for the Electric Vehicle charging network a priority, with further confirmation of expansion plans from 2026/27.



Enhancing Access to Transport Services

Providing equal access to transport for all, including vulnerable and minority groups, requires removing both the physical and non-physical barriers to travel. These barriers can create disadvantage, social exclusion and deprivation and are a major contributor towards transport poverty. Removing these barriers is necessary to enable people to access essential services like employment, education, healthcare and shopping.

In 2025/26, relevant Dumfries and Galloway Council teams will continue to carefully consider all users of the road environment when installing new infrastructure. All new hard standing areas will be constructed with equal access for all in mind. Tactile paving will be installed to support partially sighted users of our streets, as well as lowering kerbs for wheelchair users.

The accessibility of the public transport network will continue to be prioritised throughout 2025/26. Nine new buses were recently delivered, which all have low floor accessibility, to make access easier for anyone with mobility challenges. New contracts for the local bus and home to school transport network will commence in August 2025, and the contracts have prioritised accessibility for all, with the requirement for Public Service Vehicles Accessibility Regulations (PSVAR) incorporated. The Thistle Assistance card and mobile phone app will be promoted to all operators, alongside the Hidden Disabilities Sunflower to ensure that all residents and visitors to Dumfries and Galloway are able to make use of the public transport network.

New Equality Outcomes have been established for the period 2025-2029. These outcomes will act as a guide and source of strategic direction in the delivery of priority 21, for 'the public and active travel networks to provide equal access for all, including vulnerable groups such as women, older and younger people, ethnic minorities, disabled people as well as those on low incomes.'

The LUF project will be delivered at pace throughout 2025/26, including bus stop upgrades and the incorporation of real time passenger information (RTPI). The integration and roll out of RTPI will support in the delivery of RTS priority 23, which seeks to support and improve access to bus passenger information for all, through the use of RTPI.

The Transport Scotland People and Place behaviour change fund for both RTP, Community and Council funding will continue to be delivered in 2025/26, with a focus on accessibility and supporting walking, wheeling and cycling. SWestrans will be working closely with Dumfries and Galloway Council teams to deliver this and complement the LUF programme.

In support of priority 28, to further improve the safety of taxi users in the region, SWestrans will continue discussion with Dumfries and Galloway Council Licensing, to understand the potential for even more robust safeguarding measures, including the enhanced

use of the Protecting Vulnerable Groups (PVG) scheme, as well as prioritising the age and condition of vehicles. This will be carried out in partnership with Dumfries and Galloway Council Fleet Management who carry out six monthly vehicle checks of all taxi operators in the region.

Sustainable and Extended Local and Regional Public Transport Connectivity

The overview and enhancement of the local and regional public transport network will continue to be a priority for SWestrans, Dumfries and Galloway Council and other RTP partners throughout 2025/26.

A review of the local bus network has been carried out over the course of the last 18 months - two years, and this process is culminating in new contracts being issued to operators for local bus and home to school services in early August 2025. The three tier public transport model outlined in priority 29 of the RTS will be at the heart of improvements to the public transport network. Dumfries and Galloway Council, as well as NHS Dumfries and Galloway will continue to fund community transport operators in the region, as well as Third Sector Dumfries and Galloway (TSDG) to coordinate, support and enhance the activities of community transport, including in relation to patient transport. TSDG will continue to take the lead in the development of a social enterprise for community transport to better integrate the model of community transport operation, deliver economies of scale and improve access.

During 2025/26, further work will be carried out to capture the opportunities presented through the letting of new contracts for the local bus network, to ensure that the network goes from strength to strength through a partnership approach. The delivery of new vehicles on bus routes, through investment from Dumfries and Galloway Council as well as through LUF funding will provide a better standard of service across the public transport network.

Further data analysis and optioneering will be carried out throughout 2025/26, in collaboration with Scottish Borders Council, to explore the opportunities for further enhancements to the bus network in future. The use and analysis of new datasets will help to identify locations of need and improvements that may be necessary in future to further improve public transport connectivity.

Priority 35 and the RTS commitment to develop and implement a network of mobility hubs will progress substantially over the course of 2025/26, as the delivery of the LUF project continues. Nine mobility hubs have been identified, funding has been secured through the LUF project and delivery will be completed in 2025/26.

Priority 43 states '*The potential to relocate the station at Stranraer should be explored to provide easier access for rail users and better integrate it with the rest of the town centre*'. SWestrans and Dumfries and Galloway Council have engaged with Network Rail and ScotRail throughout 2024/25 and will continue to do so in 2025/26 as part of a feasibility project for relocation of the rail station. SWestrans and Dumfries and Galloway Council will push for this project to be progressed as rapidly as possible, to identify a solution to the challenge of the current rail station location.

The theme to deliver sustainable and extended local and regional public transport connectivity includes a key theme of lobbying for and improvements and explore opportunities for rail upgrades. Whilst it is not within the scope of any of the RTP partners, SWestrans has quarterly meetings with all key rail stakeholders including Transport Scotland, TransPennine Express, Scotrail and Network Rail. These meeting are an opportunity for issues to be raised and updates to be provided by all parties and for SWestrans to push rail partners for improvements. These meetings will continue through 2025/26 and SWestrans will continue to present the case for upgrades in the region.

Most recently, SWestrans has asked Transport Scotland for funding to carry out a feasibility study using Scottish Transport Appraisal Guidance (STAG) on the Dumfries to Stranraer line. SWestrans is awaiting a response on this.

Improving the Quality and Affordability of Our Public Transport Offer

Further to the previous theme that outlines proposed improvements to the public transport network, it is important that we continue to enhance and improve public transport services and expand network coverage. To address transport poverty in the region and ensure the network remains available to all, SWestrans will also seek to ensure that public transport provision is affordable and that existing infrastructure, including vehicles and stops, is of a high standard. Furthermore, there is more to do in the region to improve the integration between services and transport modes, along with the quality of ticketing provision.

The Convention of the South of Scotland (COSS) met earlier this year in Dumfries to focus on one of the “grand challenges” of the Regional Economic Partnership (REP), namely transport and in particular public transport, its operating model, fares and ticketing. A sub-group of the REP, the Strategic Action Group on Transport (SAGT), meets regularly, and includes SWestrans partners (Dumfries and Galloway Council, SWestrans, SOSE and the NHS) and other South of Scotland partners including Scottish Borders Council, South of Scotland Destination Alliance and others.

This forum will provide a focus for continued discussion and progress on better integration between rail and bus ticketing, amendments to the allocation of grants and concessionary reimbursement, and sharing and analysis of data. Over the course of 2025/26, SWestrans partners will continue to engage with this group to identify and deliver improvements to the public transport offer in Dumfries and Galloway.

During 2025/26, quarterly meetings with Transport Scotland, ScotRail and other train operating companies that operate in the region will continue, and SWestrans will use these opportunities to continue to call for improvements and progress on the RTS priorities included within this theme, including access to concessionary travel schemes (priority 47) decarbonisation of the rail network in the region (priority 52) and opportunities for the carriage of bikes on trains (priority 55).

Priority 51 of the RTS explains how *‘Enhancements to existing bus stops will be implemented where practical to improve security, accessibility and the attractiveness of bus services for all users’*. Through 2025/26, SWestrans will continue to install new bus shelters, as well as replacing old infrastructure in need of repair, all with accessibility in mind. A procurement process is underway for a contractor to support in cleaning, maintenance and repair of existing assets. An ongoing programme will continue across the year to replace panels, for example where they include offensive graffiti and the LUF project will further support through investment in bus stop infrastructure improvements across the region.

Priority 53 states '*The replacement of the bus fleet with low emissions vehicles will be taken forward in conjunction with partners*' and this is an area where good progress will be made in 2025/26. Through the LUF project, ten new electric buses will be incorporated into the bus fleet in 2025/26 support of this priority, and the decarbonisation of public transport across Dumfries and Galloway.

Supporting Safe, Effective and Resilient Connections to Loch Ryan and Other Regional, National and International Locations

This theme highlights the importance of SWestrans and its partners providing safe, effective and resilient access across the region, in particular to locations of strategic importance for broader regional, national and international connections. The strategic ports at Loch Ryan, Lockerbie rail access point and strategic roads including the A74(M), A7, A75, A76, A77 and A709 all play a vital role in facilitating wider connectivity, and during 2025/26, further action will be taken to build resilience and efficiency whilst prioritising safety.

SWestrans will continue discussions during 2025/26 with Network Rail to understand how improvements can be made relating to access to Lockerbie station and the availability of funding.

Priority 57 outlines how *‘Enhancements to the strategic road network including the A7, A75, A76, A77, A701 and A709 should be taken forward to improve safety, journey times, diversionary routes and improve access to key locations across the region’*. This priority links closely with priority 18, which sets out the activity related to bypasses on these routes to the benefit of local communities. As described under the theme relating to *‘Reducing the impact of transport on our communities’* SWestrans and its partners will continue to push Transport Scotland and the Scottish Government to invest in these routes to improve their resilience and fulfil the vital role they play in the local, regional and national economy.

The safety of the Dumfries and Galloway road network will continue to be paramount through 2025/26 and a range of improvements will be taken forward to help prevent injury collisions, including at locations that have experienced clusters of collisions in the past.

Both Dumfries and Galloway Council and the operators of the region’s trunk road network have access to funding from Transport Scotland aligned to Transport Scotland’s Road Safety Framework. This will allow Dumfries and Galloway Council to the opportunity to be more proactive in identifying casualty prevention projects that seek to reduce road danger before serious injury collisions could occur. This activity will help to support the delivery of priority 60, *‘Appropriate road safety, traffic calming and management measures should be used to provide a safe environment for all road users’*.

The delivery of Dumfries and Galloway Council’s Public Realm Capital 'Road Safety' Programme will be the focus for delivery of schemes to prevent collisions across the region at locations with three or more injury accidents in a three-year period within a 50m radius with common causations.

In addition, Active Travel Infrastructure Fund Tier 1 and 2 funding from Transport Scotland can be used to reallocate road space, deliver accessibility improvements and provide traffic calming as part of an active travel intervention, with Tier 2 funding available for delivery at scale. The Public Realm Capital Programme and 'Speed Limits and Traffic Calming' element will continue to deliver 20mph limits on streets across the region during 2025/26, where identified as being appropriate for lower speed limits. This will include streets across Gretna, Johnstonebridge, Dalbeattie, Castle Douglas and Kirkcudbright.

With 4,189km of carriageway, 1,323km of footways, 1,558 structures, 24,986 streetlights, 82 signalised junctions and the carriageway asset alone valued at of £3.8 Billion (gross replacement cost) the roads of Dumfries and Galloway are the Council's largest and most financially valuable physical asset. Priority 61 states that *'Improvements to the quality of the road network should be prioritised through an enhanced programme of resurfacing in Dumfries and Galloway initially focused on segments of road that have poor surfacing on major routes'*.

In 2025/26, Dumfries and Galloway Council will continue to deliver improvements to the road network through its Road Asset Management Plan (RAMP), and will also seek to deliver improvements across the 'C' and 'U' class road network, as well as more strategic 'A' and 'B' class roads.

Managing Our Car Traffic

Due to the rural nature of Dumfries and Galloway, the use of the private car will continue to play a vital role in providing accessibility to essential services for the residents of the region. However, in order to contribute to the country's efforts to address car dependency and its associated environmental externalities, SWestrans and its partners will deliver measures that help to reduce car use where possible and appropriate.

Over the course of 2025/26, SWestrans and Dumfries and Galloway Council are committed to improving the public transport network, improving infrastructure for walking, wheeling and cycling, delivering behaviour change interventions and delivering a safer, more attractive street environment. All of these measures will help promote forms of travel that offer an alternative to the car, particularly in more urban areas, or where alternative sustainable routes provide links between communities. SWestrans' implementation of the Transport Scotland People and Place funding will provide match funding and added value to the nine LUF-funded mobility hubs that will be delivered across the region in 2025/26. These will increase the value of the mobility hubs that will provide better integration between rail, bus and cycle opportunities.

Proposal 65 states that *'Proportionate behaviour change, demand management and parking measures will be taken forward to support modal shift to more sustainable modes of transport and reduce car dependency across the region'*. The delivery of demand management through the implementation of Dumfries and Galloway Council's approved Regional Parking Strategy (RPS) will support the delivery of this objective during 2025/26. Local delivery plans are being developed for decriminalised parking enforcement (DPE) within each of the four 'areas' within the region: Annandale & Eskdale; Nithsdale; Stewartry; and Wigtown. Once developed, these delivery plans will outline the approach to managing parking and reducing the safety, environmental, and economic effects of unsafe, non-compliant parking.

Making the Most of New Opportunities

Technological innovation and advancement are continuing at an unprecedented rate, and this has inevitable impacts on transport in Dumfries and Galloway, both in positive and negative terms. During 2025/26, SWestrans and its partners will continue to be mindful of the opportunities to capitalise on innovation to support the delivery of the other nine themes of the Regional Transport Strategy.

Whilst the prospects associated with Mobility as a Service (MaaS) or shared mobility are not yet fully established in the region, during 2025/26, SWestrans and Dumfries and Galloway Council will exploit any opportunities that arise to collaborate with regional partners or other authorities across Scotland to harness this technology.

Priority 69 states that *'Intelligent Transport Systems (ITS) should be implemented alongside other enhancements to the strategic road network to improve the safety and efficiency of its operation'*. The Dumfries and Galloway Council Public Realm Capital Programme includes Intelligent Transport Systems, including permanent traffic signal-controlled junctions, permanent traffic signal-controlled pedestrian crossings (pelican, puffin, toucan), emergency services wig wag signals, CCTV systems for traffic monitoring and Urban Traffic Control (UTC) system.

Further opportunities to expand on the programme to incorporate the latest technologies will be reviewed and progressed where appropriate.

Themes and Priorities of the SWestrans Regional Transport Strategy

1. Enabling More Sustainable Development

1	Sustainably locate new developments to reduce the need to travel first and foremost
2	Locate new development where it can be easily served by existing active travel and public transport links or, if not possible, by new active travel and public transport links which are accessible to all
3	Sustainable transport measures and supporting ancillary infrastructure for new developments will be delivered through developer contributions as appropriate
4	The concept of 'local living' and '20-minute neighbourhoods' will be incorporated into all future development and land-use planning processes
5	Transport interventions should be carefully sited and designed to prevent and minimise negative environmental impacts
6	New major developments, including those proposed at Chapelcross Power Station and Stranraer Gateway, should apply an 'infrastructure first' approach
7	At existing developments, sustainable transport and ancillary infrastructure measures should be introduced to encourage the uptake of more sustainable transport by coordinated engagement with employers and other large organisations

2. Connecting Our Communities

8	Improvements to the active travel network will be delivered through a combination of incremental improvements to existing routes and new bespoke routes where appropriate
9	The active travel network will be developed in accordance with Cycling by Design, Designing Streets and other relevant technical guidance
10	An integrated active travel network linking both within and between our settlements will be developed in line with the Spatial Strategy articulated in the Dumfries and Galloway Active Travel Strategy 2
11	The Dumfries and Galloway Active Travel Strategy 2 will be kept under review and updated on a regular basis to ensure it is being effectively implemented
12	A dedicated Active Travel Team will work on prioritising, designing, and delivering schemes and projects in collaboration with funding partners
13	Awareness raising to facilitate behaviour change will be delivered through close community engagement and campaigns to encourage the use of active travel
14	SWestrans will spend at least 50% of its capital budget on active travel

3. Transforming Travel in Our Towns

15	Roadspace should be reallocated to prioritise walking, wheeling, cycling and public transport particularly within our towns and settlements in order to create a more attractive public realm across Dumfries and Galloway
16	The National Transport Strategy 2's Sustainable Travel Hierarchy should be applied to re-prioritise the road network wherever possible
17	Detailed analysis should be undertaken to identify suitable locations and interventions for the reallocation of roadspace away from general traffic to active travel and public transport

Themes and Priorities of the SWestrans Regional Transport Strategy

4. Reducing the Impact of Transport on Our Communities

18	Investigate the feasibility of bypasses for Crocketford and Springholm on the A75 as well as other communities on the A7, A75, A76, A77 and A709 including Dumfries
19	Support the decarbonisation of the car, taxi and commercial vehicle fleet through investigation and delivery, as appropriate, of measures such as: <ul style="list-style-type: none"> • electric vehicle charging points, regional electric vehicle carsharing, grants / loans for electric / hybrid vehicles. • Low Emission Zones (LEZs) • New rail freight hubs • Alternative fuels e.g. green hydrogen

5. Enhancing Access to Transport Services

20	Opportunities to enhance the customer experience when using public transport should be explored, particularly for vulnerable users who may require additional assistance or chaperoning in order to make their journey
21	The public and active travel networks should provide equal access for all including vulnerable groups such as women, elderly and younger people, ethnic minorities, people with mobility impairments or disabilities as well as those on low incomes
22	Journey planning information should be available in various formats to meet the needs of differing users including online, traditional paper copies, braille, large print, and audio
23	Real Time Passenger Information (RTPI) should be made available for all public transport modes at stations, stops and on-board services wherever possible and practical
24	Soft measures should be implemented to encourage the use of active travel through measures such as additional information online and in the form of maps and signs within towns accompanied by public awareness campaigns
25	Access to bicycles, including e-bikes, should be facilitated through a combination of grants / loans for those that wish to purchase their own and provision of a regional cycle hire scheme for people that only require occasional access to a bike
26	Improving accessibility to railway stations should be prioritised in Annan, Dumfries, Kirkcubrecht and Sanquhar where access arrangements could be limited for some disabled users
27	Measures to encourage access to railway stations in line with the Scottish Government's Sustainable Travel Hierarchy should be taken forward
28	The security of taxi users should be improved by undertaking additional background checks prior to granting taxi licences

6. Sustainable and Extended Local and Regional Public Transport Connectivity

29	SWestrans and its partners will work to deliver a new public transport model based around an engagement-led needs-based approach applying a three tier framework as follows: <ul style="list-style-type: none"> Tier 1 – Community Level Provision Tier 2 – Supported Local Bus and Community Transport Services Tier 3 – Commercial Local Bus and Rail Services
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Themes and Priorities of the SWestrans Regional Transport Strategy

30	Bus service improvements should be focused in areas identified as at greatest risk of both transport poverty and deprivation. This should be informed by further analysis to develop options to improve bus service connectivity such as increased service frequencies, new services, more direct services and / or more express services
31	Where no bus service exists, demand responsive transport (DRT) solutions will be developed and operated by third sector community transport operators, DGC Buses and the community
32	Dumfries and Galloway council will undertake work to develop a business case for DGC Buses to become a Passenger Service Vehicle (PSV) Operator as a prudent step should a bus operator of last resort be needed in Dumfries and Galloway
33	Further analysis should be undertaken to assess the potential to provide a bus station in Dumfries and, if found to be feasible and beneficial, partners should work together to facilitate its delivery
34	Opportunities to increase the carriage of bikes on buses will be explored
35	A network of mobility hubs should be developed and implemented across Dumfries and Galloway
36	A Bus Service Improvement Partnership (BSIP) should be created in Dumfries and Galloway using the powers set out in the Transport (Scotland) Act 2019 and will entail SWestrans working in partnership with the commercial sector, DGC Buses, community transport and NHS Dumfries and Galloway along with other partners as appropriate
37	Improvements to rail services at stations where provision is poor should be taken forward in close coordination with key stakeholders including ScotRail and Transport Scotland
38	Opportunities should be investigated to run a local service on the West Coast Main Line between Carlisle and Edinburgh / Glasgow
39	Consideration should be given to rail network upgrades to decrease journey times and increase capacity including the replacement of semaphore signalling, passing loops and upgrades to track geometry at key locations
40	Opportunities should be explored to quadruple track the West Coast Main Line through Lockerbie and at other appropriate locations
41	The potential for more locally situated train crews should be investigated to provide additional resilience to staffing related service issues
42	While it is recognised that the necessary socio-economic case to justify progression of the reopening of stations at Beattock on the West Coast Mainline, and Easttriggs and Thornhill on the Glasgow and South West Line has not been evidenced, their reopening is supported and remains an ambition of SWestrans
43	The potential to relocate the station at Stranraer should be explored to provide easier access for rail users and better integrate it with the rest of the town centre
44	Consideration should be given to reinstating the Castle Douglas and Dumfries railway between Dumfries and Stranraer along with delivering an extension to the Borders railway from Tweedbank serving Langholm and terminating at Carlisle with appropriate business case development being taken forward for each
45	Lighter rail solutions should be explored as an alternative to heavy rail where it may provide a more practical or affordable solution for fixed public transport links
7. Improving the Quality and Affordability of Our Public Transport Offer	
46	Opportunities to expand the eligibility of existing concessionary travel schemes or to create new schemes to allow more users access to reduced / no fare journeys should be explored with key partners including Transport Scotland

Themes and Priorities of the SWestrans Regional Transport Strategy

47	Expansion of existing concessionary travel schemes to cover rail should be considered to enable more users to access affordable rail travel
48	The introduction of new rail fare structures should be explored to remove inequalities and to ensure that journeys to similar destinations incur similar costs which are affordable for all users
49	Integrated ticketing solutions should be built upon and better promote existing schemes such as PlusBus and Rail and Sail as well as seeking new opportunities to deliver integrated ticketing measures for bus, rail and ferry in the region
50	Improving links between different modes of transport by reducing the distances between connecting modes and coordinating the timing of services should be taken forward as a priority whenever possible
51	Enhancements to existing bus stops will be implemented where practical to improve security, accessibility and the attractiveness of bus services for all users
52	Support the decarbonisation of the rail network in Dumfries and Galloway and explore along with rail industry partners opportunities to electrify the line south of Ayr to provide better scope for through services and to accommodate increased demand from a relocated Stranraer station
53	The replacement of the bus fleet with low emissions vehicles will be taken forward in conjunction with partners
54	Replacement of rail rolling stock should be taken forward considering proposals for electrification of parts of the network in the region with the appropriate traction being based upon this and giving due consideration for the need to enhance the quality, accessibility and standard of rolling stock service Dumfries and Galloway
55	Opportunities for the carriage of bikes on board trains should be explored as new rolling stock is procured
8. Supporting Safe, Effective and Resilient Connections to Loch Ryan and Other Strategic Sites	
56	Increasing the connectivity to Lockerbie station by a variety of modes should be explored given its strategic importance to the region
57	Enhancements to the strategic road network including the A7, A75, A76, A77, A701 and A709 should be taken forward to improve safety, journey times, diversionary routes and improve access to key locations across the region
58	Opportunities should be sought to shift goods from HGVs onto the rail network by the creation of new rail freight hubs including the potential for the creation of an intermodal freight hub at Cairnryan / Stranraer
59	Junction improvements should be taken forward at locations of collision clusters
60	Appropriate road safety, traffic calming and management measures should be used to provide a safe environment for all road users
61	Improvements to the quality of the road network should be prioritised through an enhanced programme of resurfacing in Dumfries and Galloway initially focused on segments of road that have poor surfacing on major routes
62	Opportunities for additional dedicated rest areas and motorhome park-ups across the region should be explored and implemented as appropriate
9. Managing Our Car Traffic	
63	Dumfries and Galloway will make its contribution to delivering the Scottish Government's target to be net zero by 2045 reflecting the regional circumstances

Themes and Priorities of the SWestrans Regional Transport Strategy

64	A combination of enhanced active travel, public transport, shared mobility and digital infrastructure will be used to provide an effective alternative to car travel with a particular focus on reducing single occupancy car journeys
65	Proportionate behaviour change, demand management and parking measures will be taken forward to support modal shift to more sustainable modes of transport and reduce car dependency across the region
10. Making the Most of New Opportunities	
66	The implementation of Mobility as a Service (MaaS) in Dumfries and Galloway will be taken forward in close coordination with the delivery of the new public transport model
67	A range of shared mobility measures should be taken forward across the region taking into account its varying characteristics and dispersed population to provide access to a variety of transport options without requiring ownership
68	Opportunities to capitalise upon the growth of micro mobility should be explored alongside the development of mobility hubs
69	Intelligent Transport Systems (ITS) should be implemented alongside other enhancements to the strategic road network to improve the safety and efficiency of its operation

TRANSPORT FOCUS – YOUR BUS JOURNEY SURVEY 2024

1. Reason for Report

To provide members of the Board with the results of the 'Your Bus Journey' Survey 2024, an independent bus user survey carried out by Transport Focus. This report provides all data collected in 2024, running from 1 April until 22 December. Data in the full report attached as **Appendix 1** cover the SWestrans region, unless otherwise stated. A report with data covering all of Scotland is also attached as **Appendix 2** for comparison. Lastly, a copy of the questionnaire used in the survey is attached as **Appendix 3**.

2. Background

2.1 Transport Focus is an independent consumer organisation representing the interests of bus users. This is the second year that this survey has collected data from passengers on more than 48,000 journeys across England, Scotland and Wales. Your Bus Journey is one of the largest independent surveys of its kind.

2.2 During the survey, passengers were approached at bus stops as well as on-board buses, capturing feedback on a wide selection of routes. Bus users could either complete the survey themselves online or using a paper questionnaire, with information on a single leg of their journey. The survey focuses on customer satisfaction, with more detailed optional questions regarding what was good or bad about their journey and what stood out.

2.3 The survey represents experiences of passenger journeys for six regional transport partnerships in Scotland. The data is based on journeys rather than passengers, so frequent users are more likely to be sampled. These results were published online from 25 March 2025.

2.4 Future annual surveys will be collated and presented to the board.

2.5 Transport Focus will arrange a meeting with SWestrans to discuss their findings and to identify actions to drive up passenger satisfaction. They have commenced their survey again this year on selected days between 24 March and 21 December 2025.

3. Key Results from the Survey

3.1 Overall, the results from the survey show a level of satisfaction that is slightly less positive than last year, on all key metrics, including overall satisfaction which reduced from 87% in 2023, to 82% in 2024 for the SWestrans region.

3.2 It is important to point out however that there are broadly high levels of satisfaction (80%+) in almost all of the headline result categories for 2024, (page 9 of **Appendix 1**).

3.3 Older, disabled, and free pass passengers were generally more satisfied with bus journeys in 2024. However, fare paying passengers, those in the 26-64 age group and those travelling at peak times, noted poorer levels of satisfaction with their journeys (page 12, **Appendix 1**).

3.4 Some specific concerns were raised by bus passengers around value for money (particular for 16-25 year olds), the quality of bus stops in the region, and punctuality (pages 13-16, **Appendix 1**).

3.5 The importance of the bus network in Dumfries and Galloway has been highlighted in the survey, with 'I didn't have the option of travelling by another means' as the main reason for taking the bus in majority of cases, 56% of respondents (page 23, **Appendix 1**).

4. Implications	
Financial	None.
Policy	None.
Equalities	None.
Climate Change	None.
Risk Management	None.

5. Recommendations

Members of the Board are asked to:

5.1 note the findings of the Your Bus Survey 2024, and

5.2 note the areas of improvement identified for the Dumfries and Galloway bus network on the basis of the results.

Report Author – Linda Richardson Date of Report: 19 May 2025 File Ref: SW2/Meetings/2025	Approved by: Simon Bradbury Lead Officer South West of Scotland Transport Partnership Cargen Tower Garroch Business Park Dumfries DG2 8PN
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Appendix 1 – Your Bus Journey SWestrans end of year 2024 Report

Appendix 2 – Your Bus Journey All of Scotland end of year 2024 Report

Appendix 3 – Your Bus Journey Questionnaire 2024

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Swestrans

Full Year Report for 2024

Page 91



March 2025



Contents

Page 92

- About Your Bus Journey 3
- Key information about the survey 4
- Areas covered in the 2024 survey 5-7
- Overall journey rating 8-16
- Journey details 17-27
- Focus on journey start 28-36
 - On board the bus 37-46
 - Bus services in general 47-51
 - Passenger profile 52-56
 - Appendix 57-63

About Your Bus Journey



An independent survey

Run by Transport Focus, the independent consumer organisation representing the interests of bus passengers across England outside of London.

Page 93

We use professional market research suppliers to conduct the survey on the ground, collect and process the responses and analyse the results.

The survey builds on our knowledge and experience of gathering bus passenger feedback since 2010.

We publish all our survey results, making them transparent and available to transport users, bus operators, transport authorities, Governments and other industry stakeholders.



Measuring actual experiences

Passengers provide their feedback about a single leg of a journey, made on the day of recruitment.

We recruit passengers as they make their journeys, at bus stops and on board buses – verified and inclusive.

The structured survey questions focus initially on the essential measures of satisfaction – with follow-on more detailed questions optional but encouraged.

Passengers are also encouraged to tell us in their own words what was good or bad about the journey and what stood out.



Monitoring and evaluating

The survey produces robust metrics that can be used as targets in Bus Service Improvement Plans / Enhanced Partnerships / Franchises.

A consistent survey approach and questions over time and across all participating areas will allow for trend analysis in future years and allows for benchmarking against other areas.

We work to make a difference for all transport users.

Key information about the survey and this report



Fieldwork

Passengers aged 16 years or older are approached at bus stops and on board buses and asked if they would like to take part in the survey about the journey they are making.

Passengers complete the survey themselves, using either an online or paper questionnaire.

Fieldwork is ongoing, with data reported every 3-4 weeks across the year. Fieldwork is spread evenly across the year to give a full view of bus travel in each area.

Fieldwork for the 2024 survey was conducted between 19 February and 31st December 2024, but start dates varied locally, with some areas joining the survey in March, and some joining in April

* The exceptions being for the Reading Buses network survey, and TrawsCymru network, where all passengers were approached on board.

Data

Data has been weighted to be representative of the demographics of passengers by gender and age and journey time banding. It has also been weighted according to whether passengers were approached at bus stops or on board a bus to ensure there is a 50:50 split in all areas*. Data is based on journeys rather than passengers, so frequent users are more likely to be sampled.

All data in this report is for Full Year 2024 unless otherwise stated.

Only data with a base size of over 75 respondents has been shown. Please note that lower base sizes (below 100) should be treated with caution.

Figures are rounded, so may not add up to 100%. For ratings questions, responses are based on those that gave an option (excluding don't know) unless otherwise stated.

In Full Year 2024, 441 responses were received.

Definitions

Throughout the report, we refer to 'off peak' and 'peak' travel. Peak travel is defined as weekdays between 7:00-9:29am and 3:30-6:29pm.

The 'All Scotland areas' total refers to all areas taking part in the survey within Scotland.

This total is a weighted average score that takes account of the number of bus journeys that take place in each area.

Total satisfied scores combine responses for 'very' and 'fairly' satisfied, likewise for Total good scores.

This report covers the full year of research for 2024, with fieldwork running February to December 2024.

Areas covered in the 2024 survey (England)

Urban metropolitan

- Greater Manchester
- Liverpool City Region
- Tyne & Wear
- South Yorkshire
- West Midlands
- West Yorkshire

Urban other

- Blackpool
- Bournemouth, Christchurch & Poole
- Brighton and Hove
- City of York
- Derby City
- Lancashire and Blackburn with Darwen
- Leicester City
- Luton
- North East Lincolnshire
- Greater Nottingham
- Portsmouth
- Reading Buses Network

Urban other (cont.d)

- Stoke-on-Trent
- Surrey
- Tees Valley
- Warrington
- West of England and North Somerset
- West Sussex
- Semi-rural**
- Cheshire East
- Cheshire West & Chester
- Derbyshire
- East Sussex
- Hampshire
- Nottinghamshire

Rural

- Cornwall
- East Riding of Yorkshire
- Norfolk
- Durham
- Lincolnshire
- North Yorkshire
- Northumberland
- Oxfordshire
- Suffolk

Areas covered in the 2024 survey (Scotland)

Highlands and Islands Transport
Partnership (HITRANS)

North East of Scotland Transport
Partnership (Nestrans)

Page 66 The South East of Scotland Transport
Partnership (SEStran)

Strathclyde Partnership for Transport
(SPT)

South West of Scotland Transport
Partnership (Swestrans)

Tayside and Central Scotland
Transport Partnership (Tactran)

Areas covered in the 2024 survey (Wales)

North Wales

Mid Wales

South East Wales

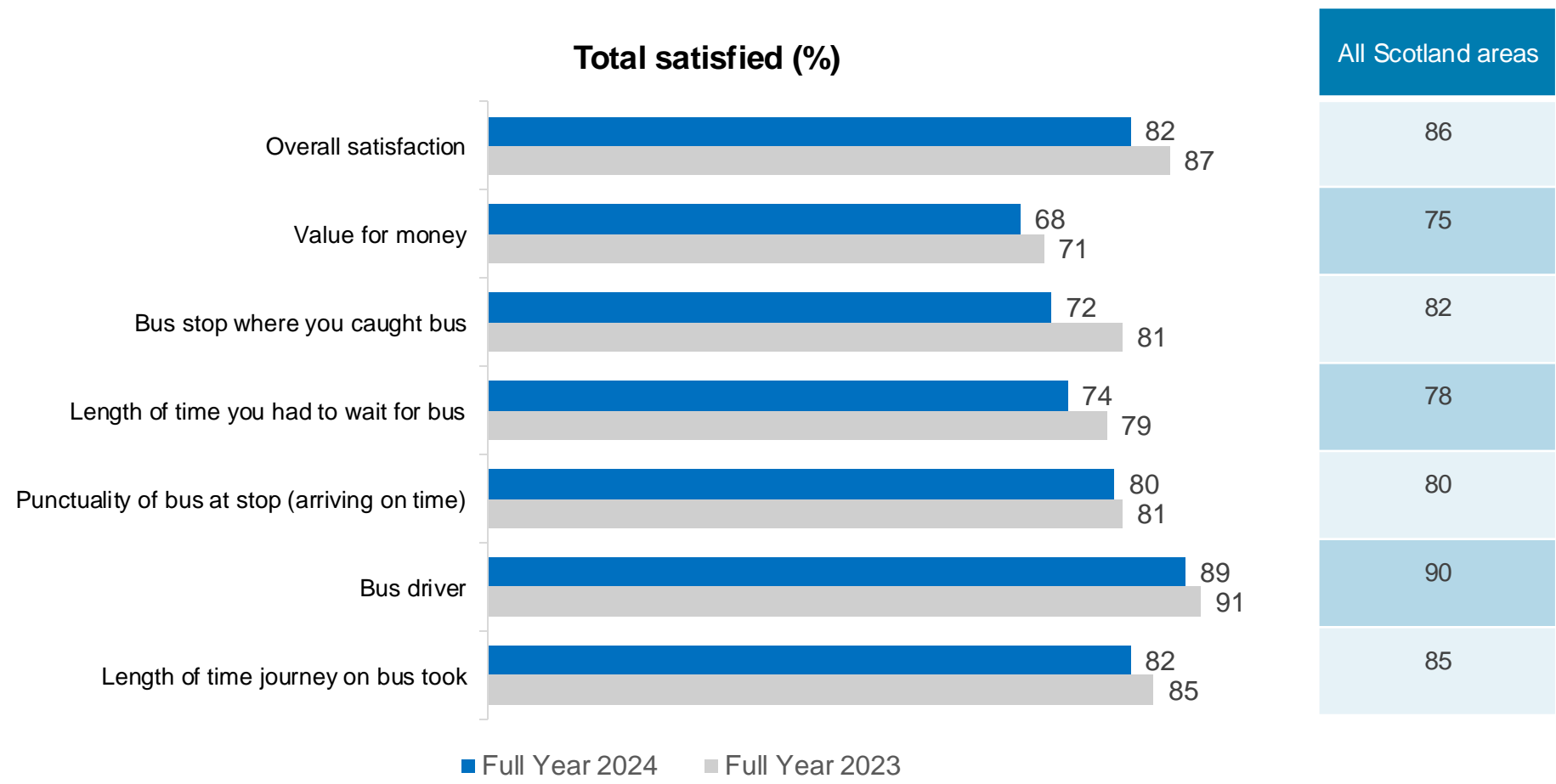
South West Wales

Page 97
TrawsCymru network



Summary of headline results for Full Year 2024

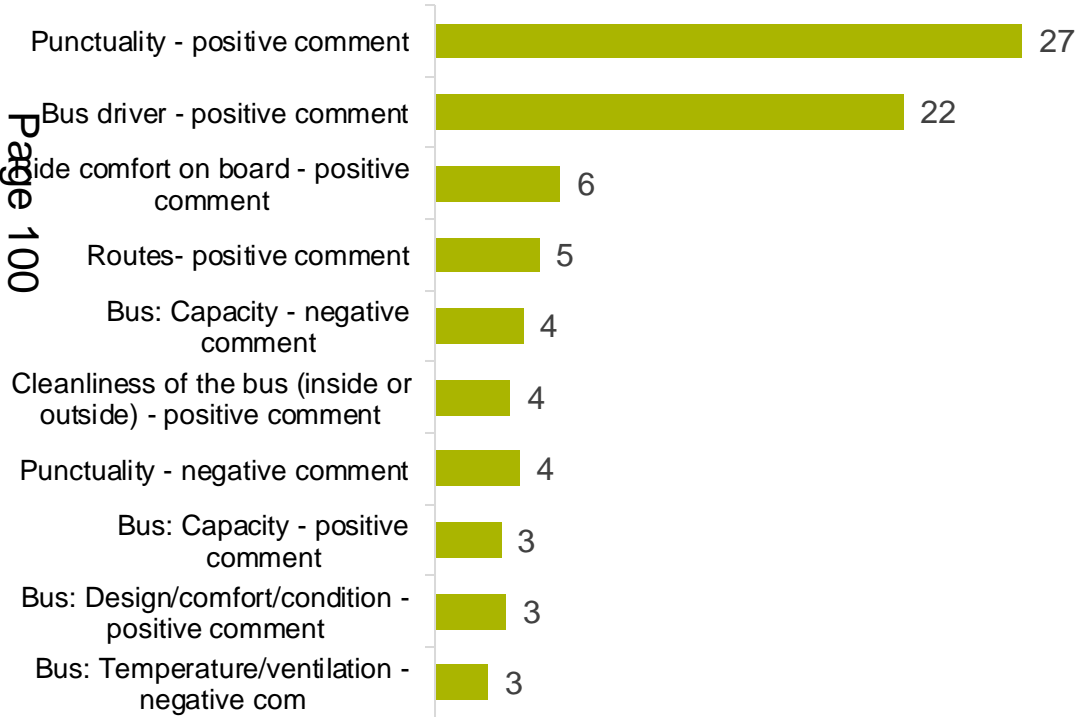
Page 99



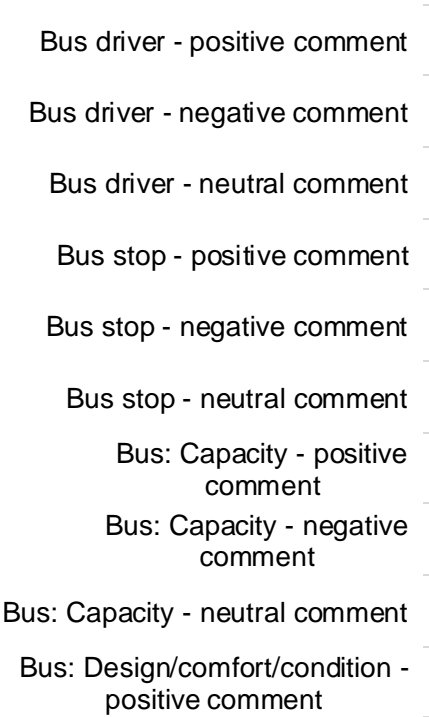
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
Q10A How satisfied were you with the value for money of your journey?
Q8 How satisfied were you with each of the following during the journey?
Base: Full Year 198 - 426; Full Year 2023 216 - 534; 2024 All Scotland areas 1884 - 3379

Stand out moments from this journey

Comments from those “very/fairly satisfied” with journey overall – top ten themes (%)



Comments from those “neither satisfied nor unsatisfied, very/fairly dissatisfied” with journey overall – top ten themes (%)**



Q7 Please tell us in your own words what was good or bad about this journey. We’re interested in anything that stood out about this journey.

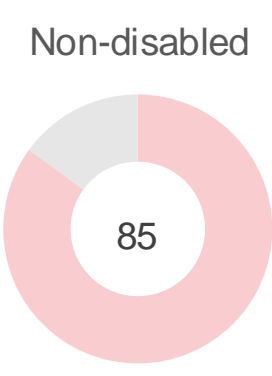
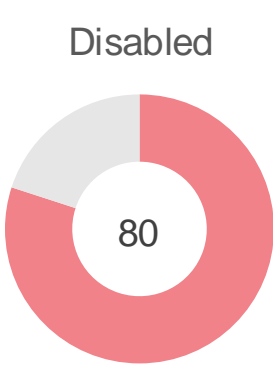
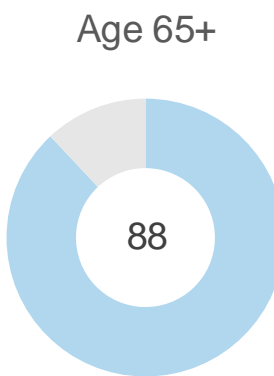
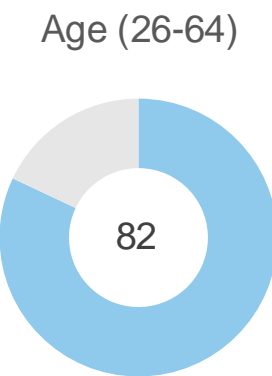
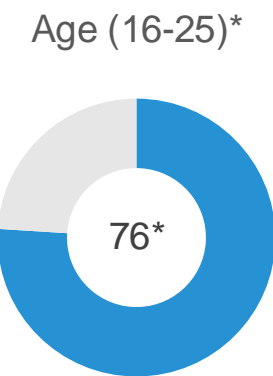
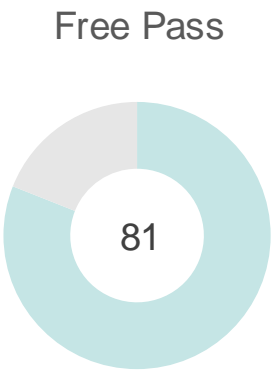
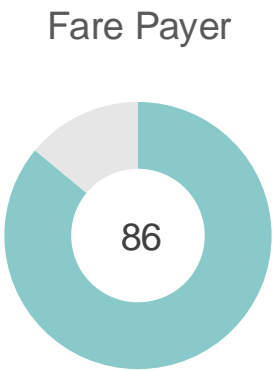
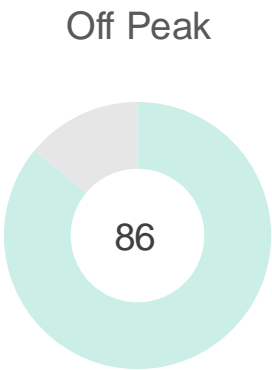
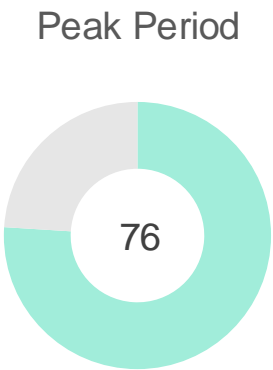
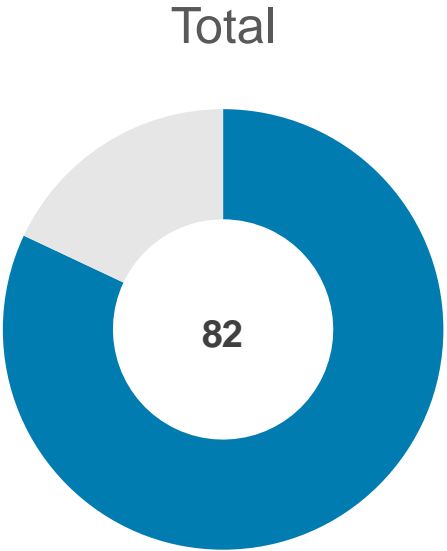
Base: Those satisfied with journey overall 353; Those not satisfied with journey overall 73**

** indicates base sizes (under 50)

Overall satisfaction with journey - summary

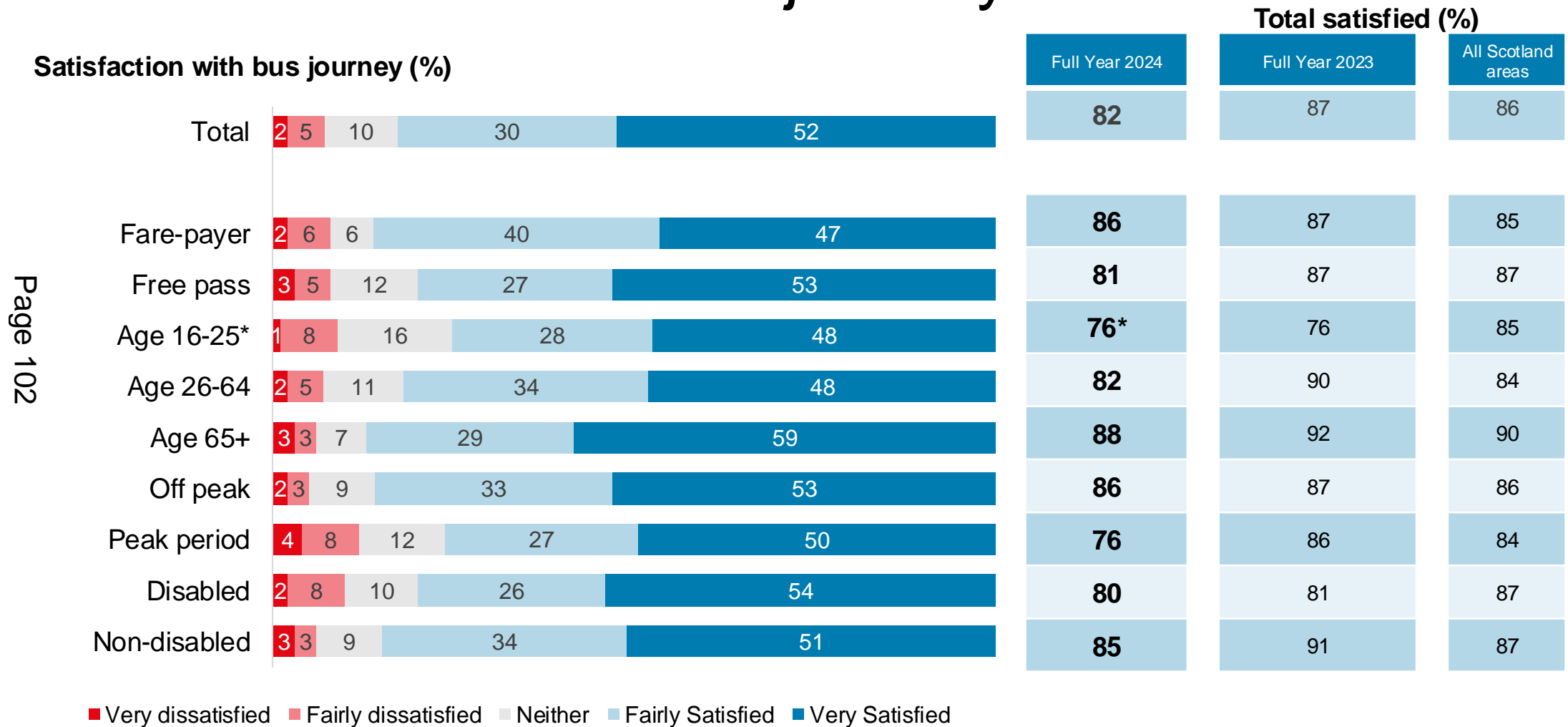
Satisfaction with bus journey (%) Total very and fairly satisfied

Page 101



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
Base: Full Year 426; Peak 143; Off Peak 274; Fare-payer 131; Free pass 290; Age 16-25 97*; Age 26-64 190; Age 65+ 135;
Disabled 142; Non-disabled 239
*indicates base sizes between 75-99.

Overall satisfaction with journey – in detail

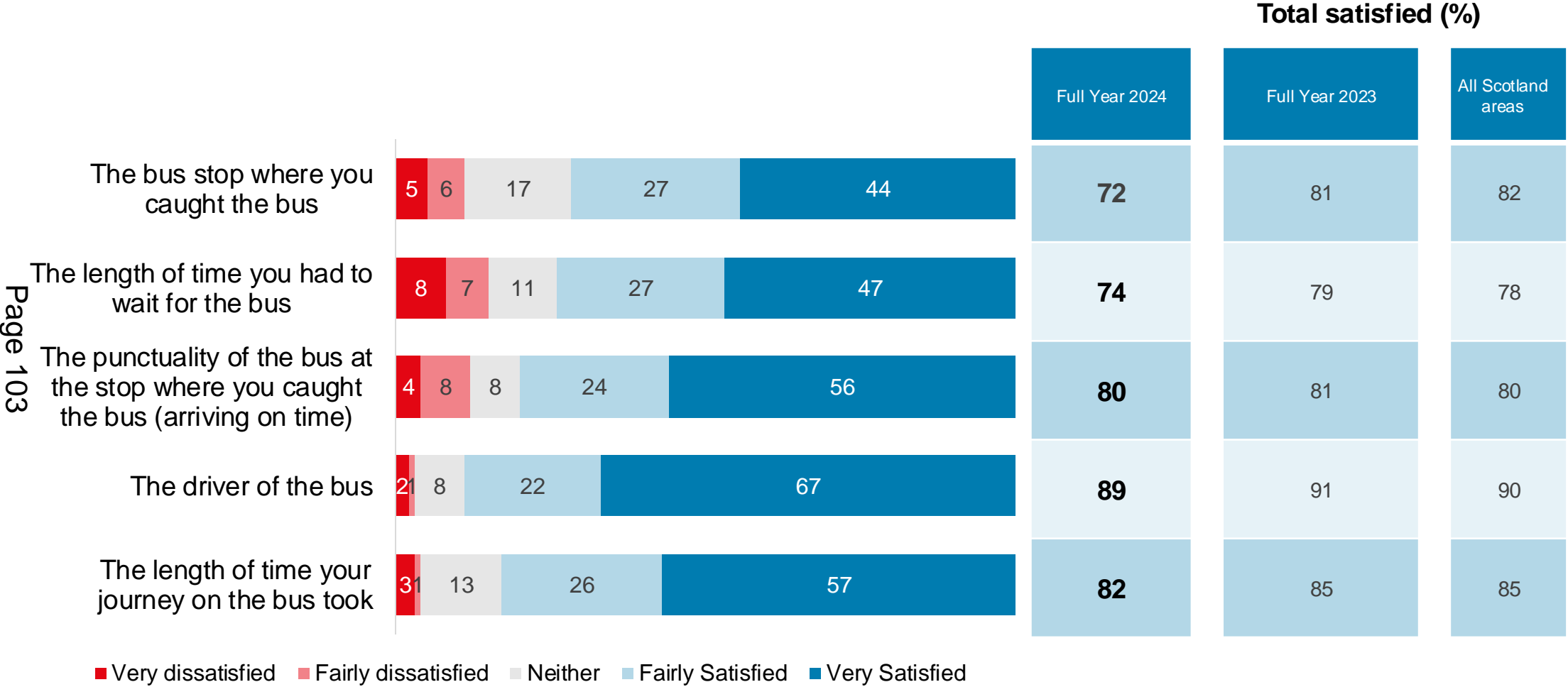


Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

Base: Full Year 426; Full Year 2023 532; Peak 143; Off Peak 274; Fare-payer 131; Free pass 290; Age 16-25 97*; Age 26-64 190; Age 65+ 135; Disabled 142; Non-disabled 239; 2024 All Scotland areas 3379

*indicates base sizes between 75-99.

Satisfaction with headline journey measures

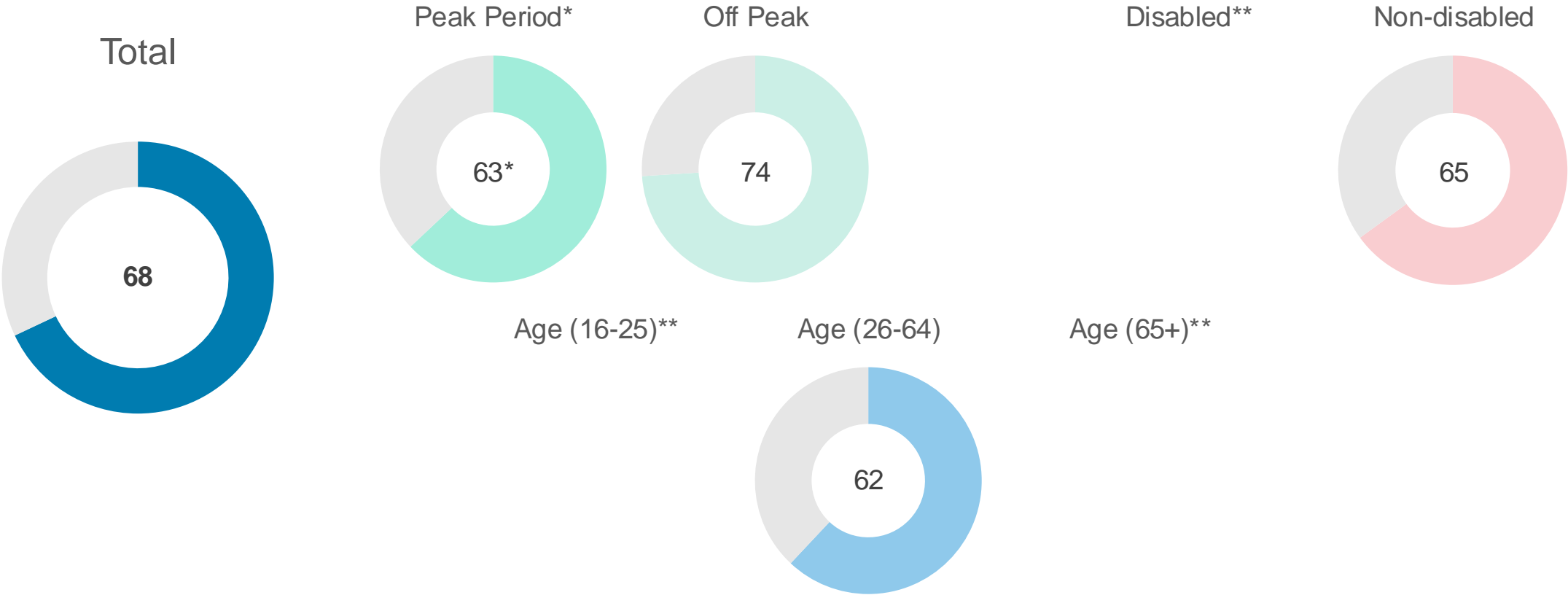


Q8 How satisfied were you with each of the following during the journey?
Base: Full Year 412 - 418; Full Year 2023 520 - 534; 2024 All Scotland areas 3283 - 3352

Value for money of the journey - summary

Satisfaction with the journey's value for money (%) amongst fare-payers Total very and fairly satisfied

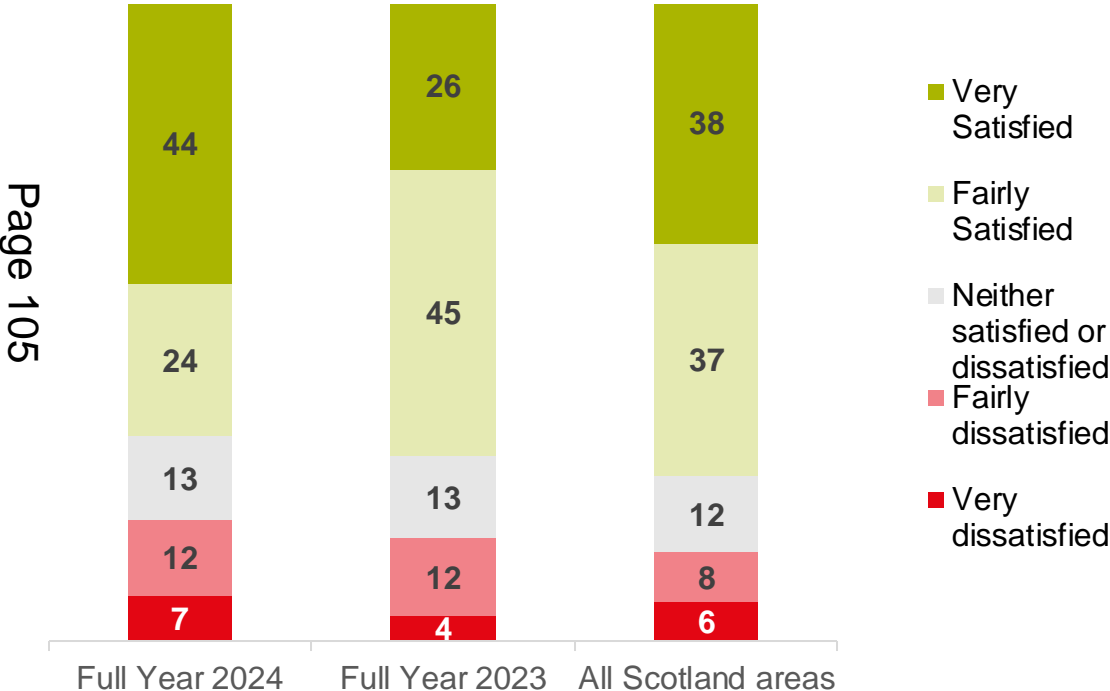
Page 104



Q10A How satisfied were you with the value for money of your journey?
Base: Fare-payers only 198; All Scotland areas 1884; Peak 82*; Off Peak 109; Age 16-25 18**; Age 26-64 128; Age 65+ 52**; Disabled 63**; Non-disabled 119
** indicates base sizes (under 75) / *indicates base sizes between 75-99.

Value for money of the journey – in detail

Satisfaction with the journey's value for money (%) amongst fare-payers



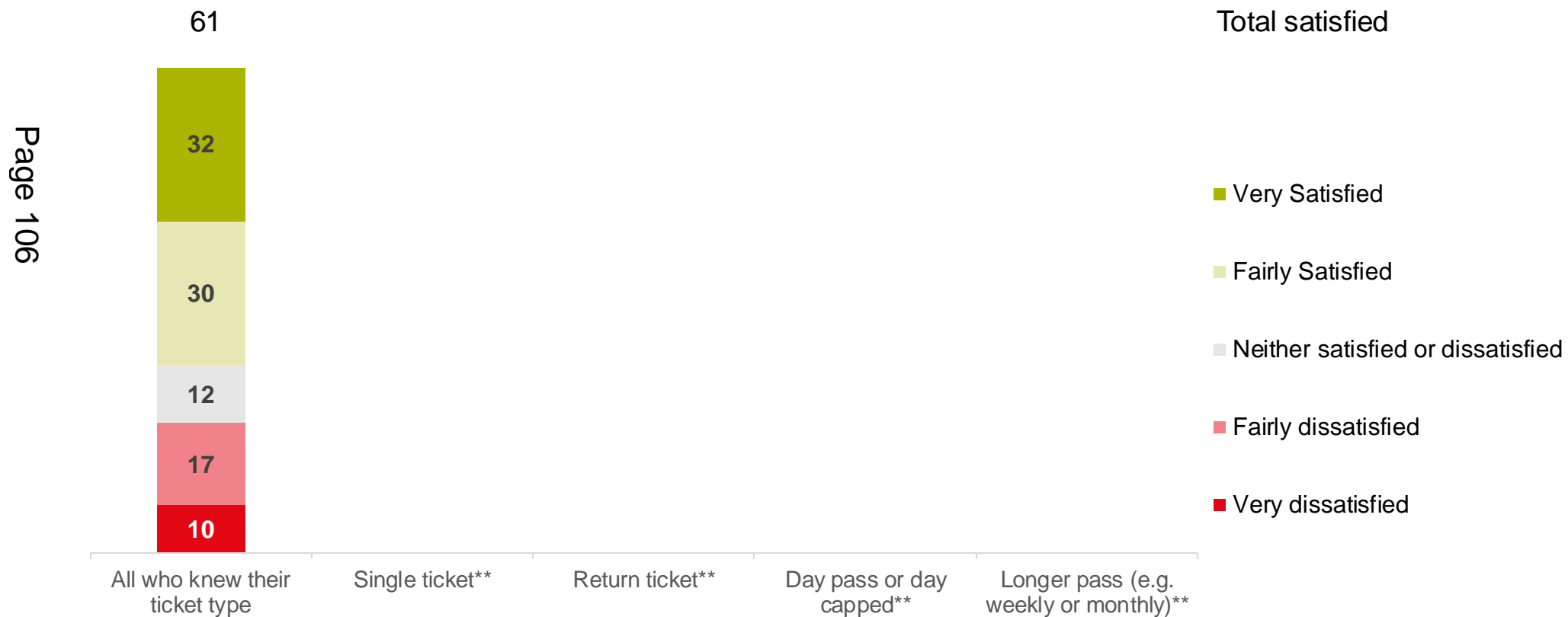
Influential factors on value for money rating (%) for Full Year 2024



Q10A How satisfied were you with the value for money of your journey?
Q10B What had the biggest influence on your rating of the value for money?
Base: Fare-payers only 198; All Scotland areas 1884; Full Year 2023 216 Those satisfied with vfm 129; Those not satisfied with vfm 69**
** indicates base sizes (under 75)

Value for money of the journey – by ticket type

Satisfaction with the journey's value for money (%) amongst fare-payers – by main ticket or pass types



Q10A How satisfied were you with the value for money of your journey?

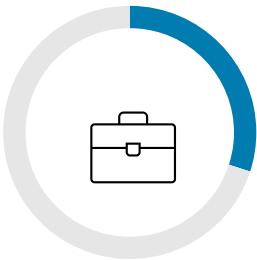
Base: Fare-payers only 139; Single ticket 46**; Return ticket 17**; Day pass 16**; Longer pass 37**

** indicates base sizes (under 75)

Journey details

Journey purpose

Page 108



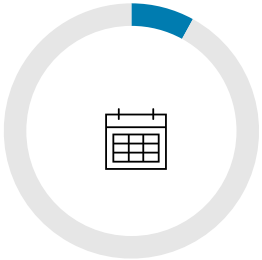
Commuting for work
30%



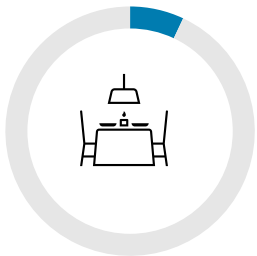
Shopping
23%



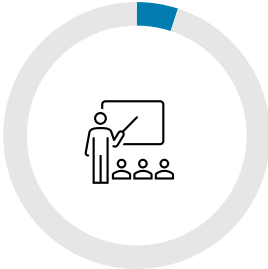
Friends or relatives
16%



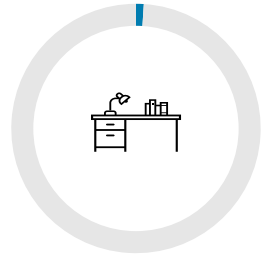
Appointment
8%



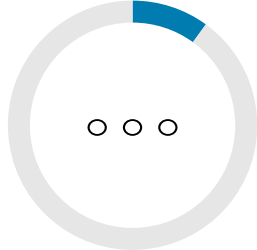
Leisure
7%



Commuting for education
5%



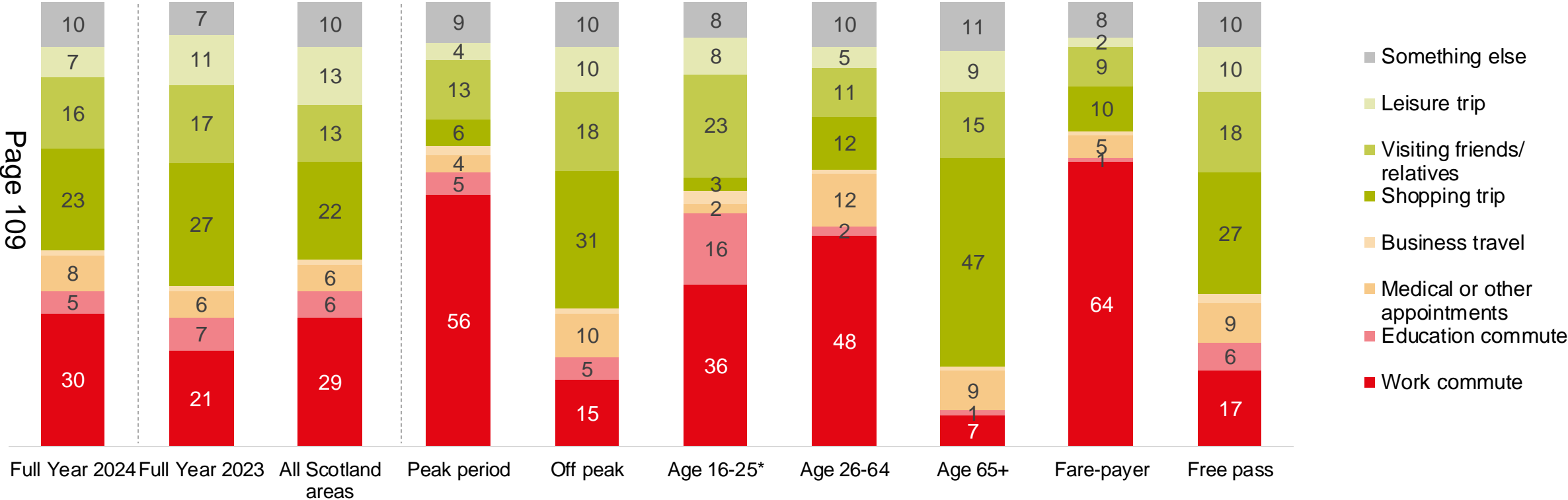
Business
1%



Other
10%

Journey purpose

Purpose of bus journey (%)

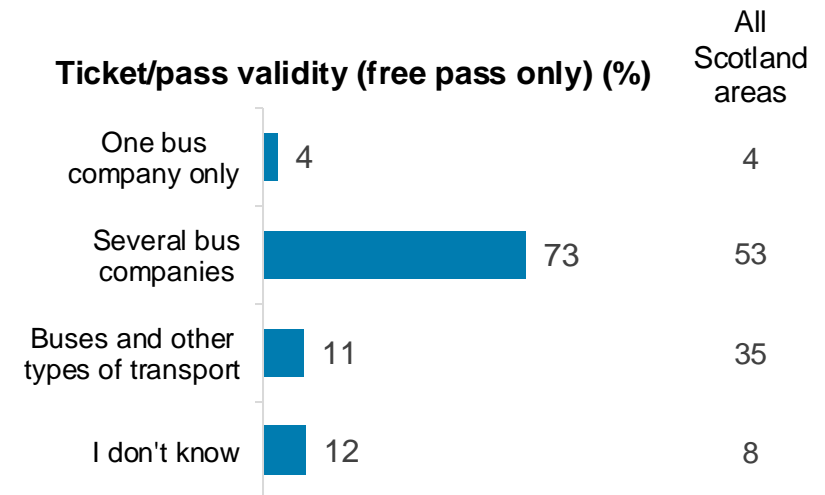
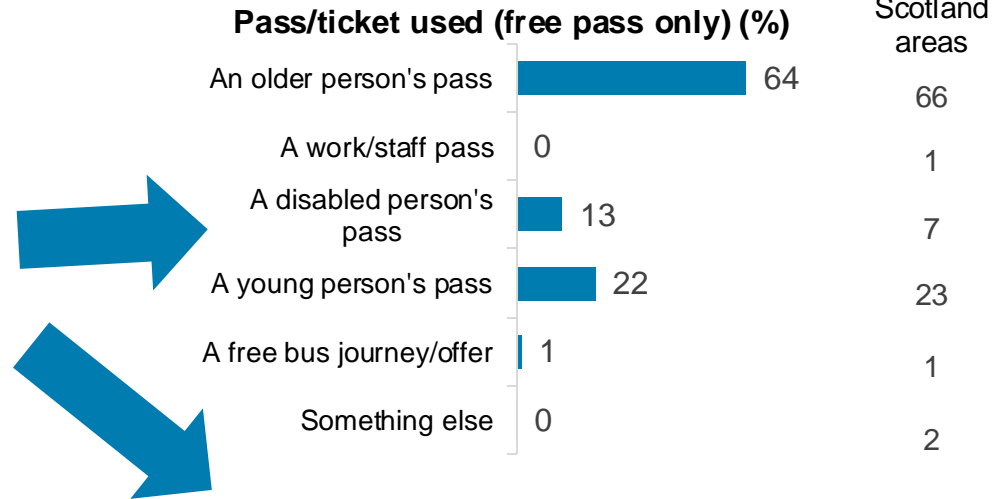
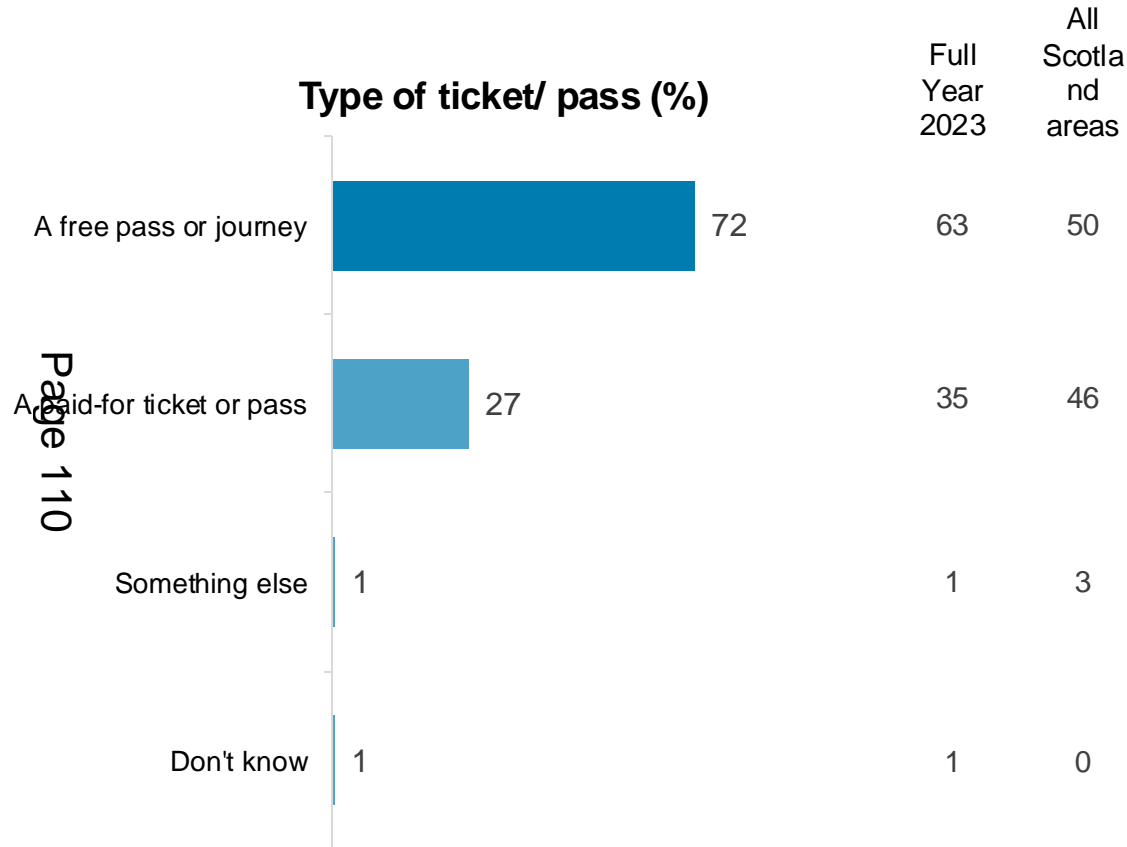


Q5 What was the main purpose of this bus journey?

Base: Full Year 428; Full Year 2023 546; All Scotland areas 3373; Peak 144; Off Peak 275; Fare-payer 131; Free pass 292; Age 16-25 97*; Age 26-64 191; Age 65+ 135

*indicates base sizes between 75-99.

Ticket type



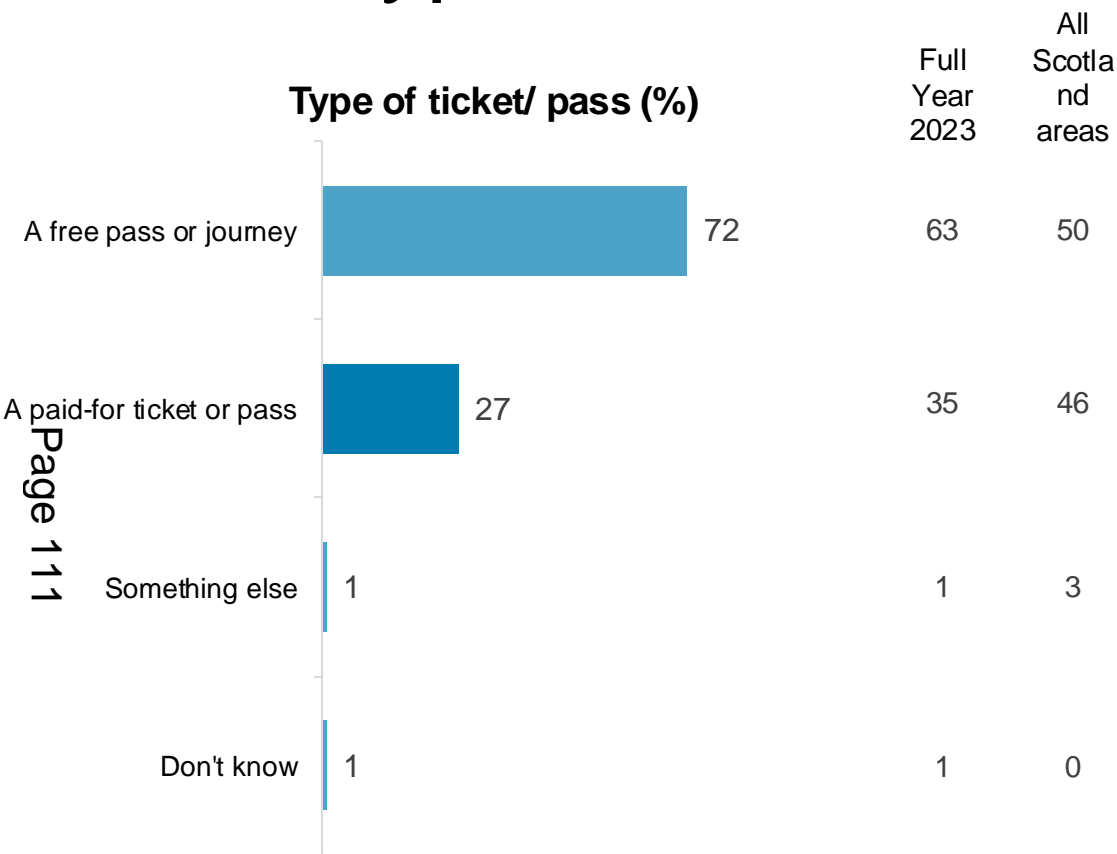
Q6 What type of ticket or pass did you use for this bus journey?

B17 Could you tell us a bit more about the pass or ticket you used for this journey?

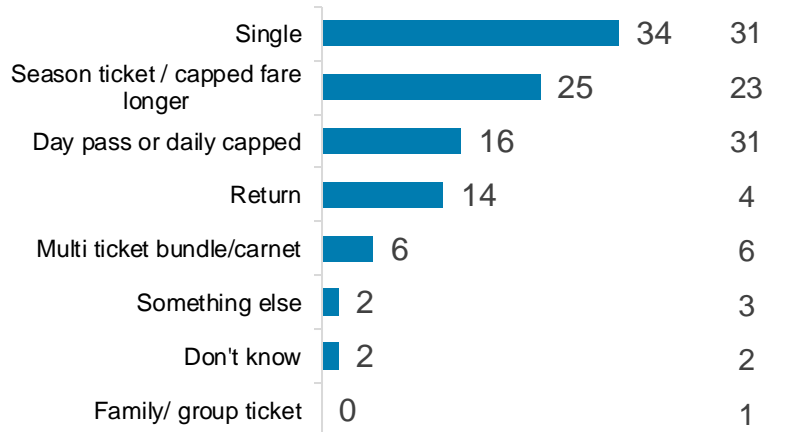
B19 Who could you use your ticket or pass with?

Base: Full Year 434; Full Year 2023 546; 2024 All Scotland areas 3405; Free pass only 278 - 284 All Scotland areas 1620 - 1641

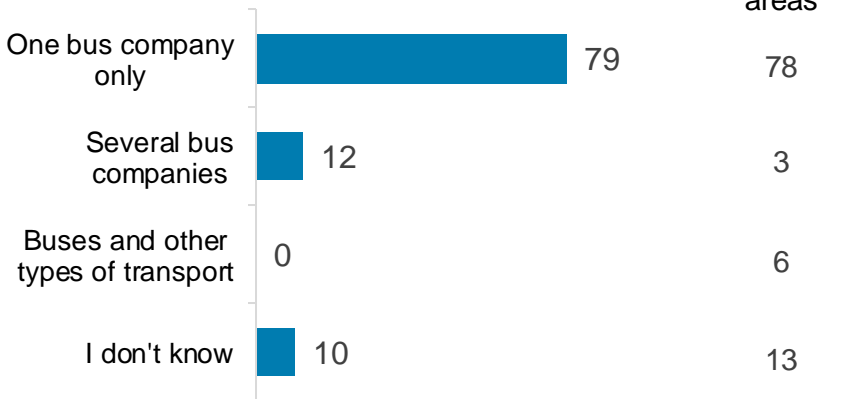
Ticket type



Pass/ticket used (paid journey only) (%)



Ticket/pass validity (paid journey only) (%)



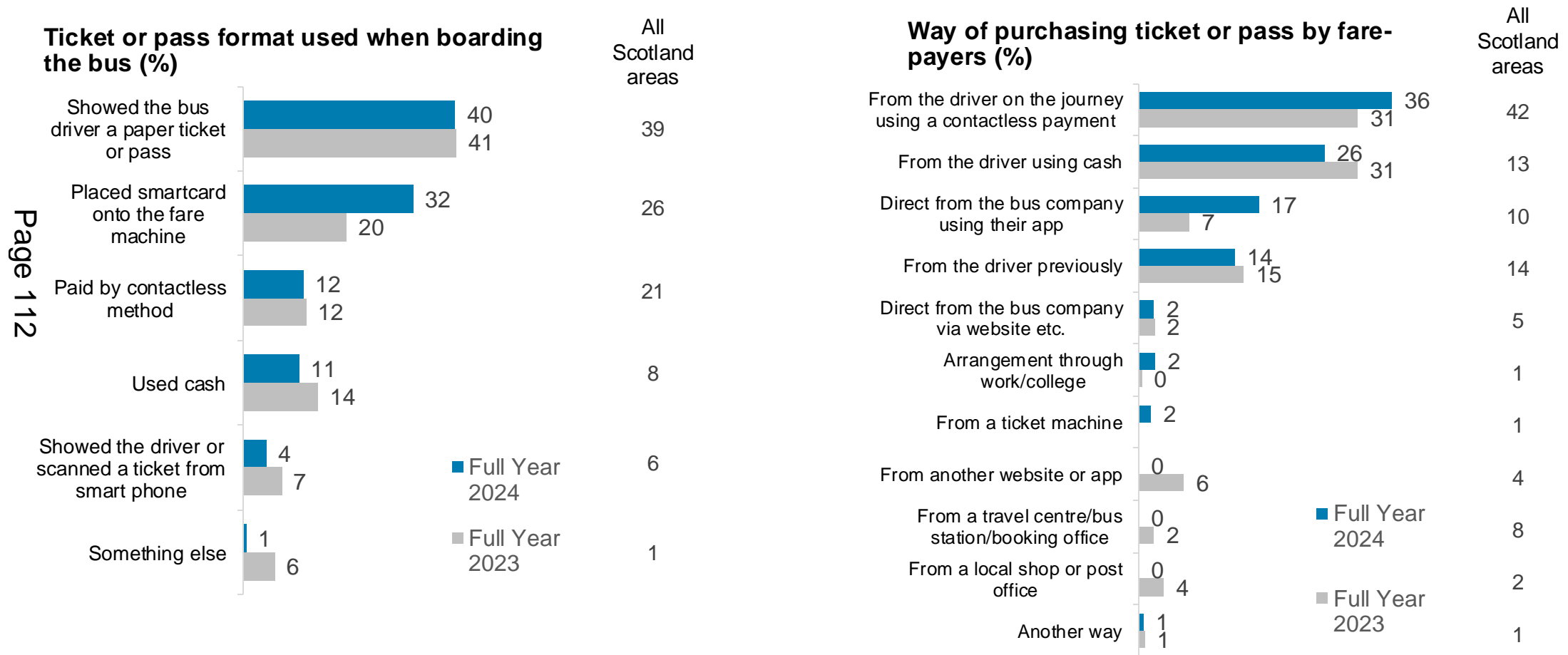
Q6 What type of ticket or pass did you use for this bus journey?

B18 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

Base: Full Year 434; Full Year 2023 546; 2024 All Scotland areas 3405; Paid for ticket or pass only 121 - 134 All Scotland areas 1350 - 1415

All passengers purchasing ticket or pass



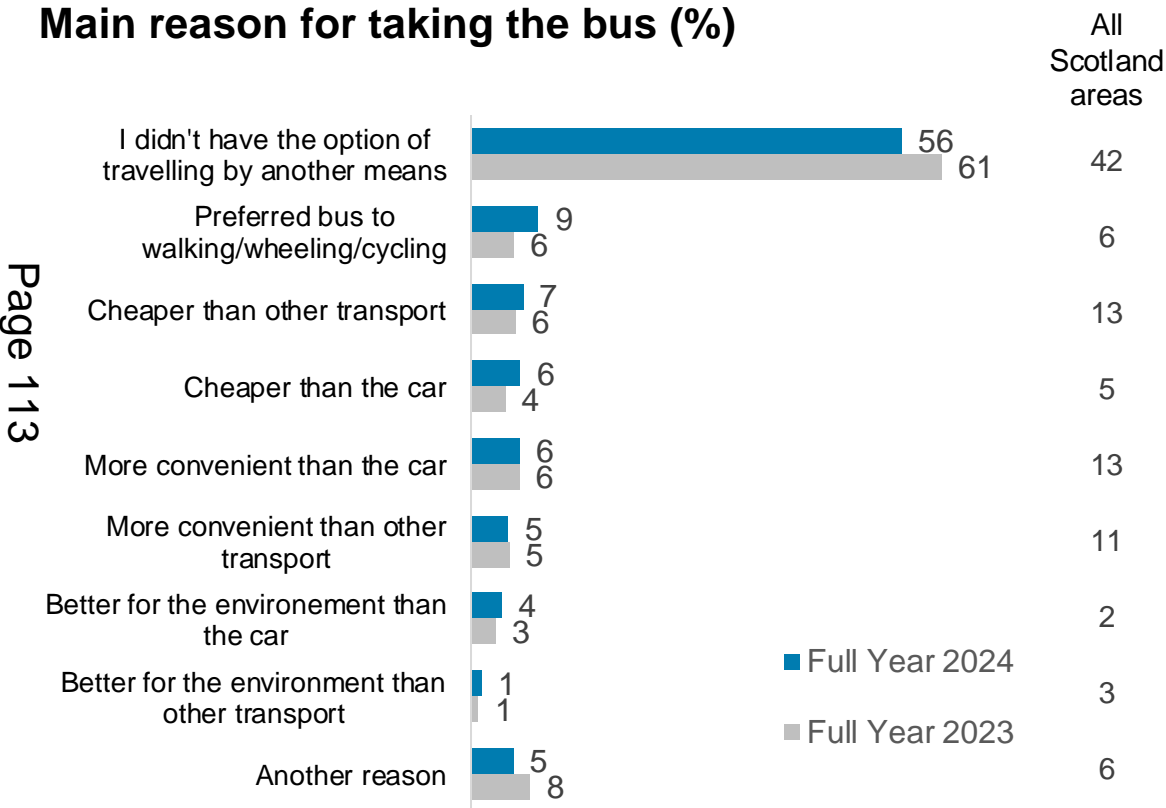
B20 On boarding the bus, did you?

B21 How did you buy your ticket or pass?

Base: Full Year 409; Full Year 2023 500; 2024 All Scotland areas 3048; Fare-payers only 123; All Scotland areas 1342

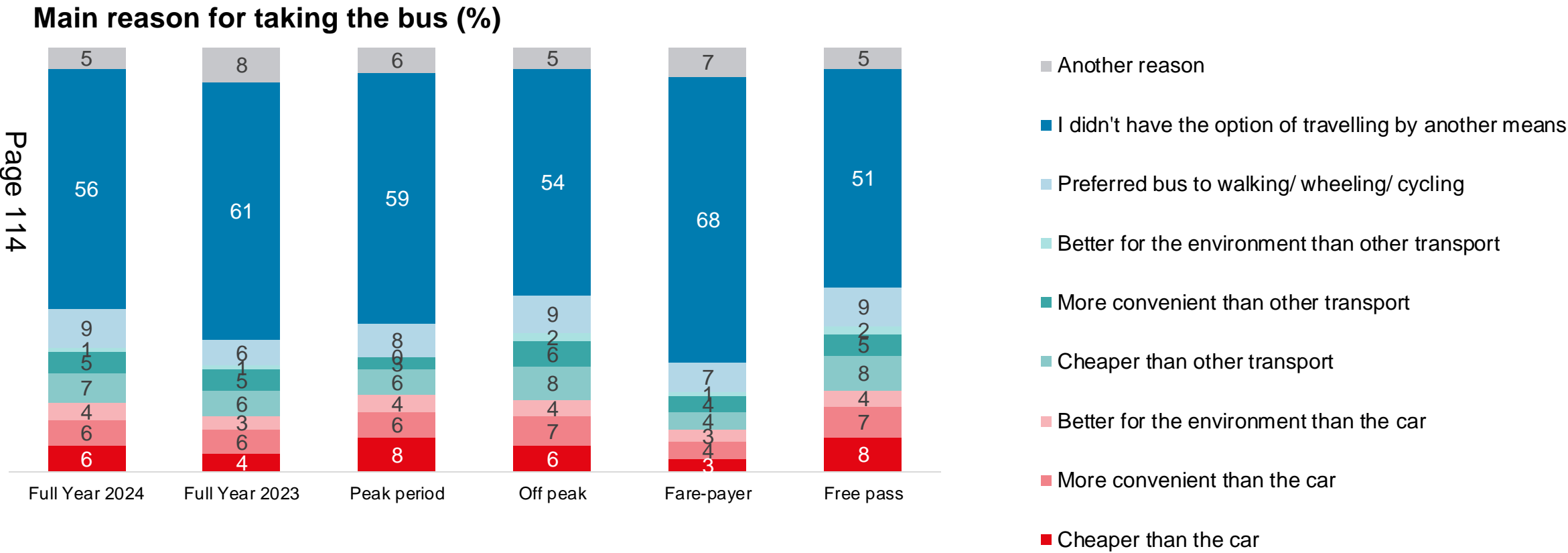
Reason for taking the bus

Main reason for taking the bus (%)



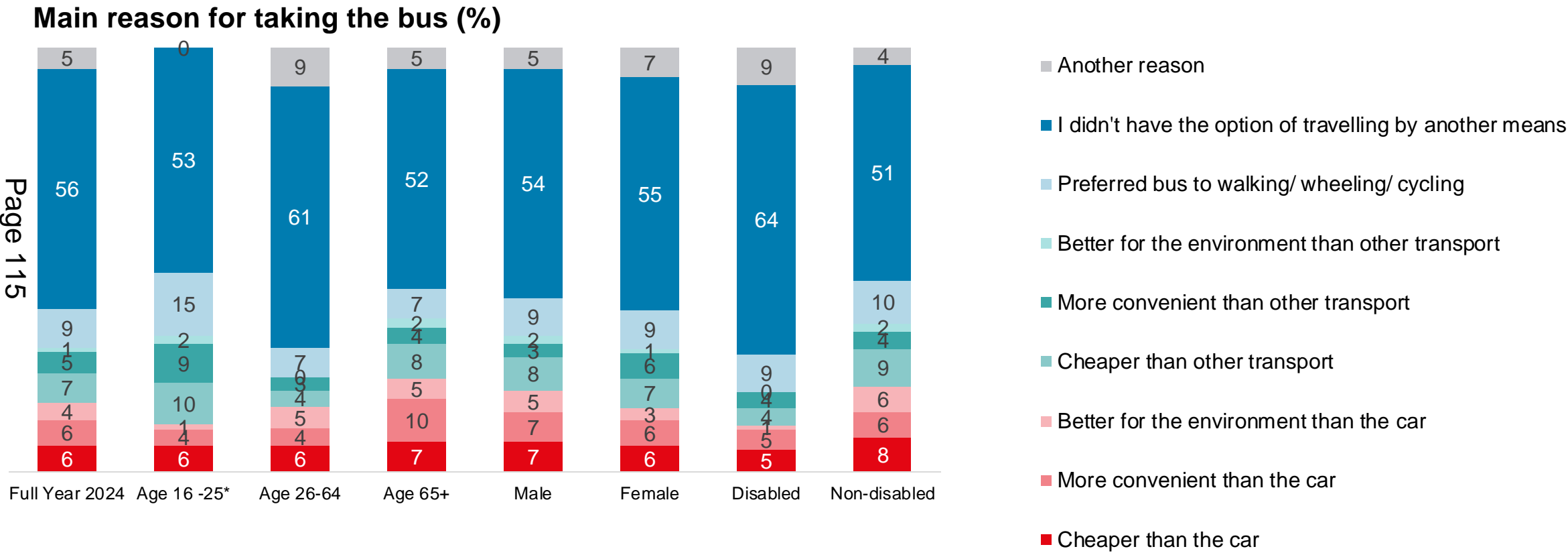
B1 What was the **main** reason you chose to take the bus for that journey?
Base: Full Year 419; Full Year 2023 527; 2024 All Scotland areas 3325

Reason for taking the bus by time and fare type



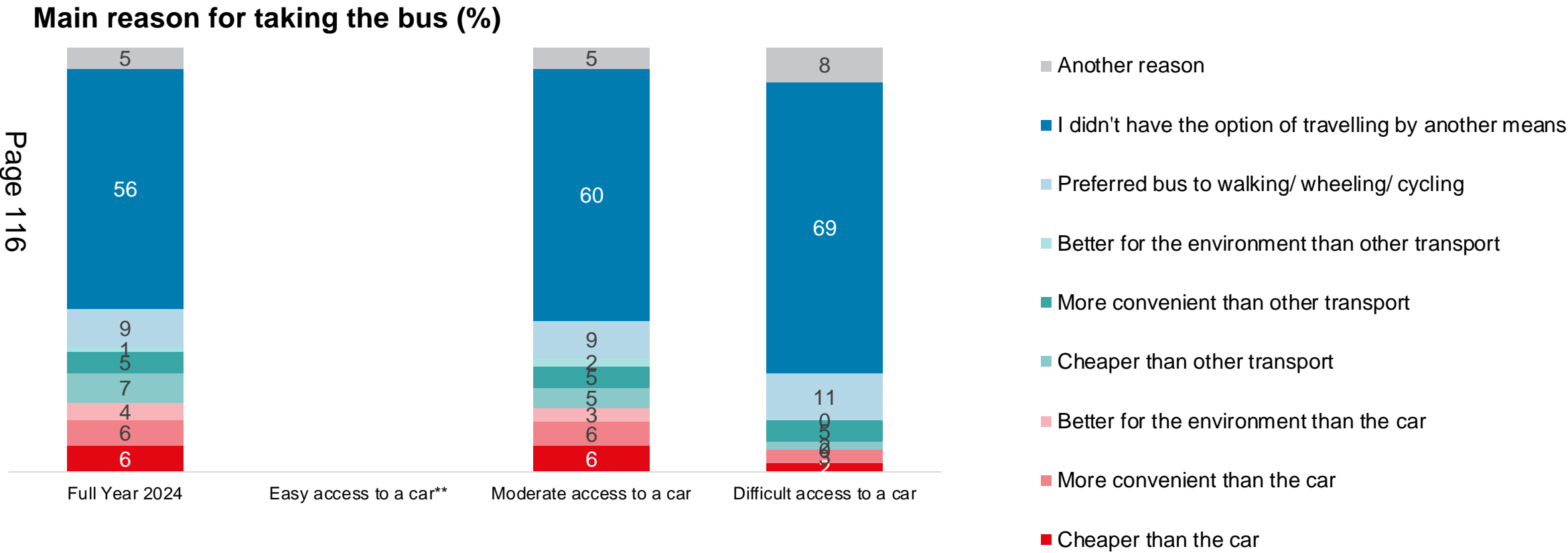
B1 What was the **main** reason you chose to take the bus for that journey?
Base: Full Year 419; Full Year 2023 527; Peak 143; Off Peak 267; Fare-payer 131; Free pass 282

Reason for taking the bus by demographics



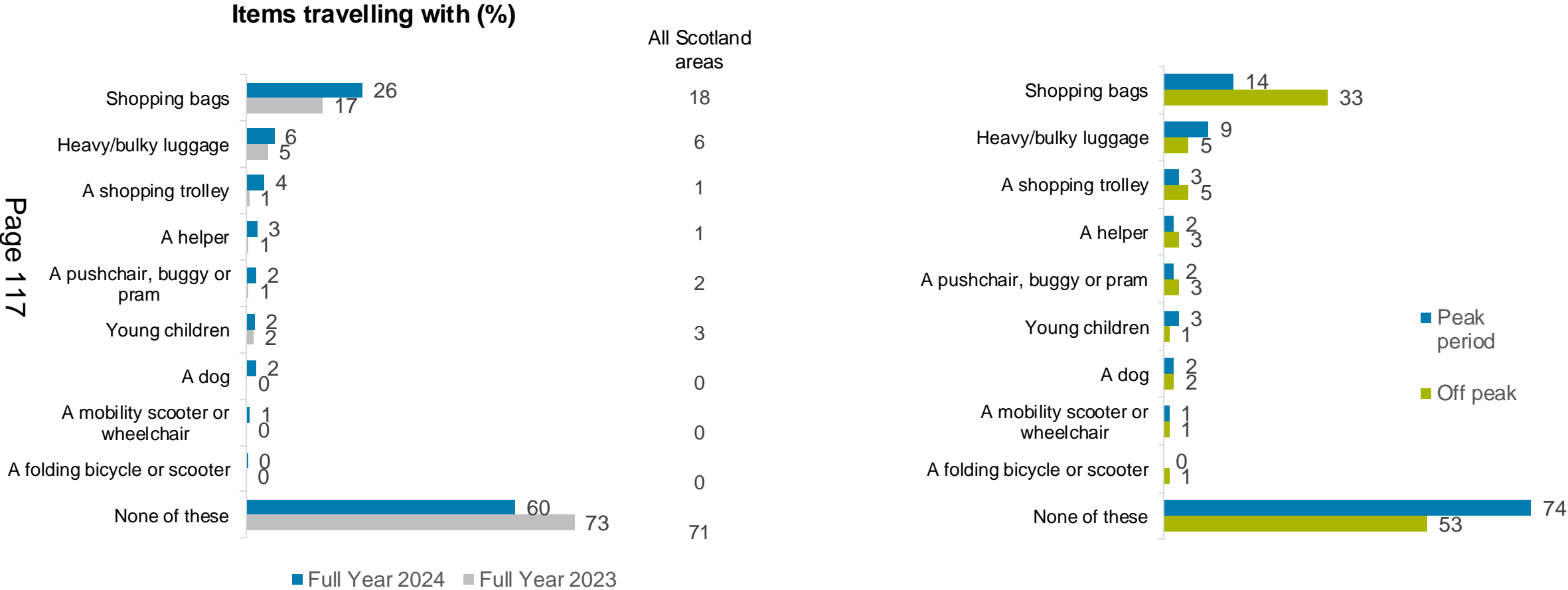
B1 What was the **main** reason you chose to take the bus for that journey?
Base: Full Year 419; Age 16-25 96*; Age 26-64 191; Age 65+ 129; Male 149; Female 253; Disabled 137; Non-disabled 238
*indicates base sizes between 75-99.

Reason for taking the bus by access to a car



B1 What was the **main** reason you chose to take the bus for that journey?
Base: Full Year 419; Easy access to a car 72**; Moderate access to a car 191; Difficult access to a car 124
** indicates base sizes (under 75)

Who or what passengers were travelling with

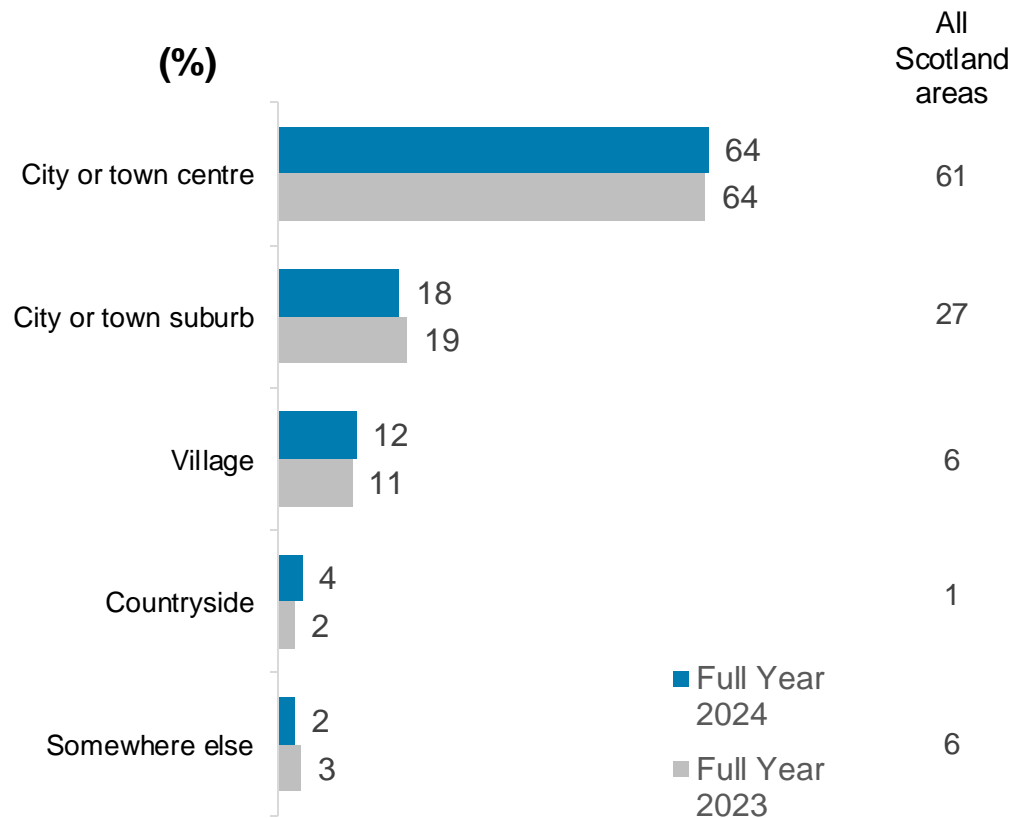


B2 Were you travelling with ...
Base: Full Year 441; Full Year 2023 546; 2024 All Scotland areas 3467; Peak period journeys 148; Off peak period journeys 284



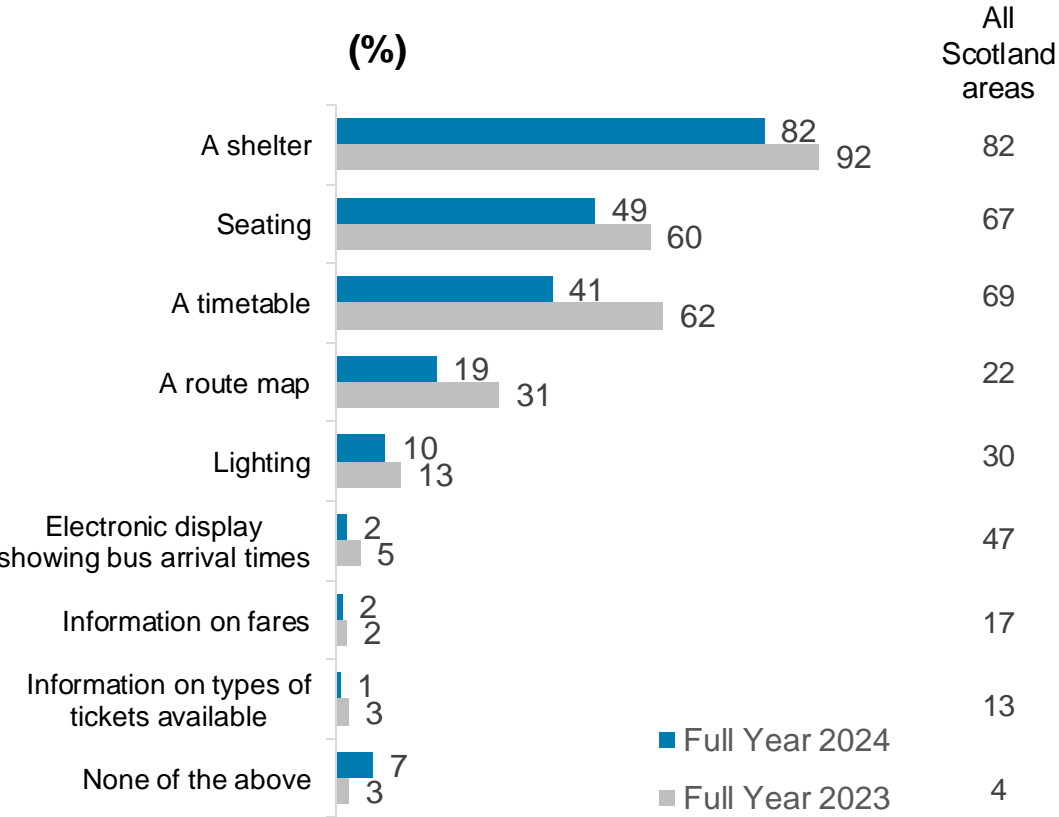
Area of boarding bus stop

Page 119

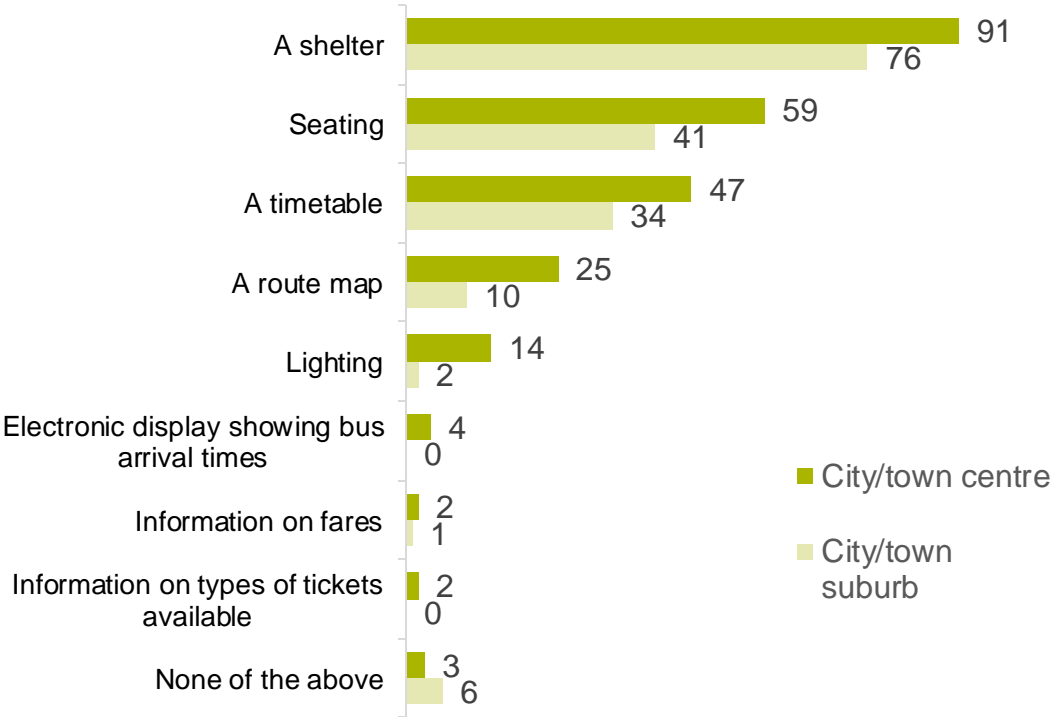


Bus stop facilities

Page 120

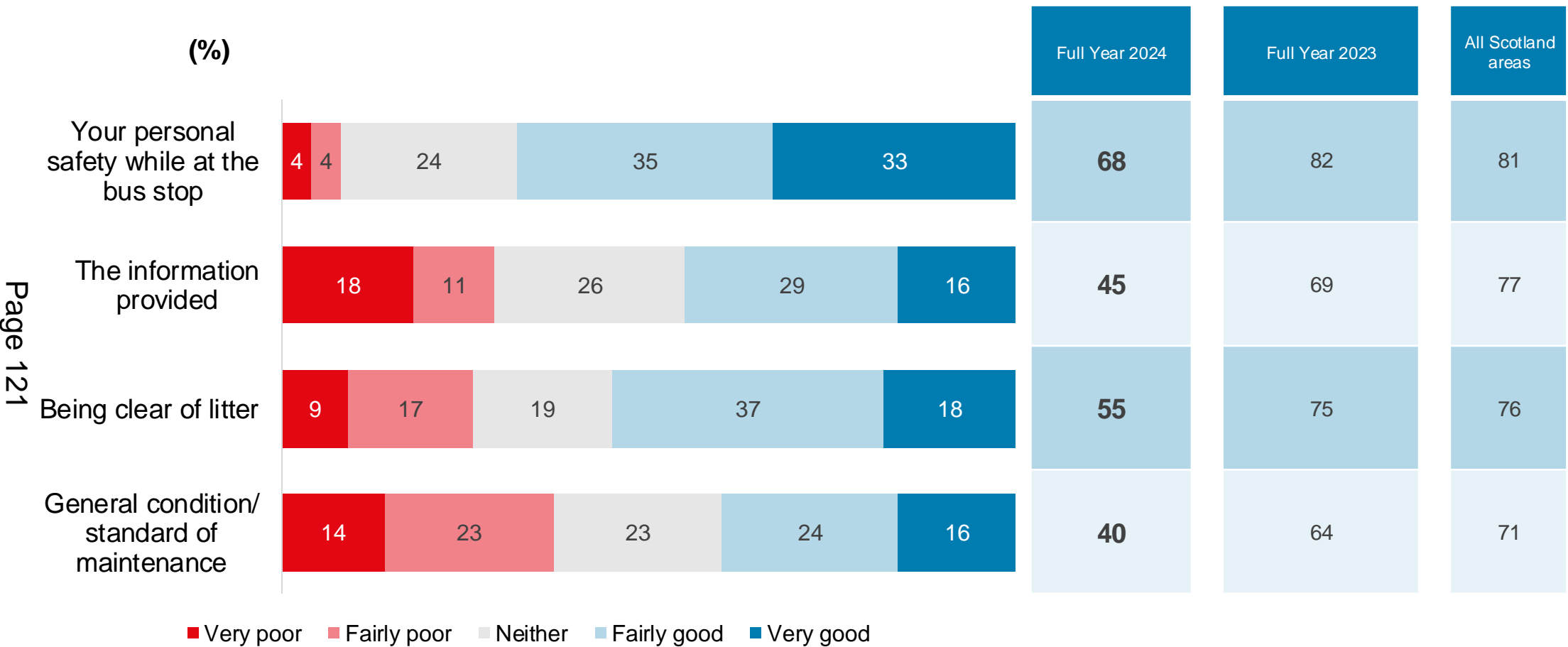


Features split by location of stop (%)



B4 Which of these did the bus stop where you caught the bus have?
Base: Full Year 441; Full Year 2023 546; 2024 All Scotland areas 3467; Those boarding bus in city/town centre 261; Those boarding bus in city/town suburb 82*
*indicates base sizes between 75-99.

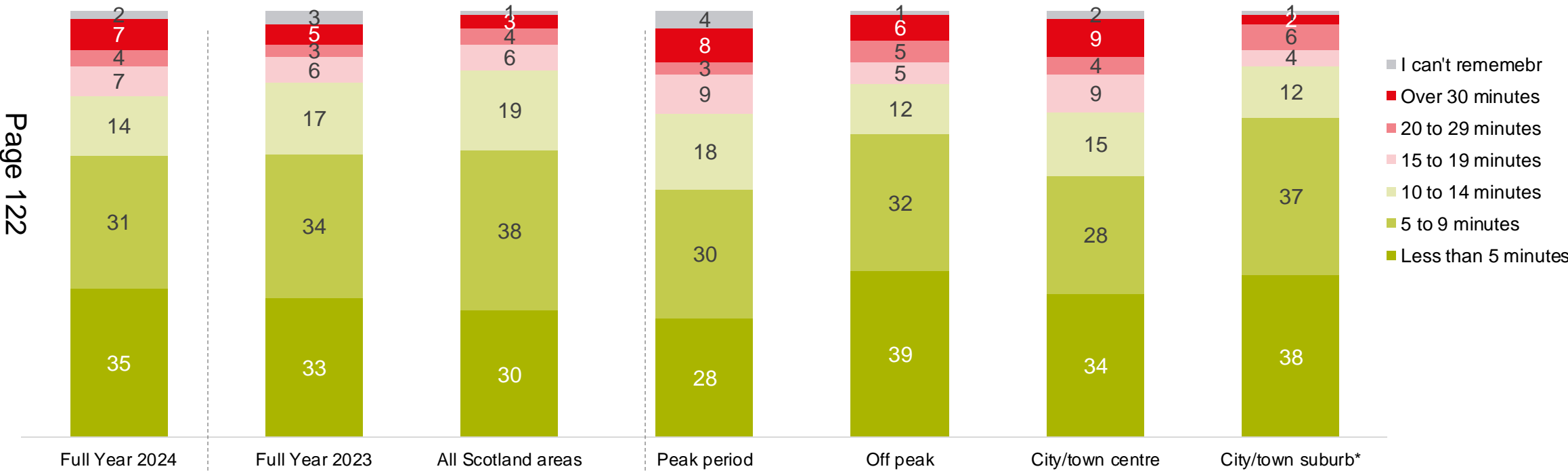
Bus stop ratings



B5 Thinking about the bus stop itself, how would you rate the following...?
Base: Full Year 374 - 403; Full Year 2023 507 - 529; 2024 All Scotland areas 3098 - 3232

Waiting for the bus

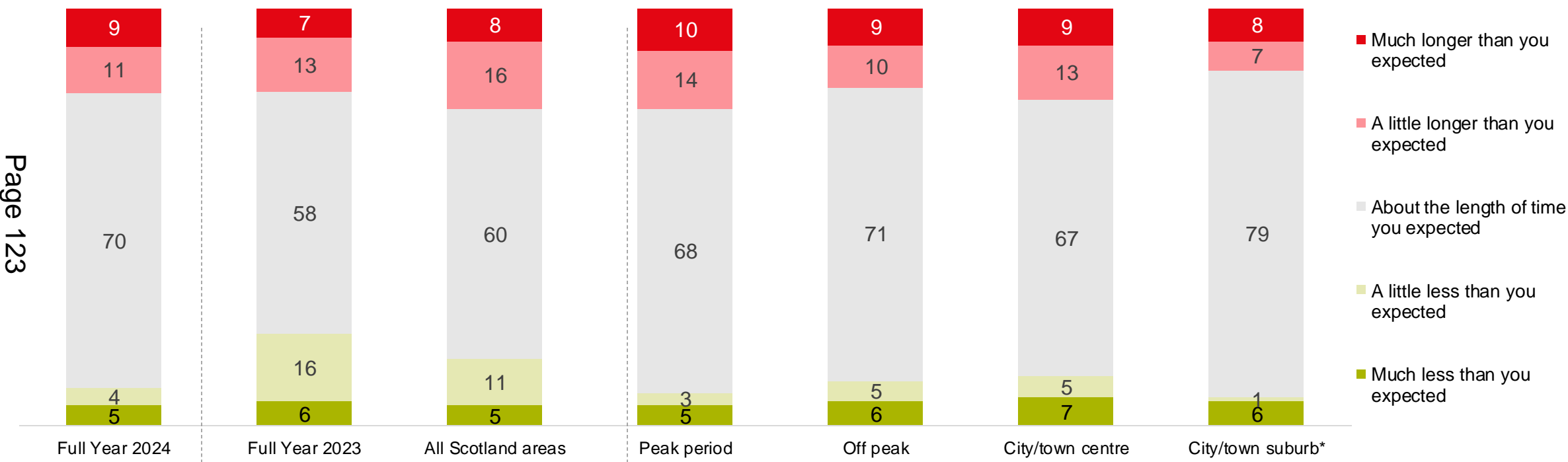
Length of wait for the bus (%)



B6A How long did you wait for your bus?
Base: Full Year 435; Full Year 2023 532; 2024 All Scotland areas 3324; Peak 146; Off Peak 280; City/town centre 259; City/town suburb 82*
*indicates base sizes between 75-99.

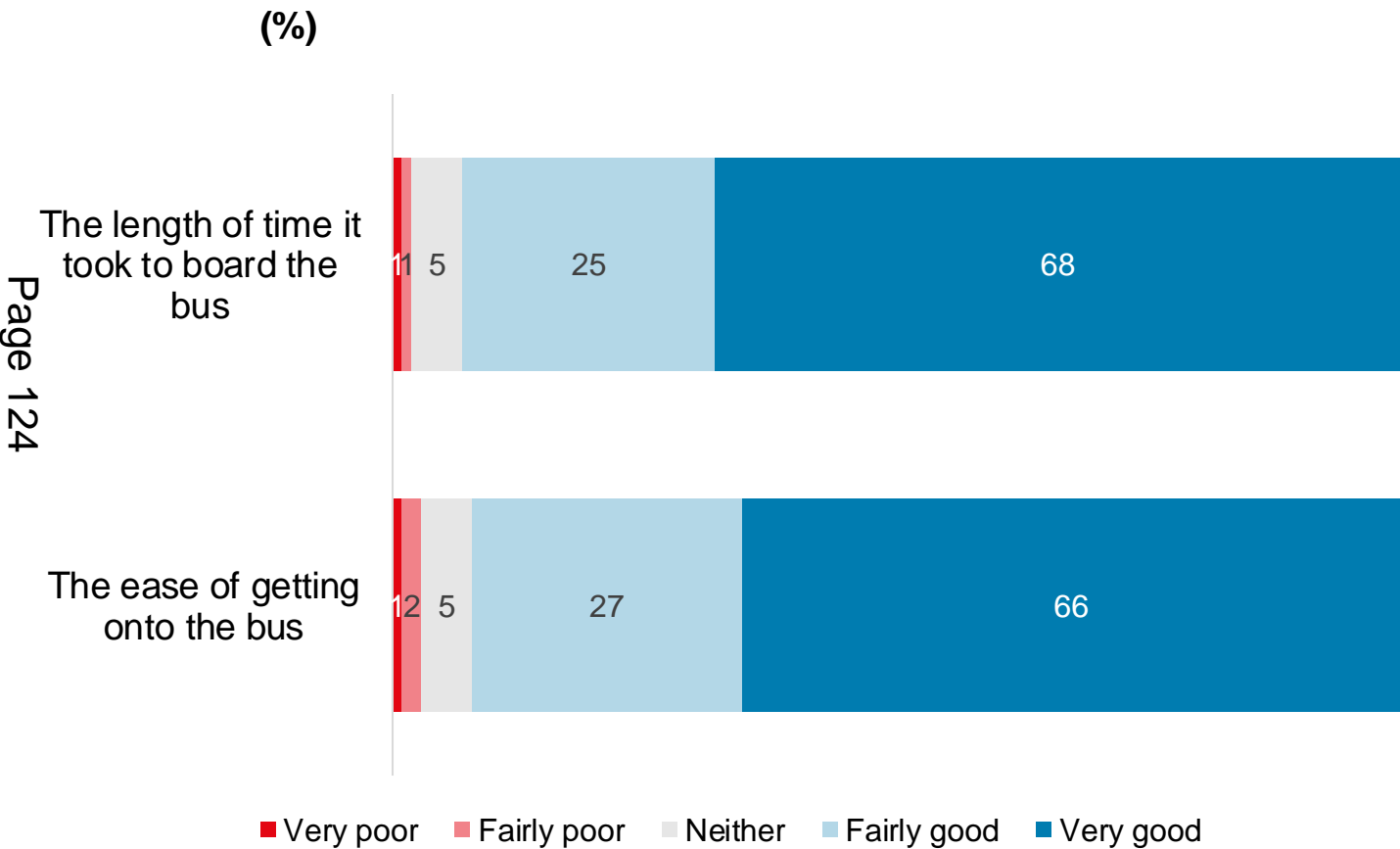
Wait compared to expectations

How long the wait was compared to expectations (%)



B6B Was this wait time...?
Base: Full Year 2024 431; Full Year 2023 531; 2024 All Scotland areas 3302; Peak 145; Off Peak 277; City/town centre 257; City/town suburb 81*
*indicates base sizes between 75-99.

Ratings for getting onto the bus

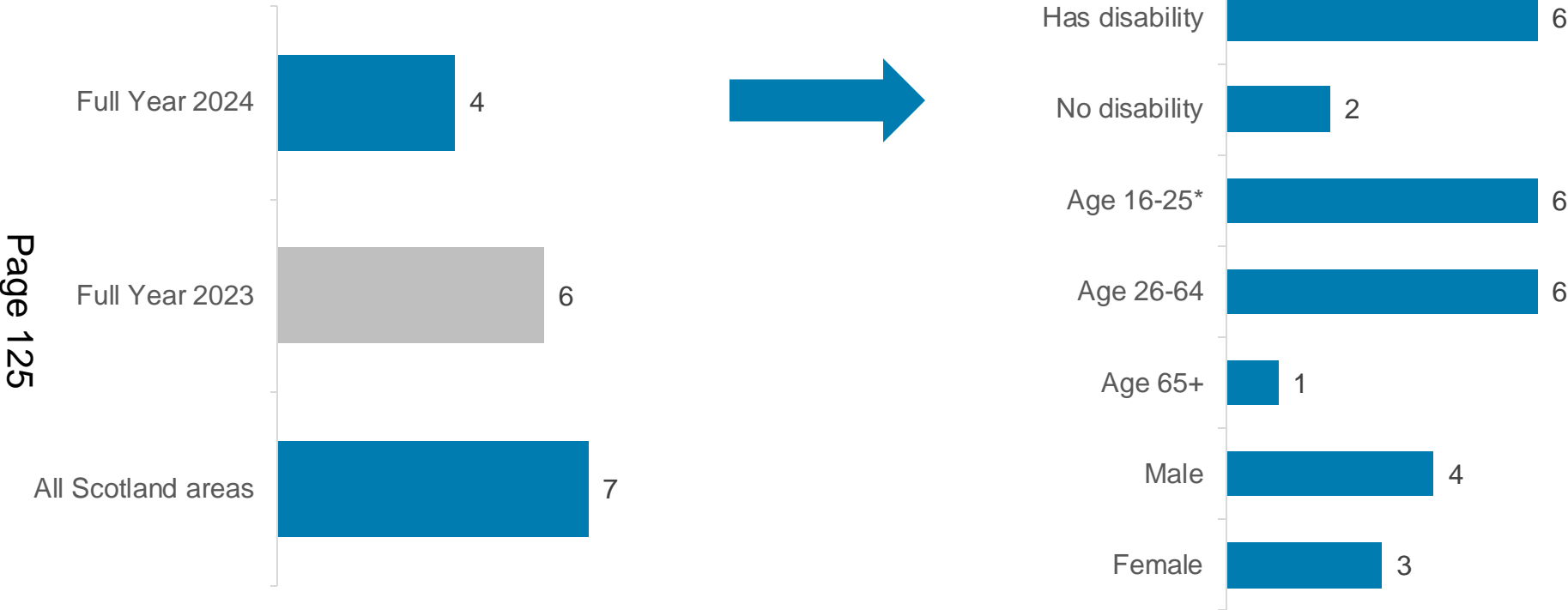


Total good (%)		
Full Year 2024	Full Year 2023	All Scotland areas
93	94	94
93	95	94

B7 Thinking about when the bus arrived, how would you rate the following...?
Base: Full Year 404 - 431; Full Year 2023 514 - 525; 2024 All Scotland areas 3165 - 3284
*indicates base sizes between 75-99.

Behaviour of other passengers at the bus stop

Other passengers' behaviour made them uncomfortable (%)



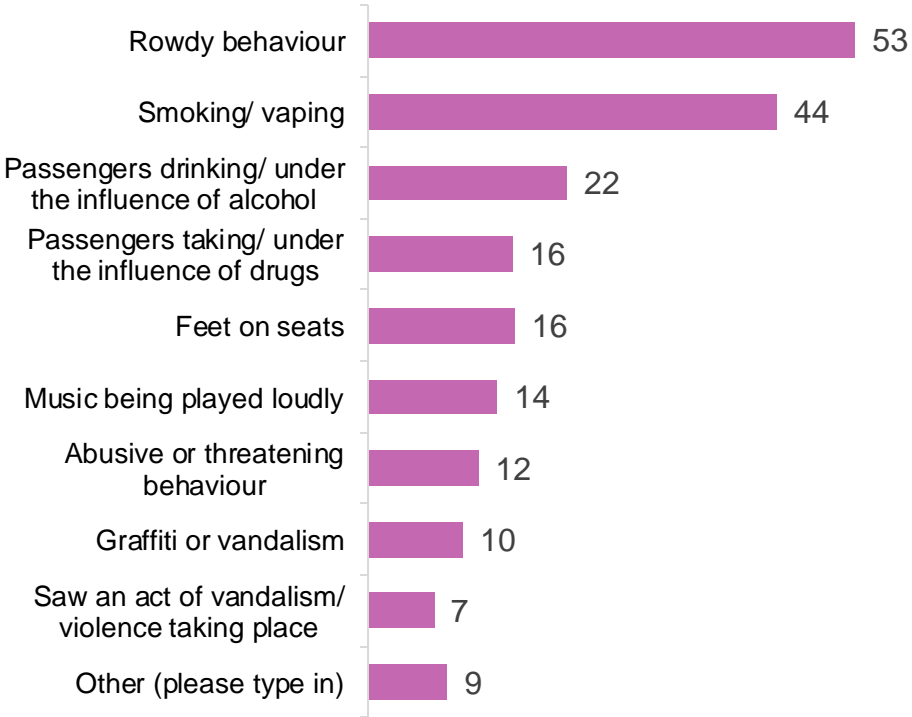
B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey at the bus stop?
Base: Full Year 423; Full Year 2023 523; 2024 All Scotland areas 3208; Has disability 150; No disability 241; Age 16-25 89*; Age 26-64 188; Age 65+ 134; Male 146; Female 251
*indicates base sizes between 75-99.

Behaviour of other passengers at the bus stop

Page 126

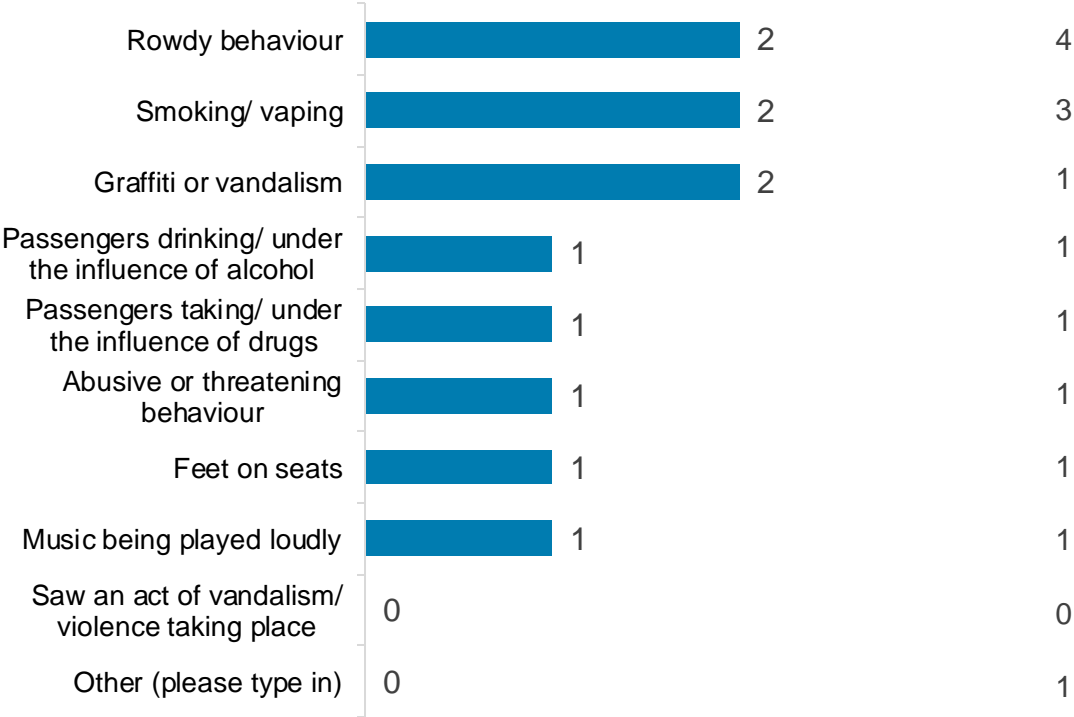
What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)

Total Scotland



What behaviours made them uncomfortable
(% of all passengers)

All Scotland areas



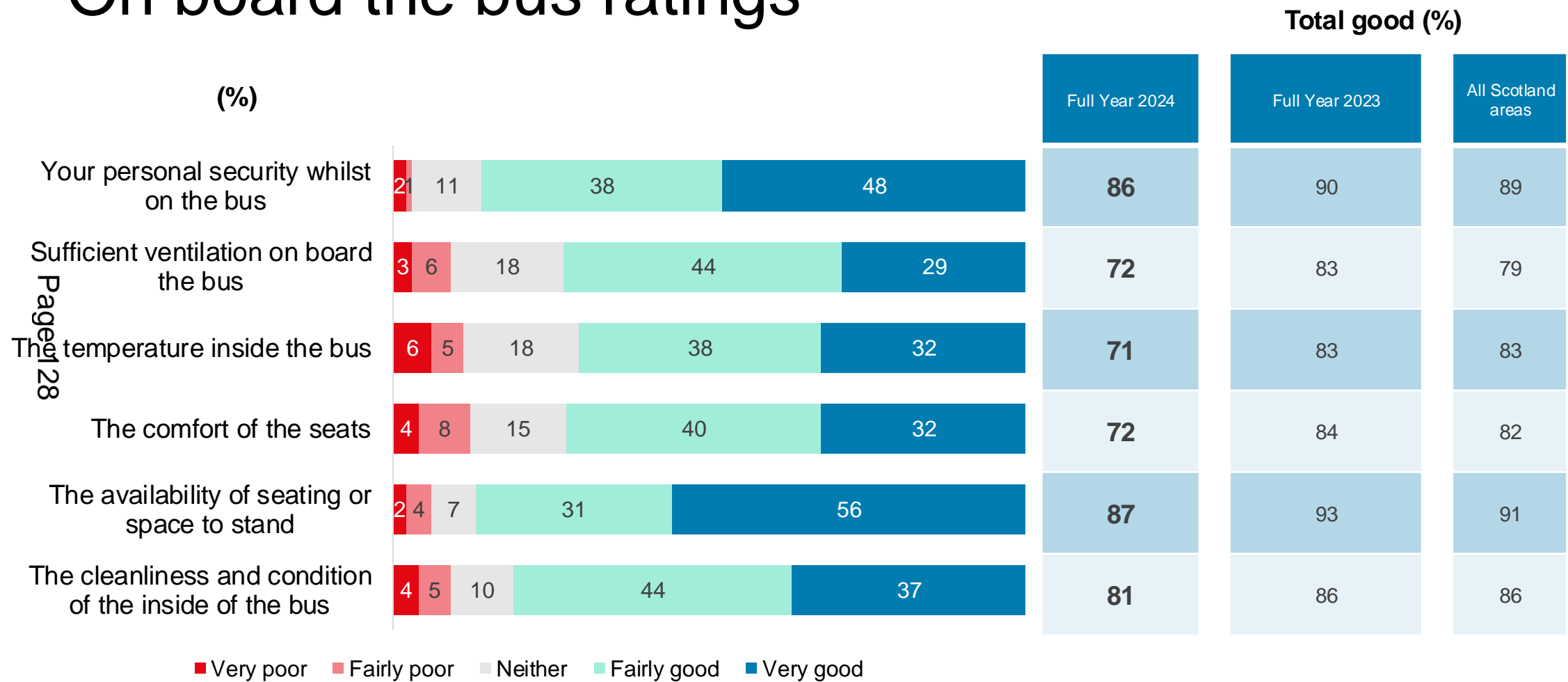
B13 Which of the following were reason(s) for this?

Base: All passengers who were worried or made to feel uncomfortable 188 All passengers 441; 2024 All Scotland areas 3467

** indicates base sizes (under 75)

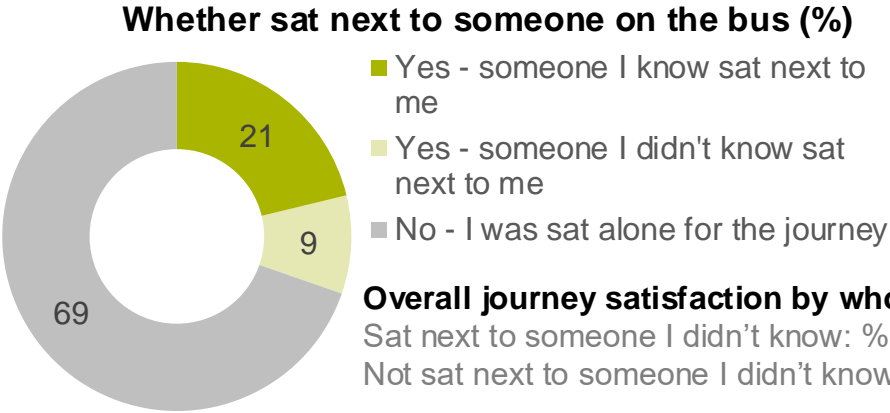
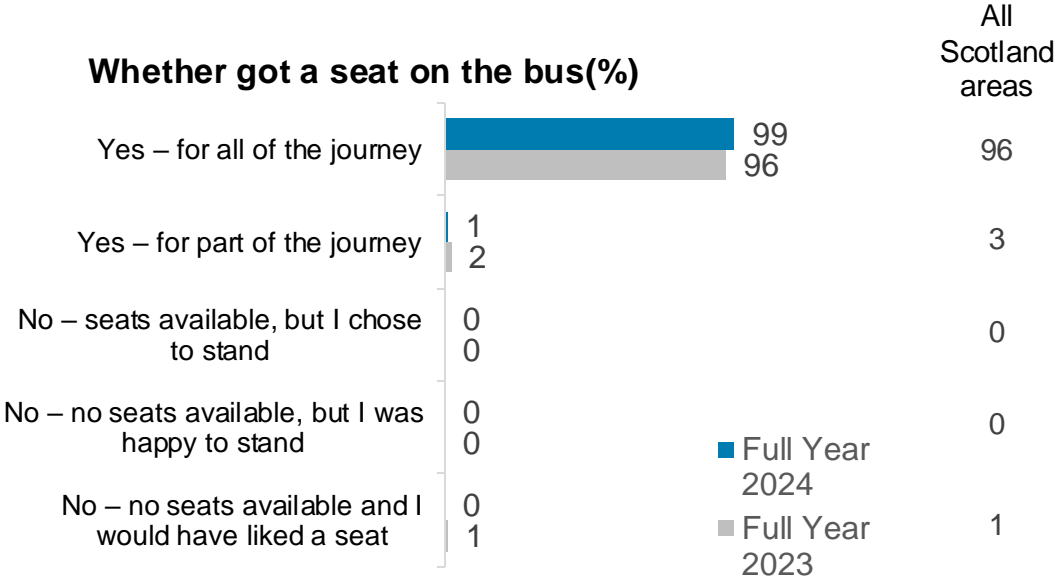
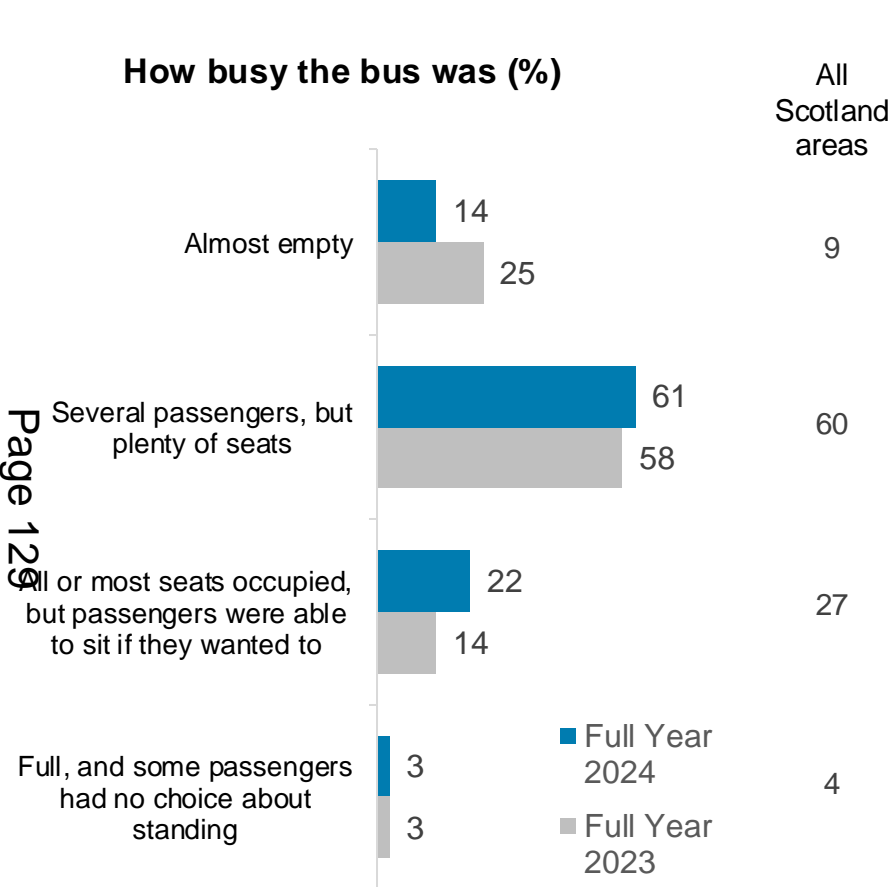


On board the bus ratings



B8 Thinking about when you were on the bus, how would you rate the following...?
Base: Full Year 405 - 420; Full Year 2023 512 - 520; 2024 All Scotland areas 3129 - 3218

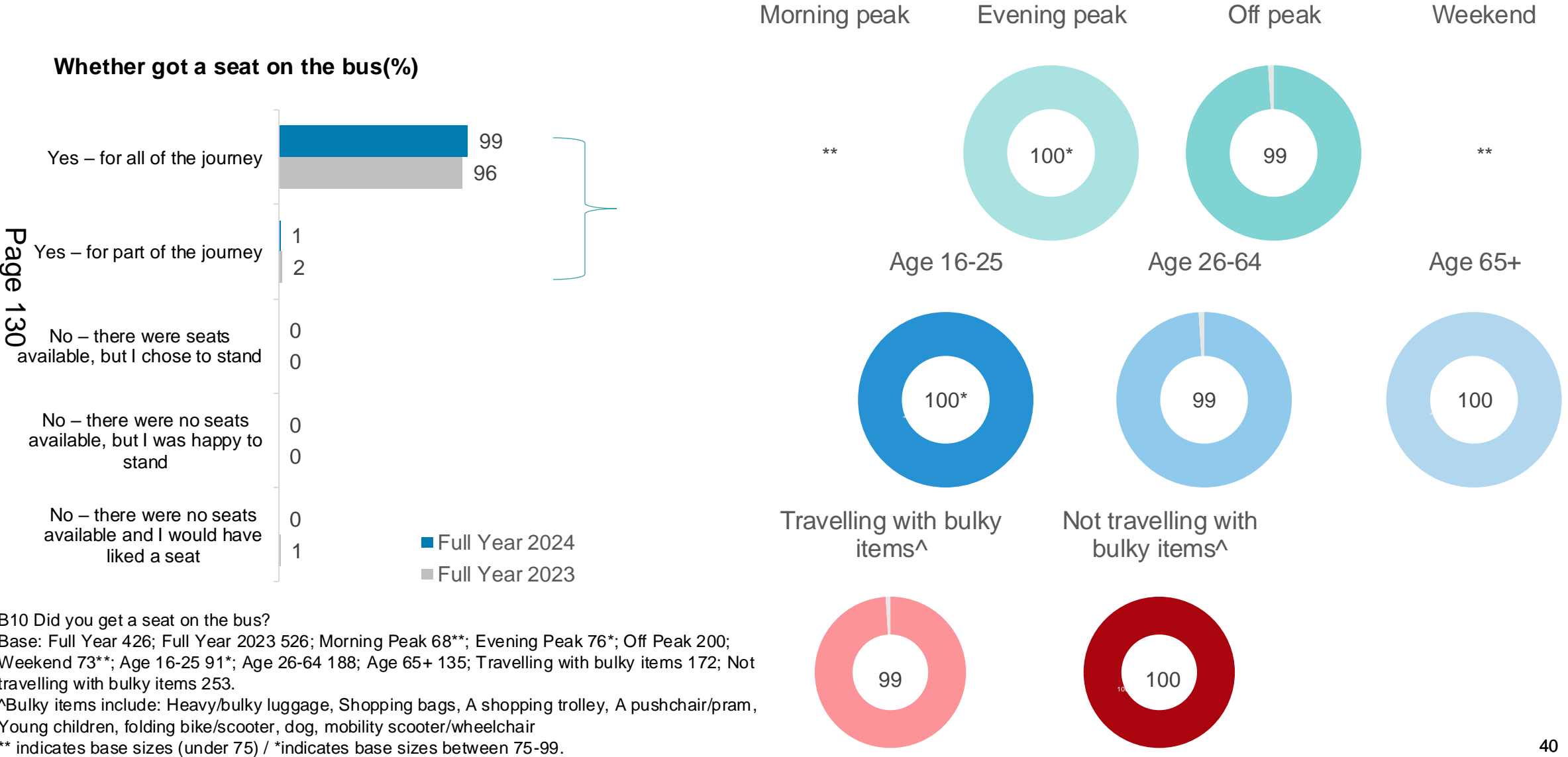
How busy the bus was



Overall journey satisfaction by who sat next to
Sat next to someone I didn't know: % satisfied
Not sat next to someone I didn't know: 83% satisfied

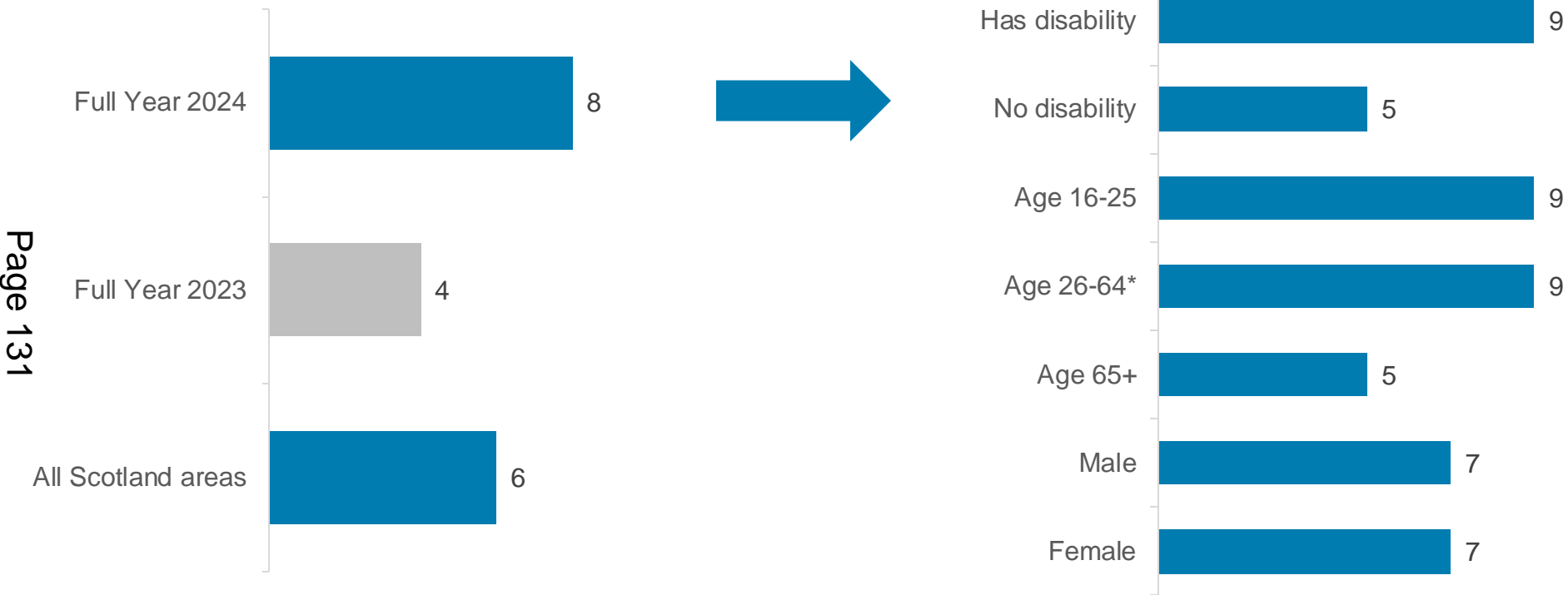
B9 How busy was the bus during most of your journey?
B10 Did you get a seat on the bus?
B11 And did anyone sit next to you on the bus?
Base: Full Year 33** - 426; Full Year 2023 44** - 526; 2024 All Scotland areas 458 - 3232
**indicates base sizes (under 75).

Seating on the bus by journey details



Behaviour of other passengers on board

Other passengers' behaviour made them uncomfortable (%)

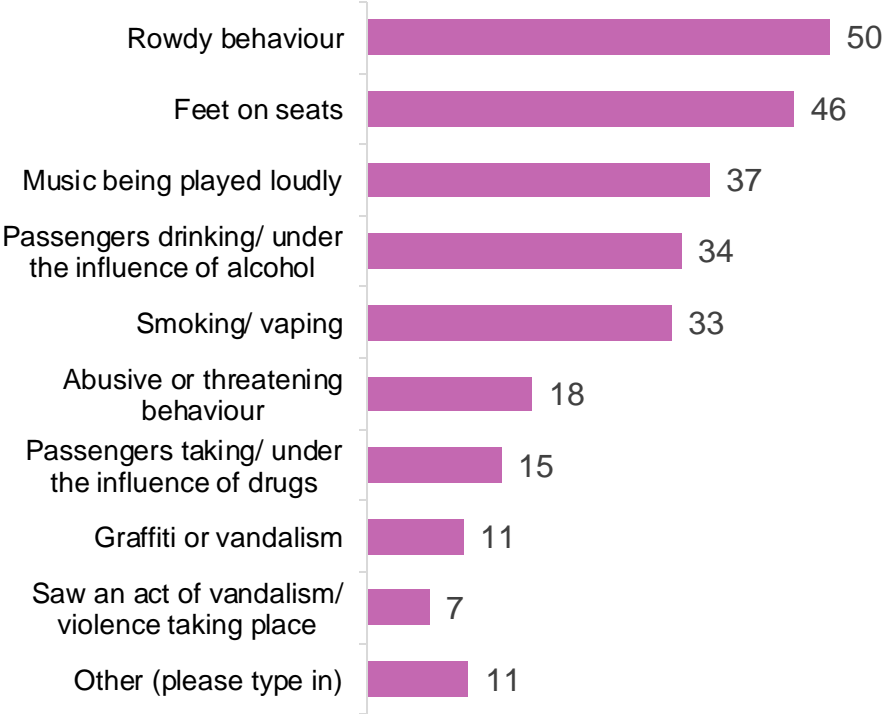


B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey on the bus?
Base: Full Year 420; Full Year 2023 523; 2024 All Scotland areas 3195; Has disability 147; No disability 241; Age 16-25 89*; Age 26-64 188; Age 65+ 131; Male 145; Female 249
*indicates base sizes between 75-99.

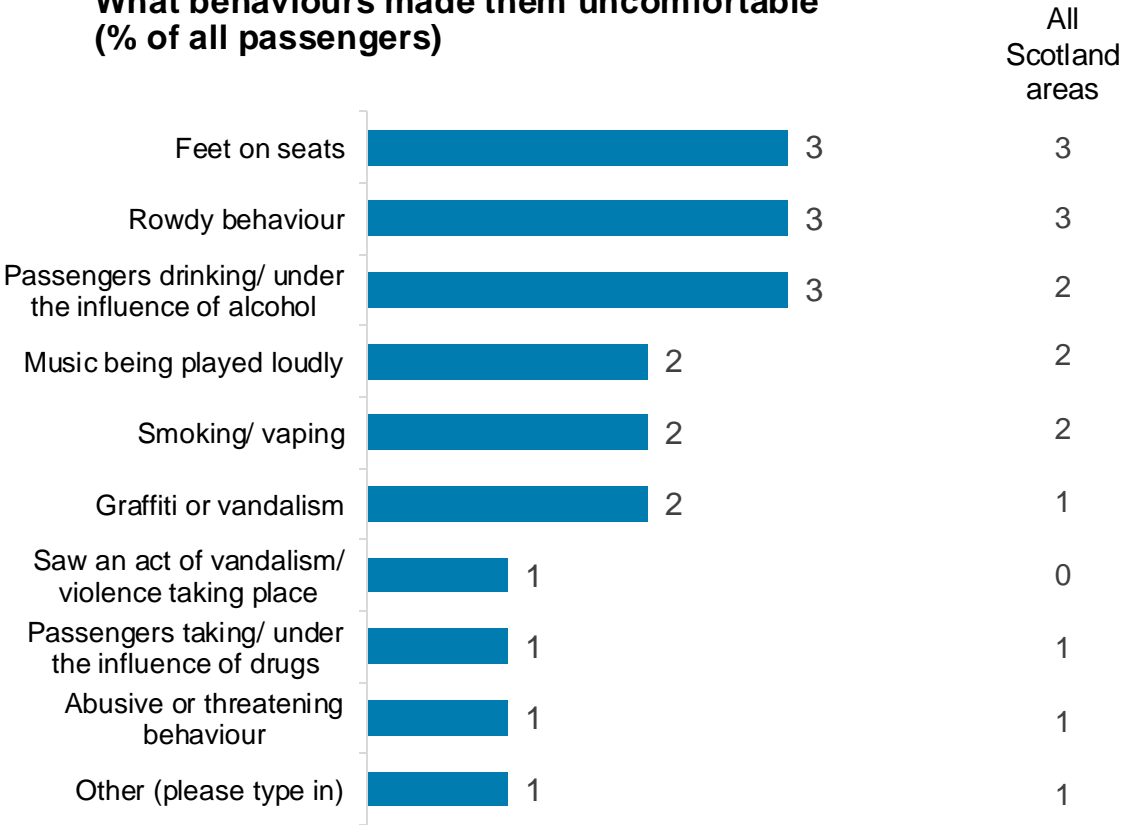
Behaviour of other passengers on board

What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)

Total Scotland



What behaviours made them uncomfortable
(% of all passengers)

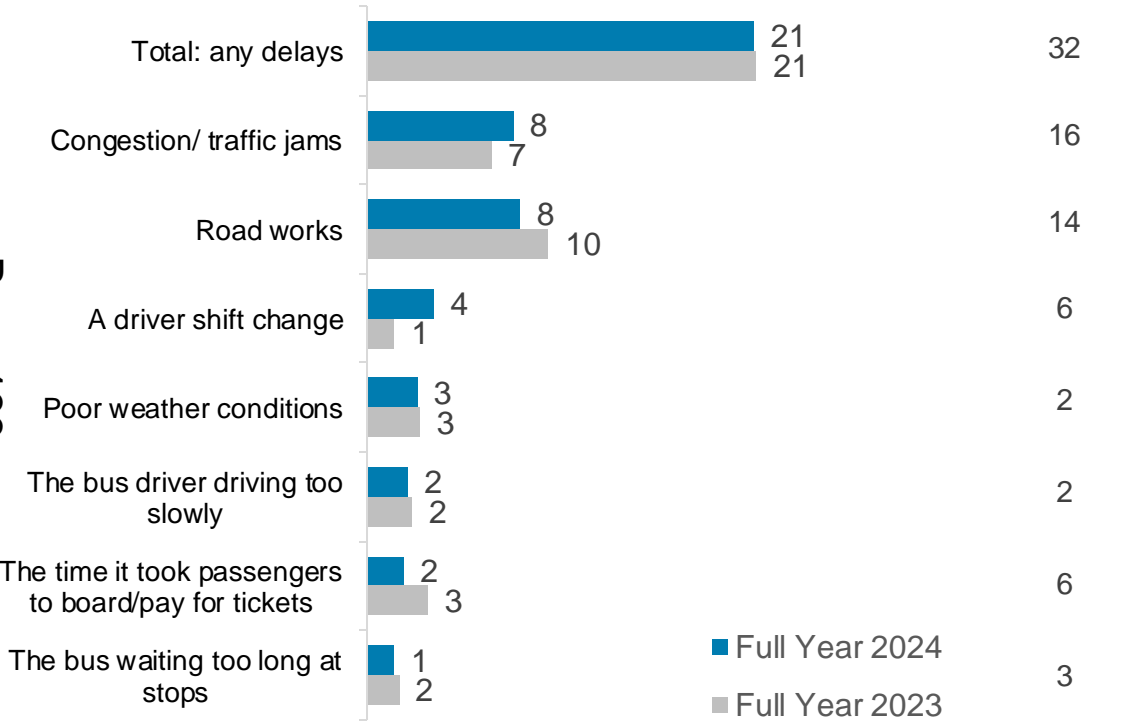


Page 132

B13 Which of the following were reason(s) for this?
Base: All passengers who were worried or made to feel uncomfortable 194; All passengers 441; 2024 All Scotland areas 3467
** indicates base sizes (under 75)

Journey delays

Reasons for delay (%)



All Scotland areas

32

16

14

6

2

2

6

3

Congestion/ traffic jams



Road works

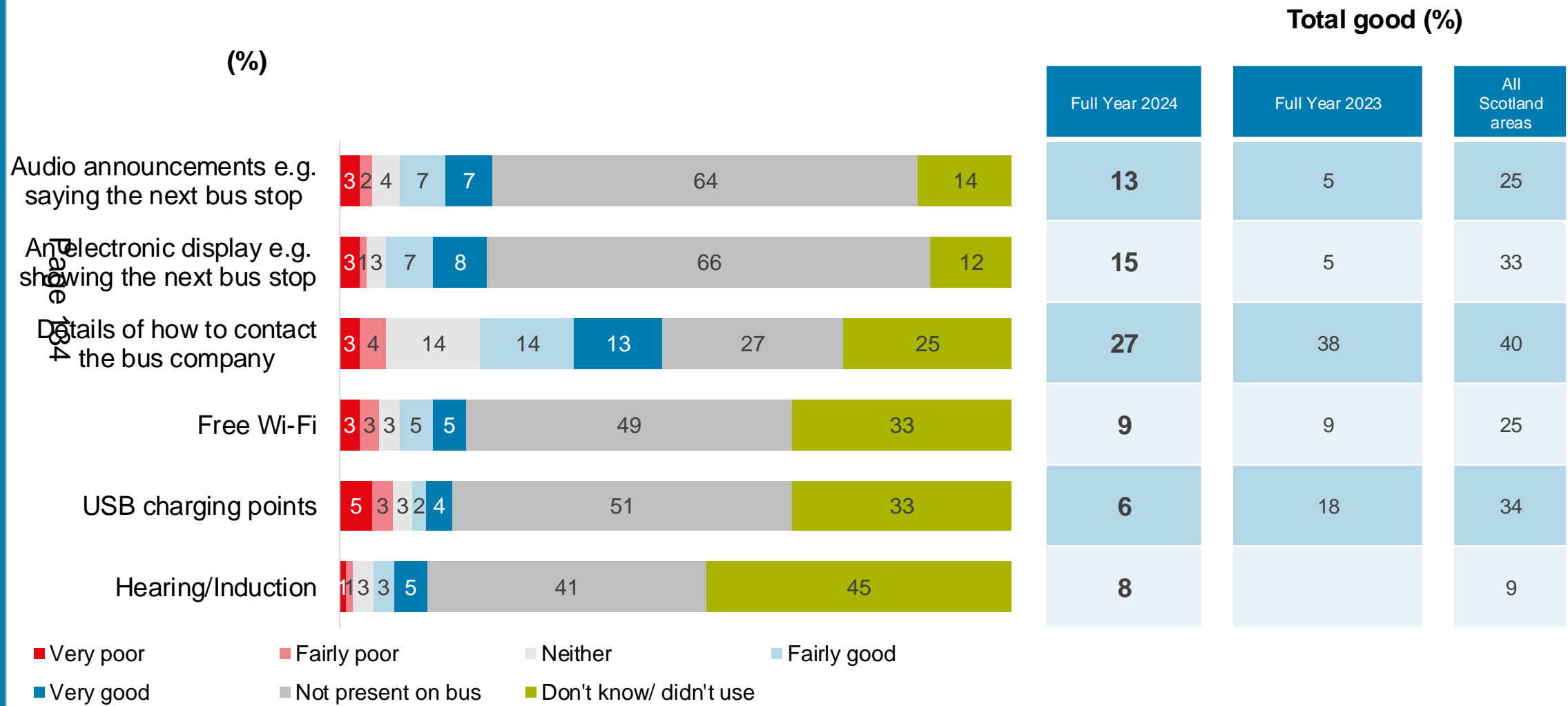


Time taken to board



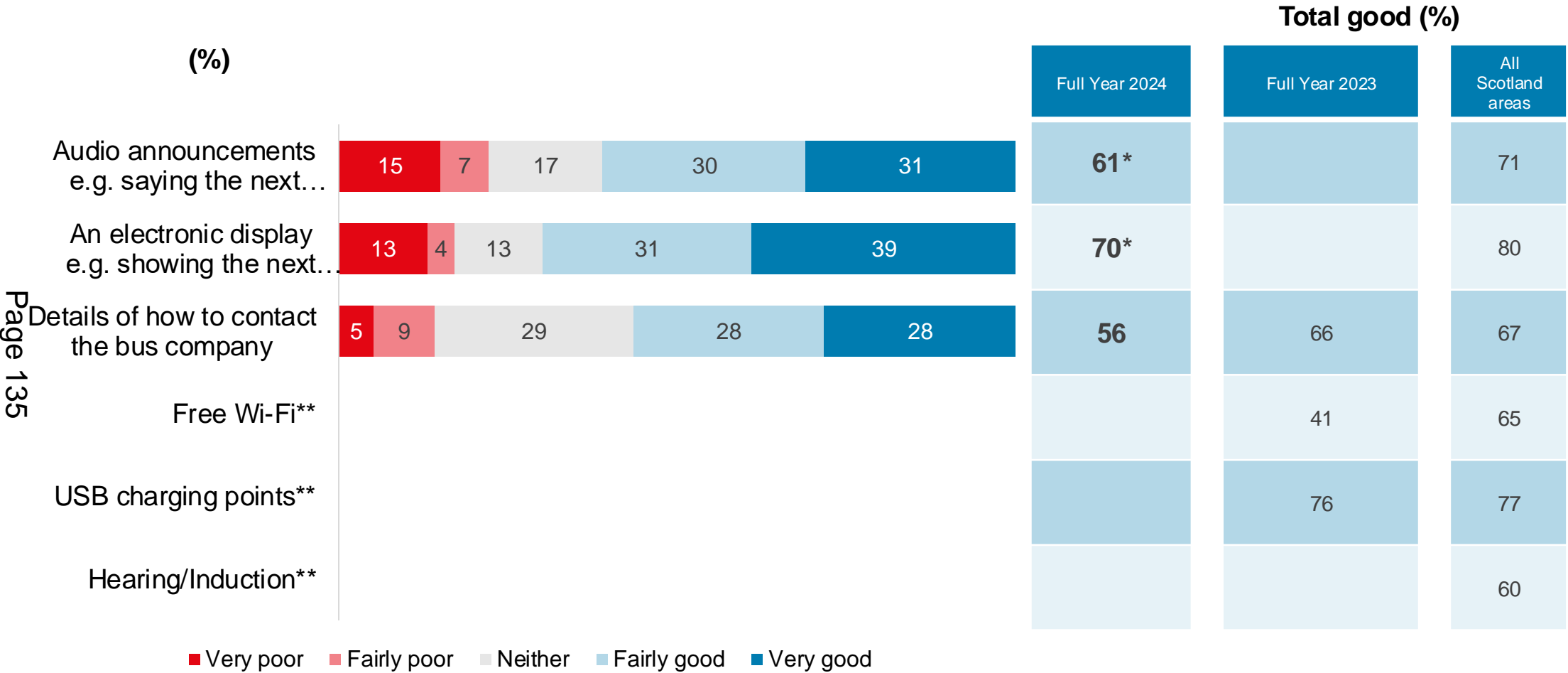
B14 Was your journey delayed by...?
Base: Full Year 420; Full Year 2023 546; 2024 All Scotland areas 3181; Peak 143; Off Peak 268

Ratings of bus facilities amongst all passengers



B15 How would you rate the following facilities on the bus?
Base: Full Year 410 - 398; Full Year 2023 518 - 518; 2024 All Scotland areas 3069 - 3116

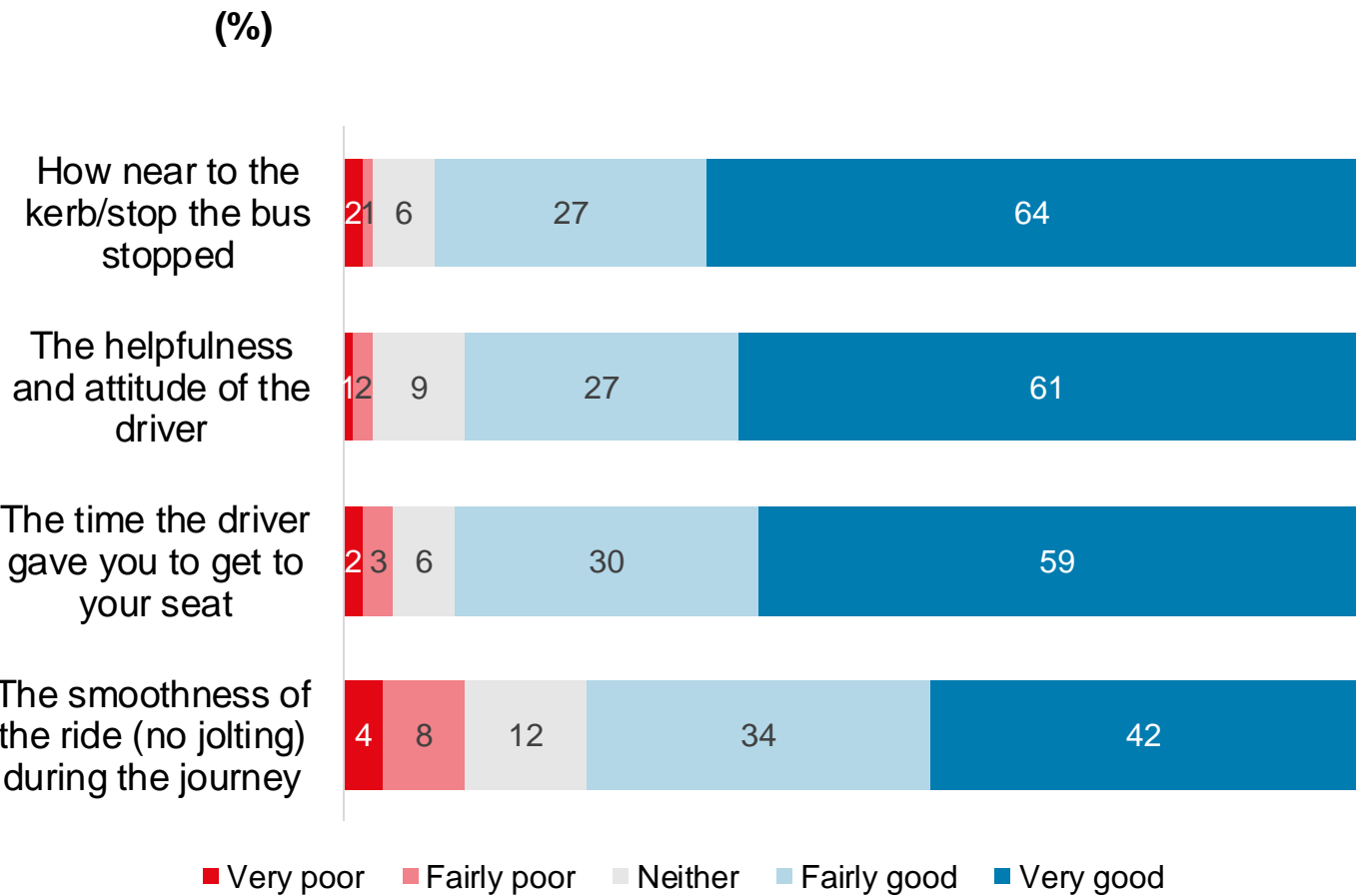
Ratings of bus facilities amongst those using them



B15 How would you rate the following facilities on the bus?
Base: Full Year 53** - 195; Full Year 2023 43** - 297; All those using each facility 53** - 195; 2024 All Scotland areas 480 - 1745

Ratings of the bus driver

Page 136

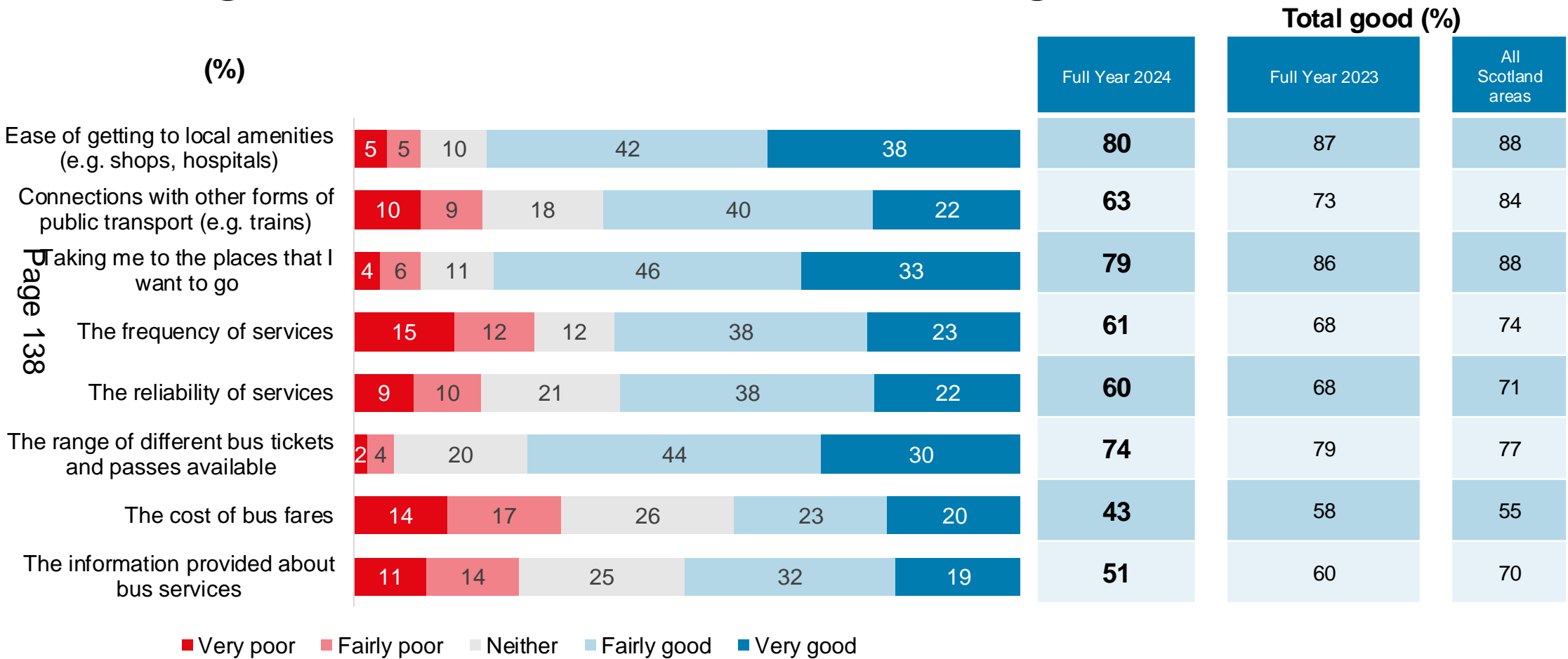


Total good (%)		
Full Year 2024	Full Year 2023	All Scotland areas
91	94	94
88	91	89
89	93	87
77	84	84

B16 Thinking about the driver and the driving, how would you rate the following...?
Base: Full Year 400 - 406; Full Year 2023 492 - 498; 2024 All Scotland areas 2944 - 3031

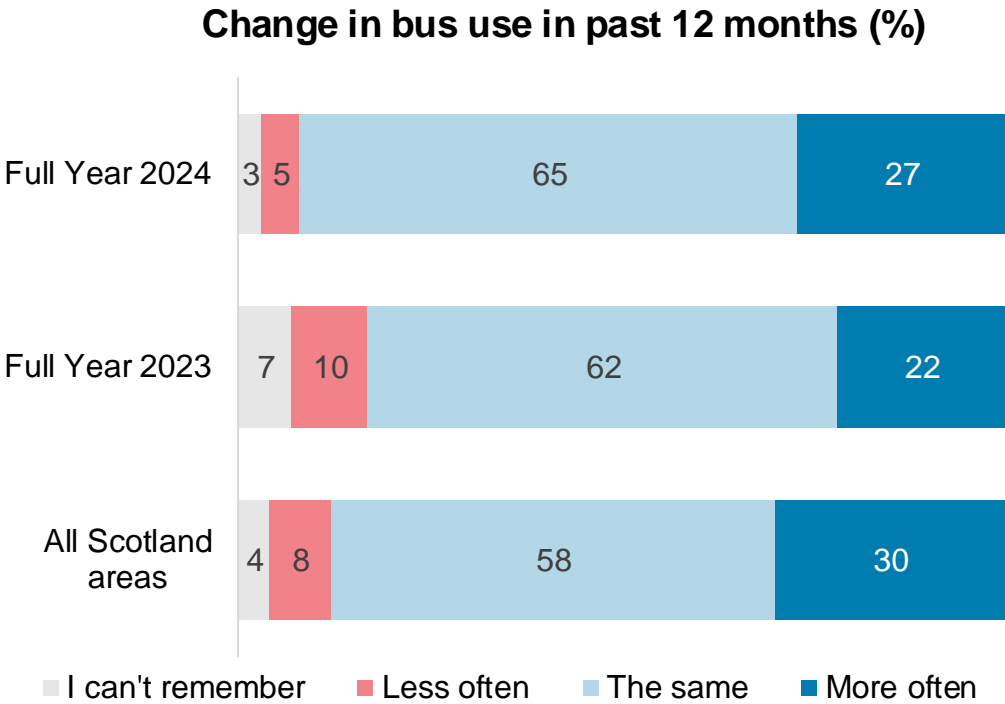
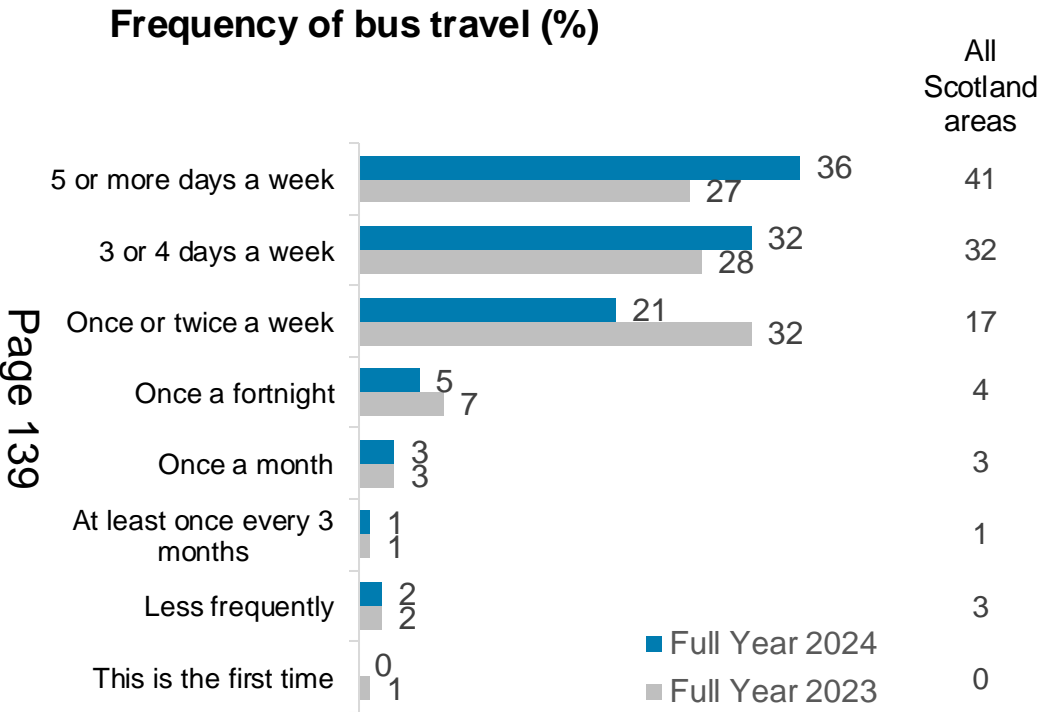


Ratings for local bus services in general



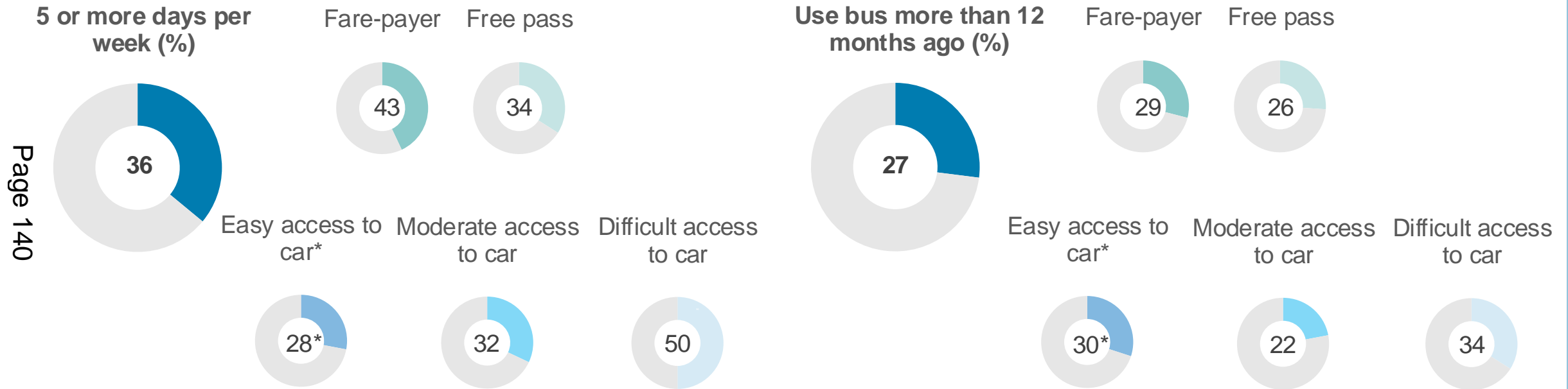
B22 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?
Base: Full Year 257 - 392; Full Year 2023 314 - 497; 2024 All Scotland areas 2015 - 2916

Frequency of bus travel



B23 How often do you typically travel by bus?
B24 And is this more often, the same, or less often than 12 months ago?
Base: Full Year 405 - 410; Full Year 2023 504 - 507; 2024 All Scotland areas 3019 - 3042

Frequency of bus travel



B23 How often do you typically travel by bus?

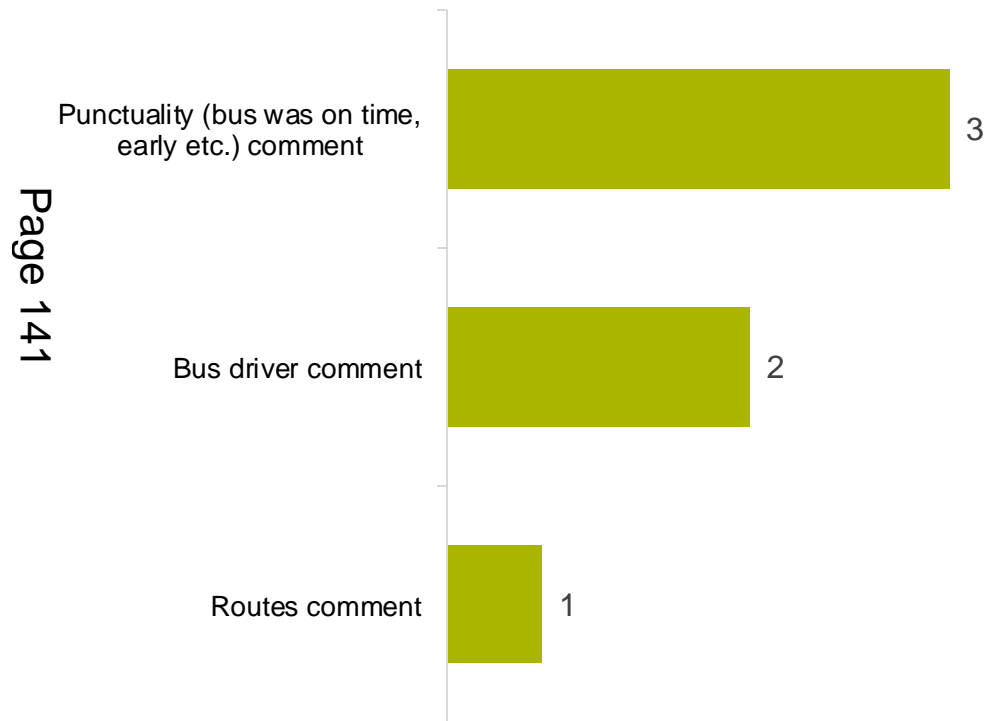
B24 And is this more often, the same, or less often than 12 months ago?

Base: Full Year 405 – 410; Fare-payer 120 – 122; Free pass 276 - 277; Easy access to car 76* - 78*; Moderate access to car 196 - 196; Difficult access to car 127 - 129

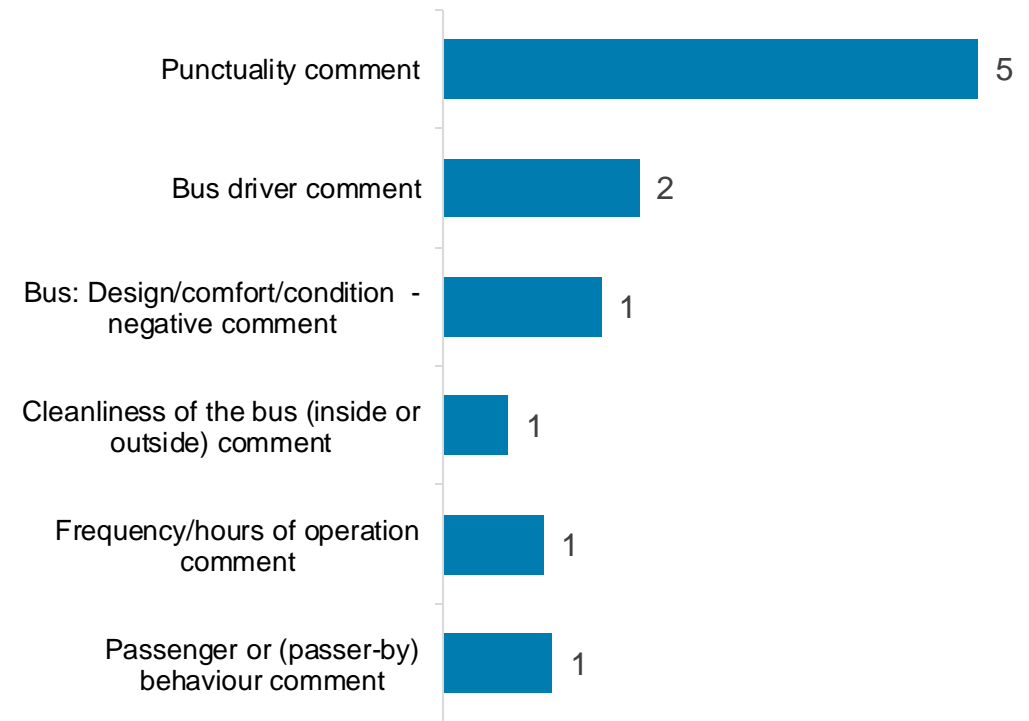
Comments made about other bus journeys

(provided by passengers in addition to comments about the current journey)

Positive comments (%) – top ten themes



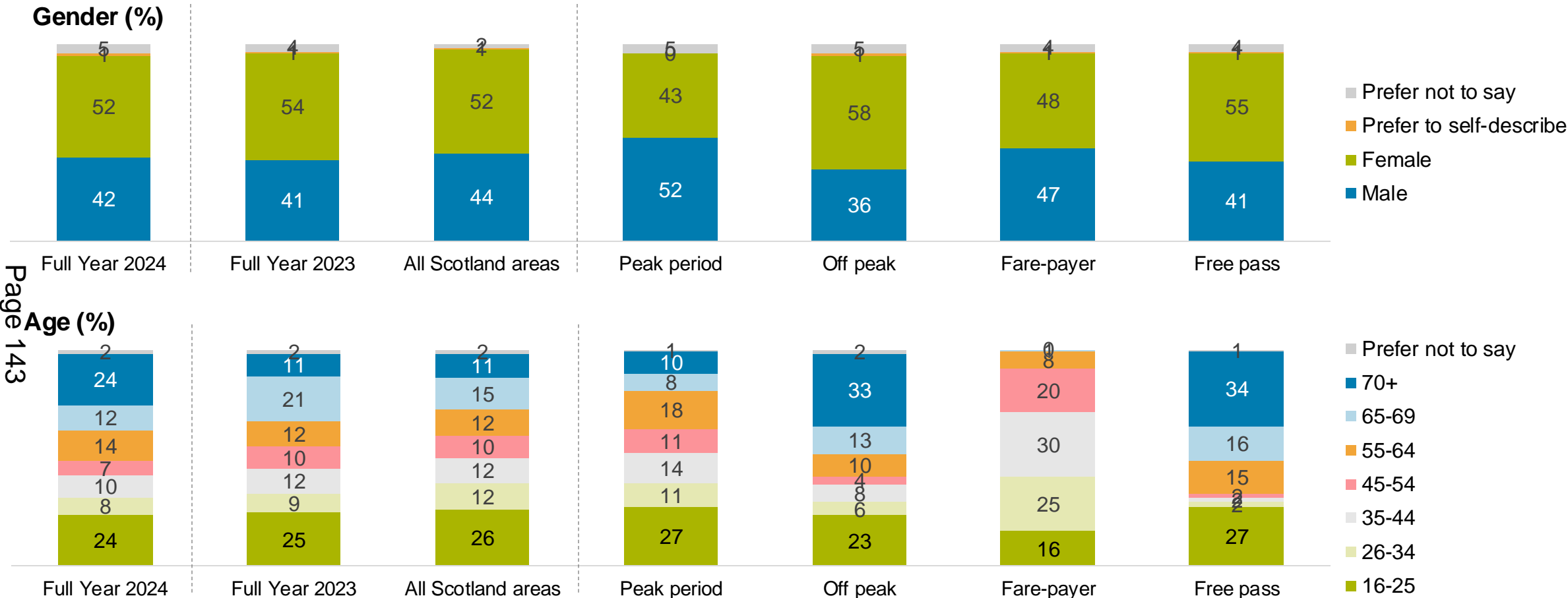
Negative comments (%) – top ten themes



Q7 Please tell us in your own words what was good or bad about this journey.
We're interested in anything that stood out about this journey.
Base: Full Year 441



Profile of passengers



Q11 How would you describe yourself?

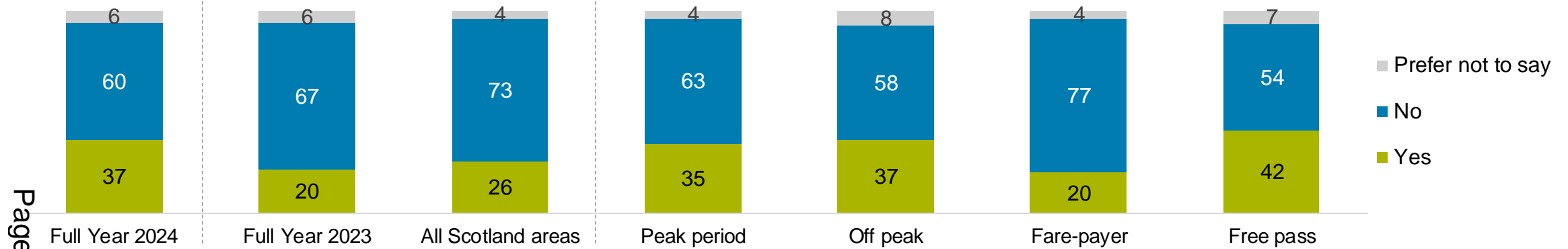
Q12 Which age group are you in?

Base Q11: Full Year 441; Full Year 2023 546; 2024 All Scotland areas 3467; Peak 148; Off Peak 284; Fare-payer 132; Free pass 295

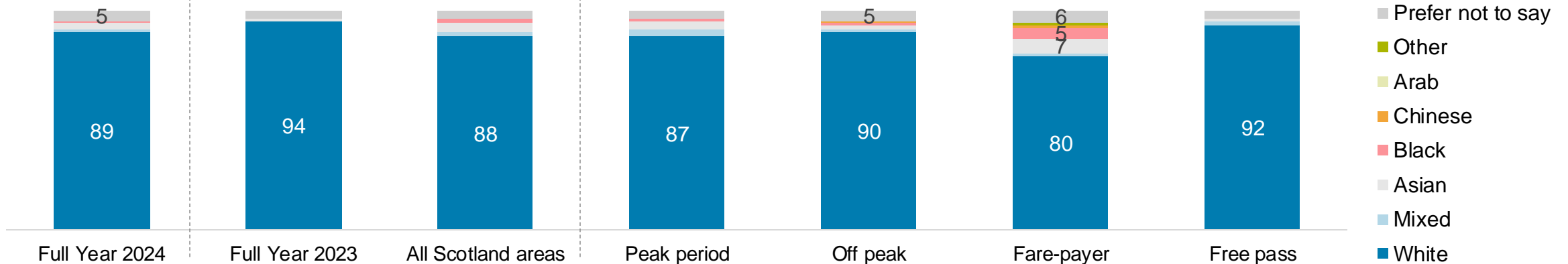
Base Q12: Full Year 441; Full Year 2023 546; 2024 All Scotland areas 3457; Peak 148; Off Peak 284; Fare-payer 132; Free pass 295

Profile of passengers

Disability (%)



Ethnicity (%)



D1 Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

D2 Which of the following best describes your ethnic background?

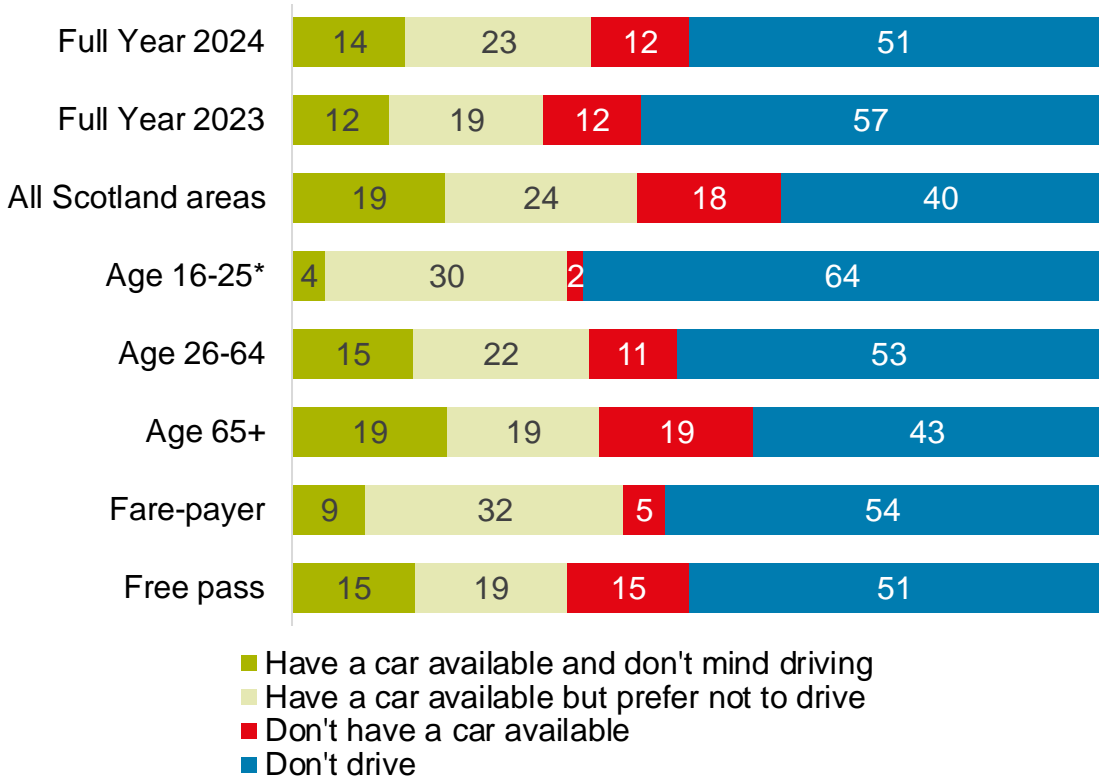
Base D1: Full Year 412; Full Year 2023 546; 2024 All Scotland areas 3011; Peak 139; Off Peak 264; Fare-payer 122; Free pass 278

Base D2: Full Year 411; Full Year 2023 507; 2024 All Scotland areas 3019; Peak 138; Off Peak 264; Fare-payer 121; Free pass 278

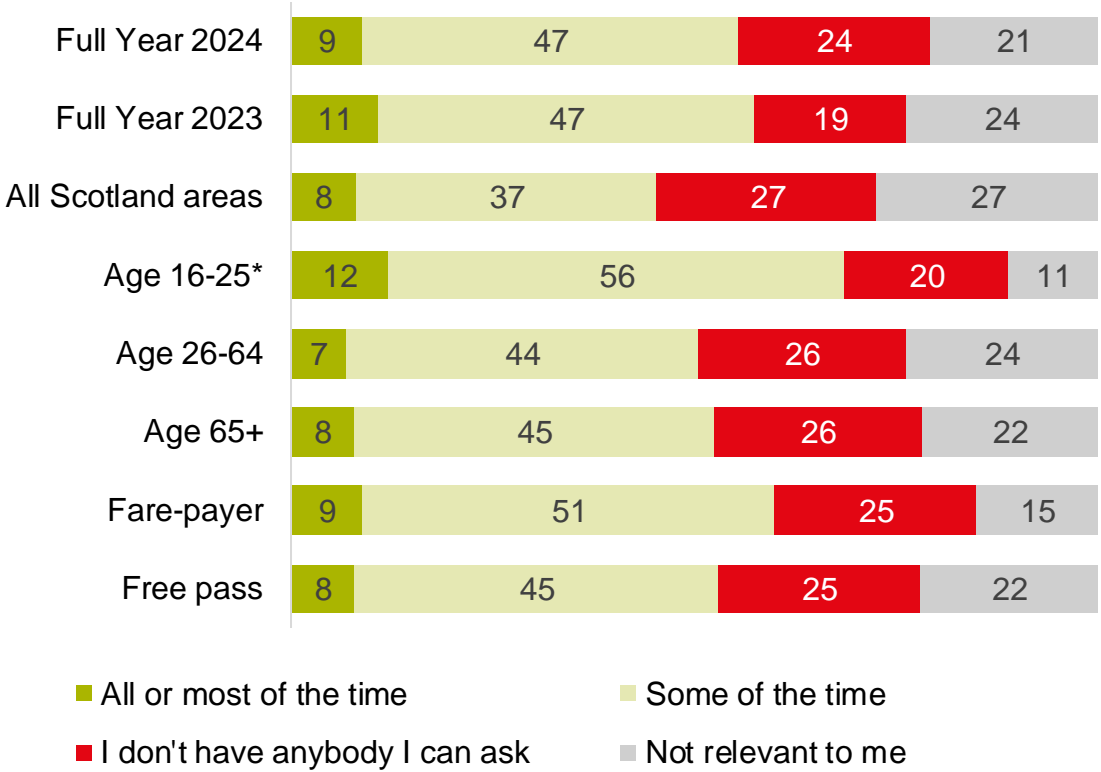
Access to a car

Page 145

Personal access to a car (%)



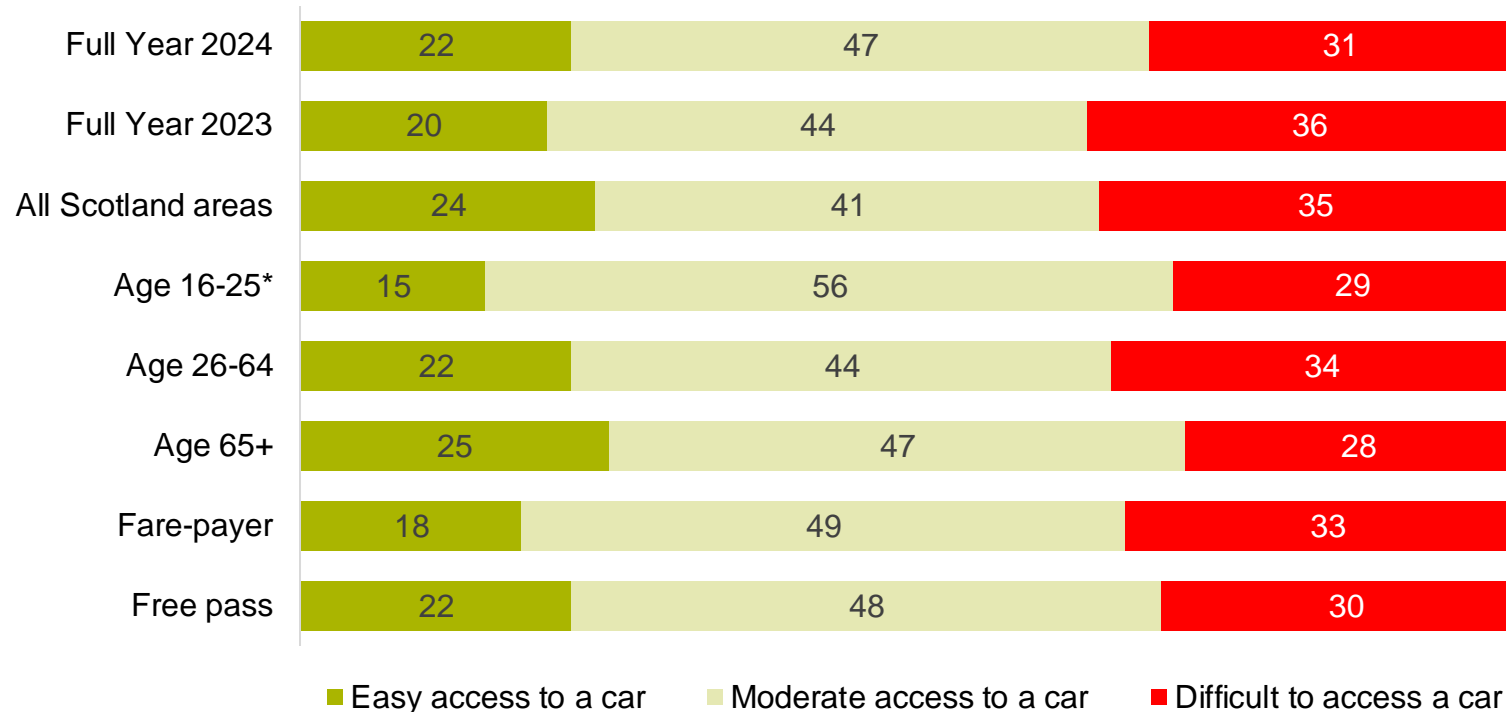
Access to a car through others (%)



D3 In terms of having a car to drive, which of the following applies?
D4 How often are you able to ask someone else to drive you for local journeys?
Base D3: Full Year 411; Full Year 2023 505; 2024 All Scotland areas 3017; Fare-payer 122; Free pass 277; Age 16-25 83(*); Age 26-64 182; Age 65+ 133
Base D4: Full Year 411; Full Year 2023 506; 2024 All Scotland areas 2992; Fare-payer 121; Free pass 278; Age 16-25 82(*); Age 26-64 181; Age 65+ 135

Access to a car

Overall ease of car access (%)



Easy access to car:

Have a car and don't mind driving or can ask someone else to drive all or most of the time

Moderate access: Have a car but prefer not to drive or can ask someone else some of the time

Difficult to access: don't have a car/don't drive/don't have anyone to ask

D3 In terms of having a car to drive, which of the following applies?

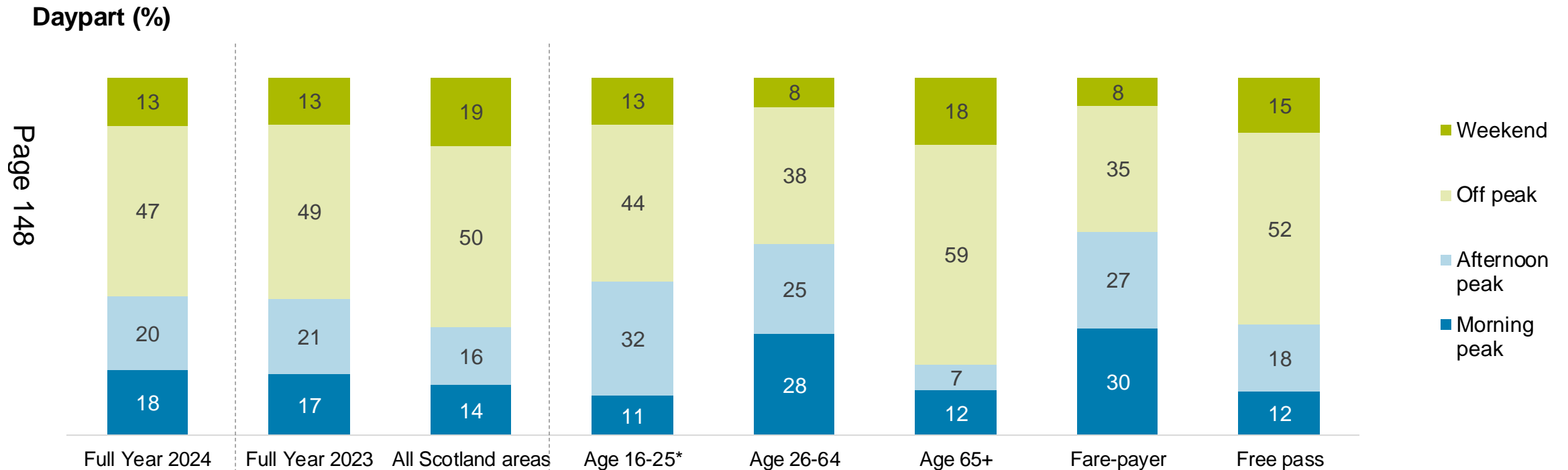
D4 How often are you able to ask someone else to drive you for local journeys?

Base: Full Year 409; Full Year 2023 506; 2024 All Scotland areas 3001; Fare-payer 121; Free pass 276; Age 16-25 83*; Age 26-64 181; Age 65+ 132

*indicates base sizes between 75-99.

Appendix

Journey start times



Q2a What time did you board the bus for this journey?

Base: Full Year 441; Full Year 2023 539; 2024 All Scotland areas 3467; Age 16-25 97*; Age 26-64 193; Age 65+ 138; Fare-payer 132; Free pass 295

*indicates base sizes between 75-99.

Route numbers

Route number^	Number of responses
10	47
79	47
1	38
81	30
501	29
X74	28

Q3 What was the route number, letter, or name of the bus you boarded for your bus journey?

Base: 441

^All responses over 25 shown

Operators

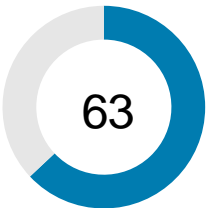
Operator^	Number of responses
Stagecoach	317
Houstons Minicoaches	75
McCalls Coaches	27



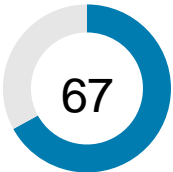
Use of other types of transport

Page 152

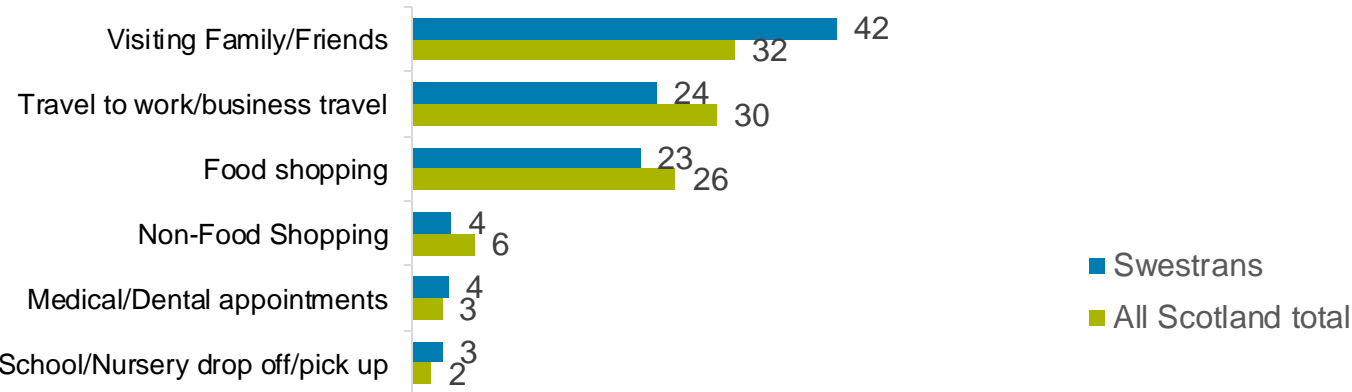
Use other forms of transport for other journeys (%)



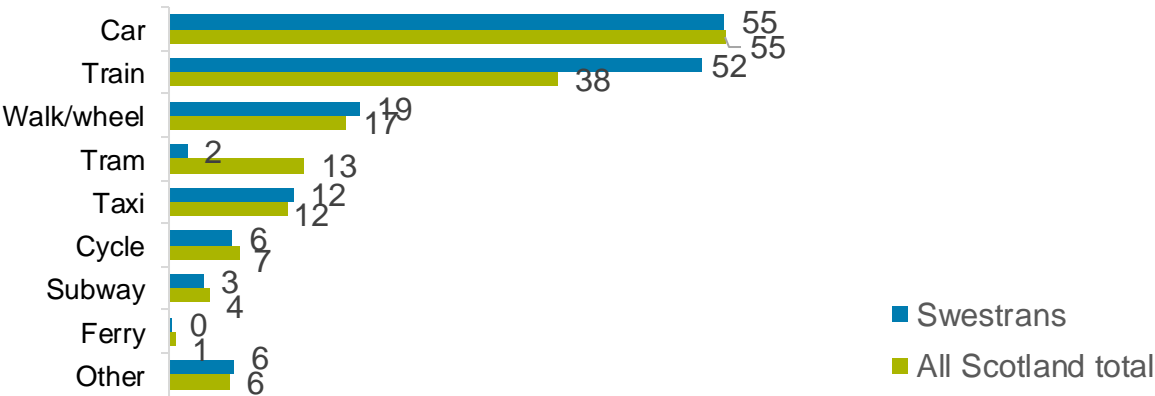
All Scotland total



Main journey type use other forms of transport for (%)



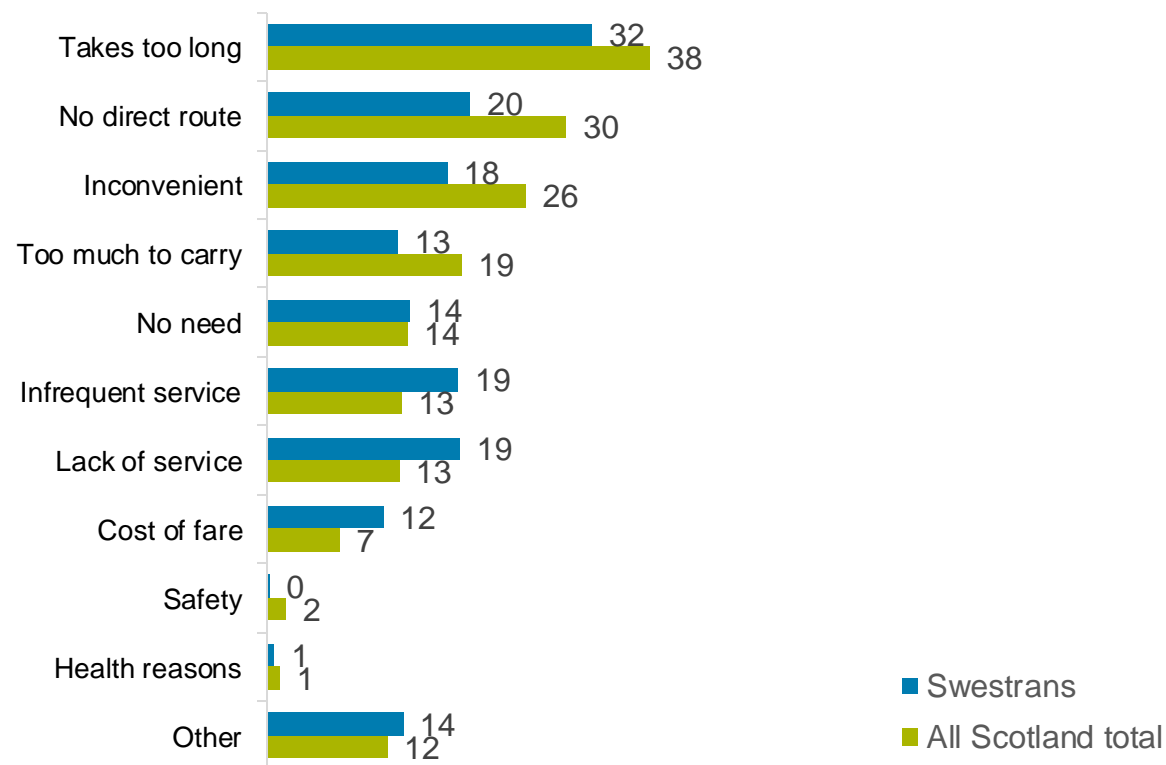
Other types of transport used (%)



Scotland 1 Do you use forms of transport other than bus for other journeys?
Scotland 2 What is the main journey type that you make by other forms of transport?
Scotland 3 What transport do you use for this journey type? (select all that apply)
Base: 258; Scotland total 1789; All who use other forms of transport 161; Scotland total 1110 Transport used 161 Scotland Total 1106

Reasons for using other types of transport

(%)

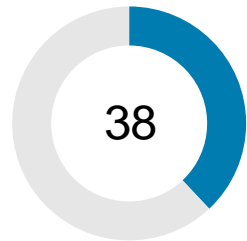


Scotland 4 Why don't you use bus for this type of journey?
All who use other forms of transport 161; Scotland total 1102

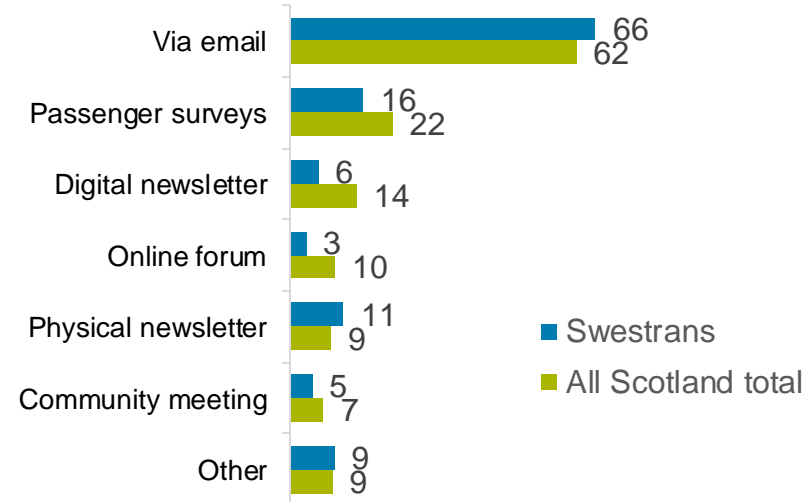
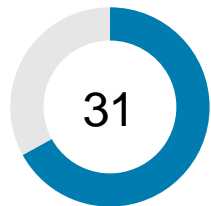
Whether would like to be consulted more

How would like to be consulted (%)

Would like to be consulted more (%)



All Scotland total



Scotland 5 Would you like to be consulted more on how bus services operate in your community e.g. routes; timetables; onboard facilities; accessibility, etc.?

Scotland 6 How would you like to be consulted?

Base: 257, Scotland Total 1768 All who would like to be consulted 105; Scotland total 611

Further details about the survey (1)

Overview of the methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within each area, that is at the level of a local/transport authority, or a designated operator area.

The sampling method is 'systematic', derived from two sources*:

- the list of all bus stops within each area sourced from the Department for Transport's Bus Open Data, which were then grouped on locality to clusters of stops within a 100 metre radius of a central point. During their three-hour shift, fieldworkers were able to move between bus stops within the selected cluster to focus on those where the most passengers could be seen. They discussed the survey with passengers waiting for a bus or

disembarking from a bus at the stop and gave them the chance to participate.

- the list of the area's bus services and the times that they run (sourced from the Department for Transport's Bus Open Data). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded[^]. During their three-hour shift, fieldworkers made as many return trips as possible on that selected service. They discussed the survey with passengers who boarded that bus service and gave them the chance to participate.

Those wishing to take part were offered four options: to scan a QR code taking

them to an online version of the survey, to provide their email address or mobile phone number so that an online version of the survey could be emailed or sent via text to them, or to take a self-completion paper questionnaire (in Wales the survey was offered in Welsh as well as English). Questions primarily referred to the journey they were making at the time, but also included some more general questions about local bus services.

Fieldwork for the 2024 survey was conducted between 19 February and 31st December 2024, but start dates varied locally, with some areas joining the survey in March, and some joining in April

The survey was conducted among passengers aged 16 or over.

* The exceptions to this being for Reading Buses network, and TrawsCymru network for which all passengers were recruited on board buses to ensure that they were using the correct services.

[^] In some areas bordering London, services running under a Transport for London franchise were also excluded.

Further details about the survey (2)

Overview of the methodology (continued)

Responses were weighted in three stages: the first was to weight to the age, gender and 'daypart' profile of bus passengers within each area ('dayparts' are morning peaks, weekday off-peaks, afternoon peaks, and weekends).

As there was no nationally available data at area level on the age/gender/daypart profile of passengers this was estimated: for age and gender the profile of passengers was recorded on two occasions during each fieldwork shift.

Daypart was taken from the Department for Transport's Bus Open Data, using the proportion of bus journeys taking place

during each part of the day and calculating weights to be representative of the total number of journeys on this basis.

The second stage was to weight by where the passengers were recruited for the survey within each area, so that 50% came from passengers recruited at bus stops and 50% on board buses*. The third stage was at area level to ensure that in the final data each participating area (within the survey) was represented in proportion to its total annual journey volume. Journey volume information was sourced from the DfT's published statistics, and in a minority of cases with input from operators.

Transport Focus was supported by BVA BDRC in conducting the survey. There is an accompanying methodology document that provides more detail on the survey process, available at www.transportfocus.org.uk.

* The exceptions to this being for Reading Buses network, and TrawsCymru network for which all passengers were recruited on board buses to ensure that they were using the correct services.

^ In some areas bordering London, services running under a Transport for London franchise were also excluded.

Further details about the survey (3)

Interpreting results

Throughout the report, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion (so it excludes those who gave a 'don't know' response or no response). All results are based on weighted values. In the report where base sizes are shown in the footnotes these are the actual numbers of passenger responses generating the answer value shown (in some cases, where a series of questions has been asked, the base numbers shown are an average across those questions).

For ease of use, figures are reported rounded up to whole numbers, that is, without decimal places. Note: 'all satisfied' results are the sum of the 'very satisfied' and 'fairly satisfied' responses and calculated on the underlying values which include decimal places. As a consequence, these true

summations can appear up to one per cent different to the sum of the individual rounded 'very satisfied' and 'fairly satisfied' numbers. The same is true for the 'all good' results.

Percentages quoted at 'grouped area' level that is: Urban - metropolitan, Urban - other, Semi-rural and Rural, are the aggregate scores achieved across all the areas surveyed in that group. Each individual area counts towards the area group aggregate score in proportion to the number of passenger journeys made annually in that area.

Where we refer to passengers as having a disability, these have been self-identified within the survey based on the question 'Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?' With options for conditions being: Vision, Hearing, Mobility, Dexterity,

Difficulty with learning, understanding or concentrating, Memory, Mental health, Stamina or breathing or fatigue, Socially or behaviourally, or Something else.

Waiver

Transport Focus has taken care to ensure that the information contained in this report is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the Your Bus Journey survey is fit for any particular purpose.

Contact

If you have any queries about the data or wish to discuss the survey in more detail, please contact your nominated Transport Focus representative in the first instance.

Alternatively, you can email us at:

YourBusJourney@transportfocus.org.uk

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Transport Focus is the operating name of the Passengers' Council

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Rebecca Vasanthakumar - rebecca.vas@bva-bdrc.com



Total Scotland Full Year Report for 2024

Page 159



March 2025



Contents

Page 160

- About Your Bus Journey 3
- Key information about the survey 4
- Areas covered in the 2024 survey 5-7
- Overall journey rating 8-16
- Journey details 17-27
- Focus on journey start 28-36
 - On board the bus 37-46
 - Bus services in general 47-51
 - Passenger profile 52-56
 - Appendix 57-63

About Your Bus Journey



An independent survey

Run by Transport Focus, the independent consumer organisation representing the interests of bus passengers across England outside of London.

Page 161

We use professional market research suppliers to conduct the survey on the ground, collect and process the responses and analyse the results.

The survey builds on our knowledge and experience of gathering bus passenger feedback since 2010.

We publish all our survey results, making them transparent and available to transport users, bus operators, transport authorities, Governments and other industry stakeholders.



Measuring actual experiences

Passengers provide their feedback about a single leg of a journey, made on the day of recruitment.

We recruit passengers as they make their journeys, at bus stops and on board buses – verified and inclusive.

The structured survey questions focus initially on the essential measures of satisfaction – with follow-on more detailed questions optional but encouraged.

Passengers are also encouraged to tell us in their own words what was good or bad about the journey and what stood out.



Monitoring and evaluating

The survey produces robust metrics that can be used as targets in Bus Service Improvement Plans / Enhanced Partnerships / Franchises.

A consistent survey approach and questions over time and across all participating areas will allow for trend analysis in future years and allows for benchmarking against other areas.

We work to make a difference for all transport users.

Key information about the survey and this report



Fieldwork

Passengers aged 16 years or older are approached at bus stops and on board buses and asked if they would like to take part in the survey about the journey they are making.

Passengers complete the survey themselves, using either an online or paper questionnaire.

Fieldwork is ongoing, with data reported every 3-4 weeks across the year. Fieldwork is spread evenly across the year to give a full view of bus travel in each area.

Fieldwork for the 2024 survey was conducted between 19 February and 31st December 2024, but start dates varied locally, with some areas joining the survey in March, and some joining in April

* The exceptions being for the Reading Buses network survey, and TrawsCymru network, where all passengers were approached on board.

Data

Data has been weighted to be representative of the demographics of passengers by gender and age and journey time banding. It has also been weighted according to whether passengers were approached at bus stops or on board a bus to ensure there is a 50:50 split in all areas*. Data is based on journeys rather than passengers, so frequent users are more likely to be sampled.

All data in this report is for All Scotland areas unless otherwise stated.

Only data with a base size of over 75 respondents has been shown. Please note that lower base sizes (below 100) should be treated with caution.

Figures are rounded, so may not add up to 100%. For ratings questions, responses are based on those that gave an option (excluding don't know) unless otherwise stated.

In All Scotland areas, 3467 responses were received.

Definitions

Throughout the report, we refer to 'off peak' and 'peak' travel. Peak travel is defined as weekdays between 7:00-9:29am and 3:30-6:29pm.

The 'All Scotland areas' total refers to all areas taking part in the survey within Scotland.

This total is a weighted average score that takes account of the number of bus journeys that take place in each area.

Total satisfied scores combine responses for 'very' and 'fairly' satisfied, likewise for Total good scores.

This report covers the full year of research for 2024, with fieldwork running February to December 2024.

Areas covered in the 2024 survey (England)

Urban metropolitan

- Greater Manchester
- Liverpool City Region
- Tyne & Wear
- South Yorkshire
- West Midlands
- West Yorkshire

Urban other

- Blackpool
- Bournemouth, Christchurch & Poole
- Brighton and Hove
- City of York
- Derby City
- Lancashire and Blackburn with Darwen
- Leicester City
- Luton
- North East Lincolnshire
- Greater Nottingham
- Portsmouth
- Reading Buses Network

Urban other (cont.d)

- Stoke-on-Trent
- Surrey
- Tees Valley
- Warrington
- West of England and North Somerset
- West Sussex
- Semi-rural**
- Cheshire East
- Cheshire West & Chester
- Derbyshire
- East Sussex
- Hampshire
- Nottinghamshire

Rural

- Cornwall
- East Riding of Yorkshire
- Norfolk
- Durham
- Lincolnshire
- North Yorkshire
- Northumberland
- Oxfordshire
- Suffolk

Areas covered in the 2024 survey (Scotland)

Highlands and Islands Transport
Partnership (HITRANS)

North East of Scotland Transport
Partnership (Nestrans)

Page 164

The South East of Scotland Transport
Partnership (SEStran)

Strathclyde Partnership for Transport
(SPT)

South West of Scotland Transport
Partnership (Swestrans)

Tayside and Central Scotland
Transport Partnership (Tactran)

Areas covered in the 2024 survey (Wales)

North Wales

Mid Wales

South East Wales

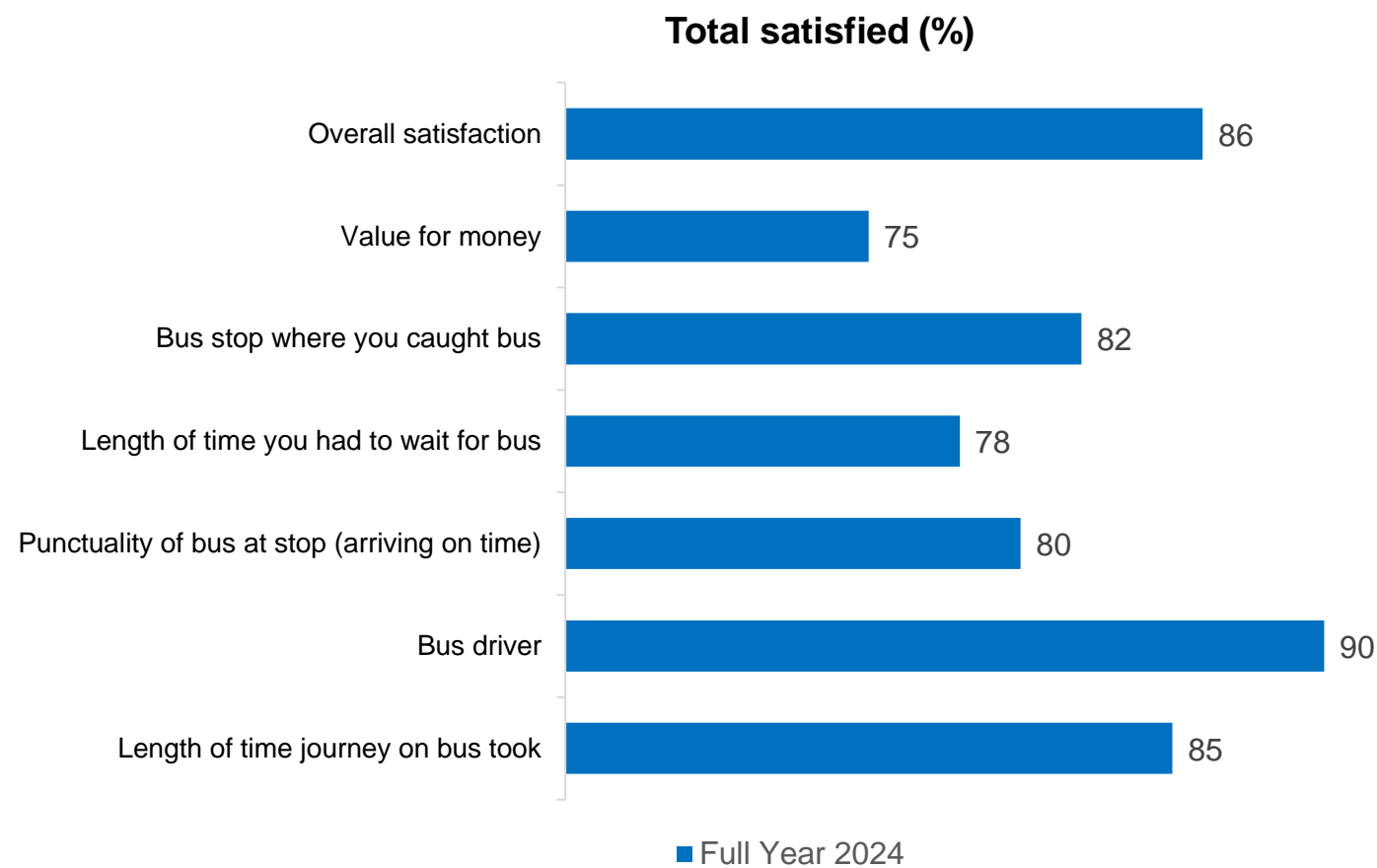
South West Wales

Page 165
TrawsCymru network



Summary of headline results for All Scotland areas

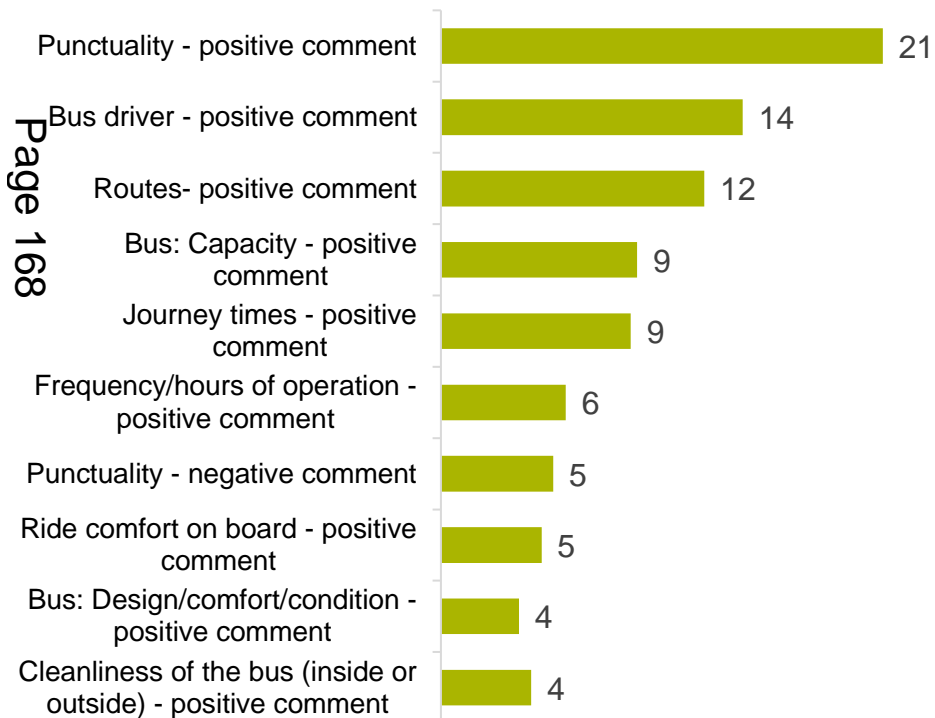
Page 167



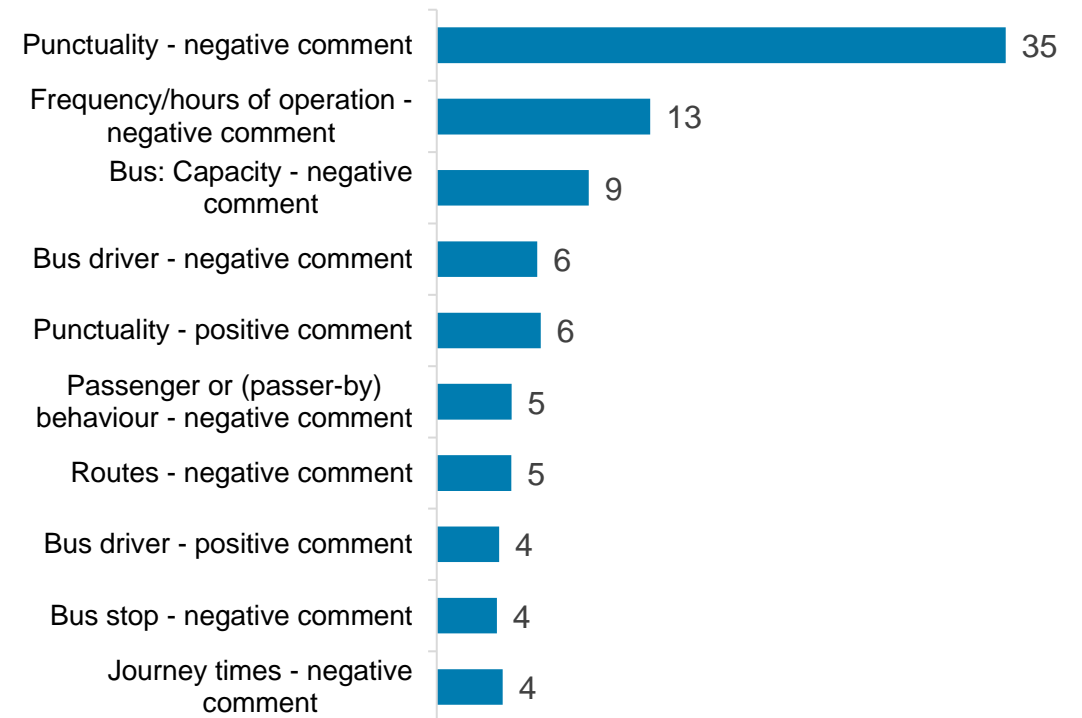
Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
Q10A How satisfied were you with the value for money of your journey?
Q8 How satisfied were you with each of the following during the journey?
Base: Full Year 1884 - 3379;

Stand out moments from this journey

Comments from those “very/fairly satisfied” with journey overall – top ten themes (%)



Comments from those “neither satisfied nor unsatisfied, very/fairly dissatisfied” with journey overall – top ten themes (%)



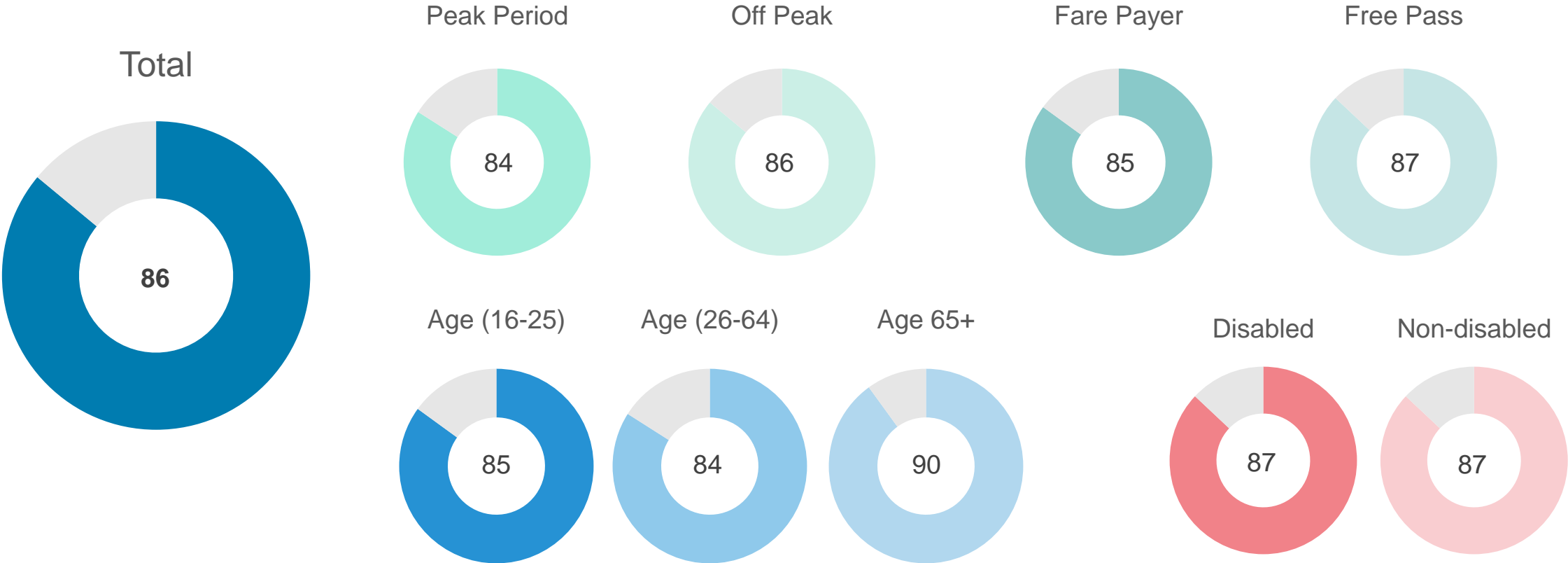
Q7 Please tell us in your own words what was good or bad about this journey. We're interested in anything that stood out about this journey.

Base: Those satisfied with journey overall 2860; Those not satisfied with journey overall 519

Overall satisfaction with journey - summary

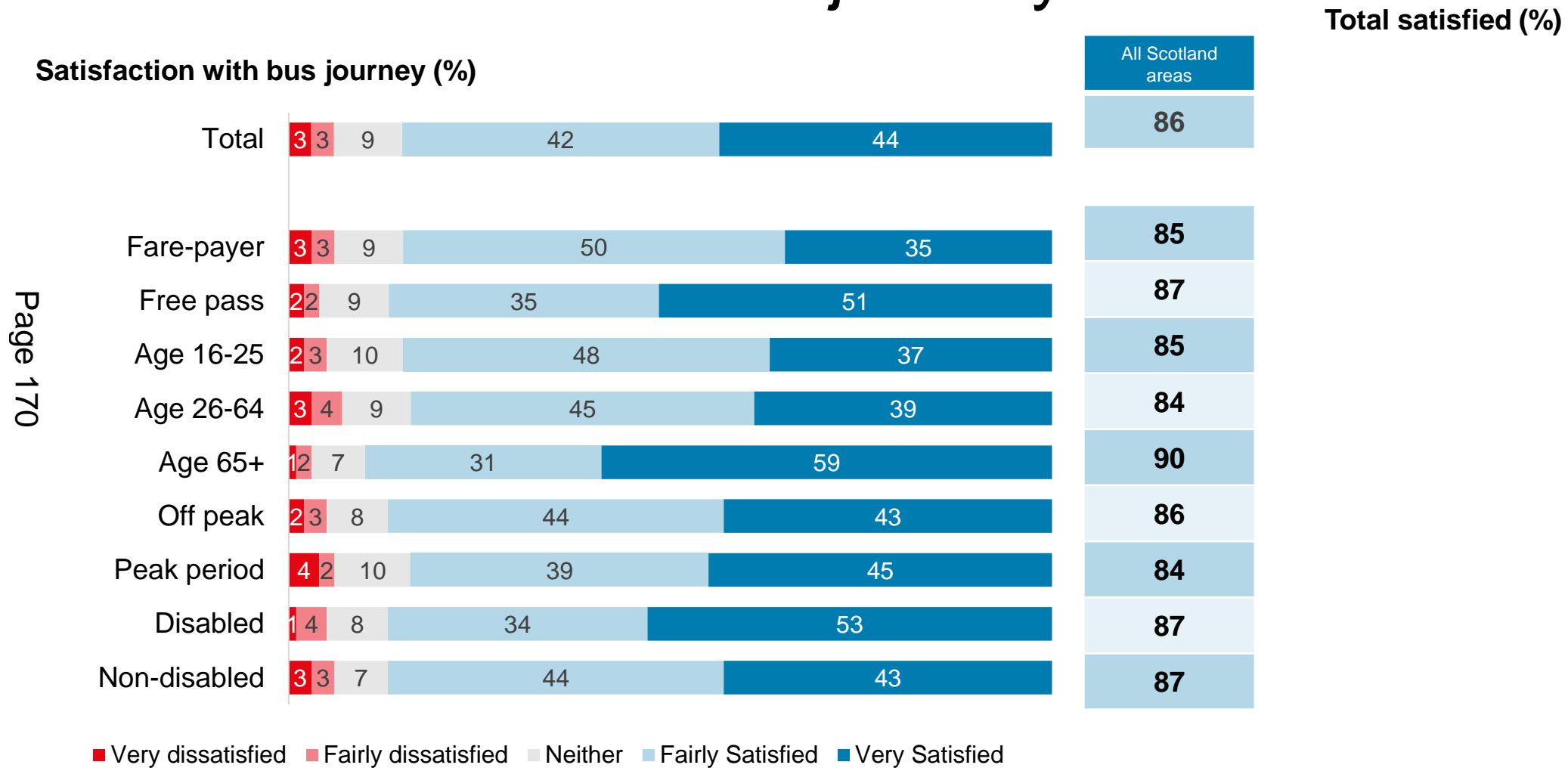
Satisfaction with bus journey (%) Total very and fairly satisfied

Page 169



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?
Base: Full Year 3379; Peak 1057; Off Peak 2270; Fare-payer 1527; Free pass 1751; Age 16-25 748; Age 26-64 1797; Age 65+ 800; Disabled 859; Non-disabled 2041

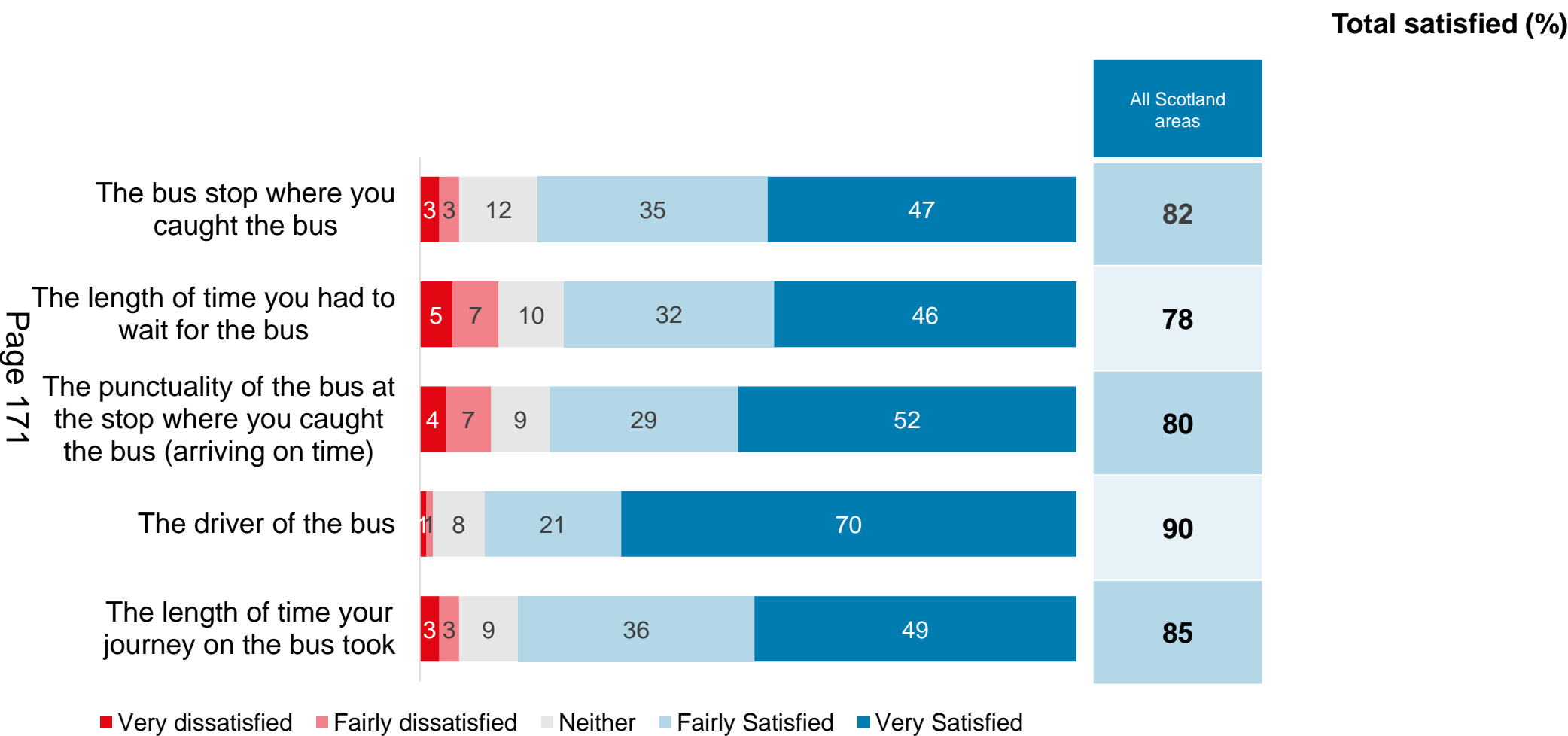
Overall satisfaction with journey – in detail



Q9 Overall taking everything into account from the start to the end, how satisfied were you with your bus journey?

Base: Full Year 3379; Peak 1057; Off Peak 2270; Fare-payer 1527; Free pass 1751; Age 16-25 748; Age 26-64 1797; Age 65+ 800; Disabled 859; Non-disabled 2041

Satisfaction with headline journey measures

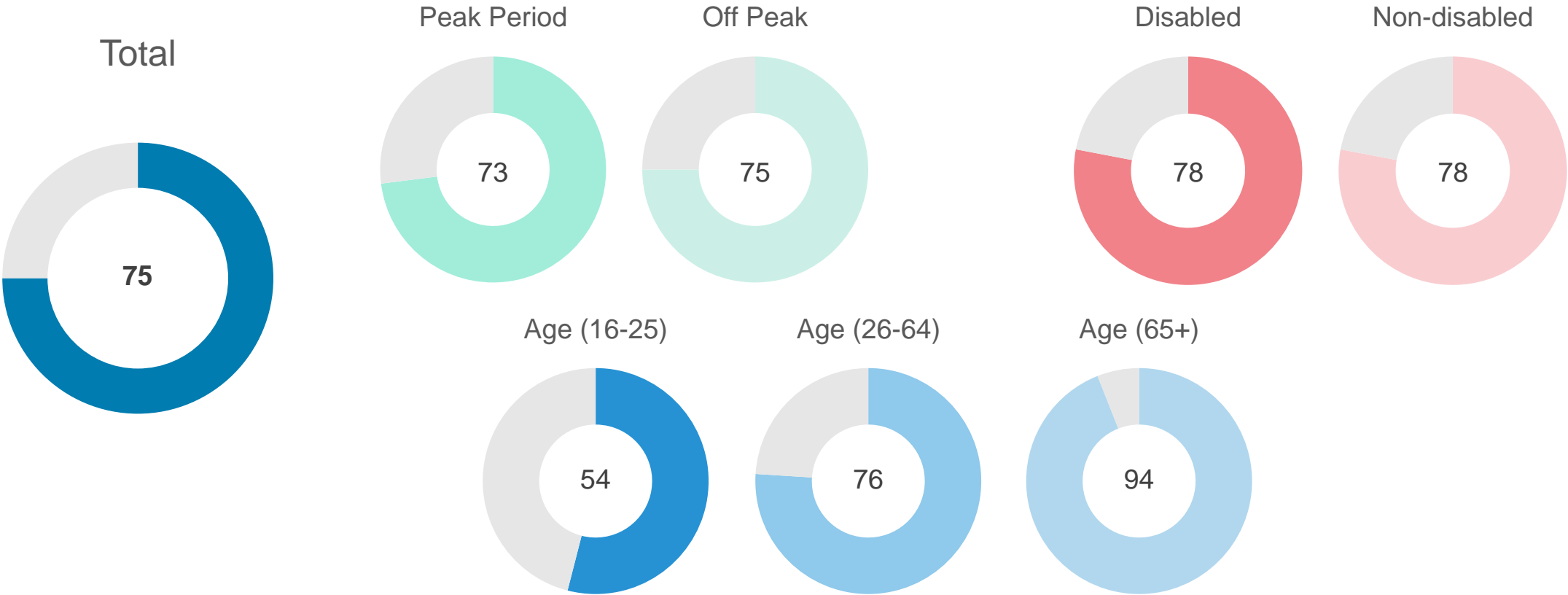


Q8 How satisfied were you with each of the following during the journey?
Base: Full Year 3283 - 3352;

Value for money of the journey - summary

Satisfaction with the journey's value for money (%) amongst fare-payers Total very and fairly satisfied

Page 172



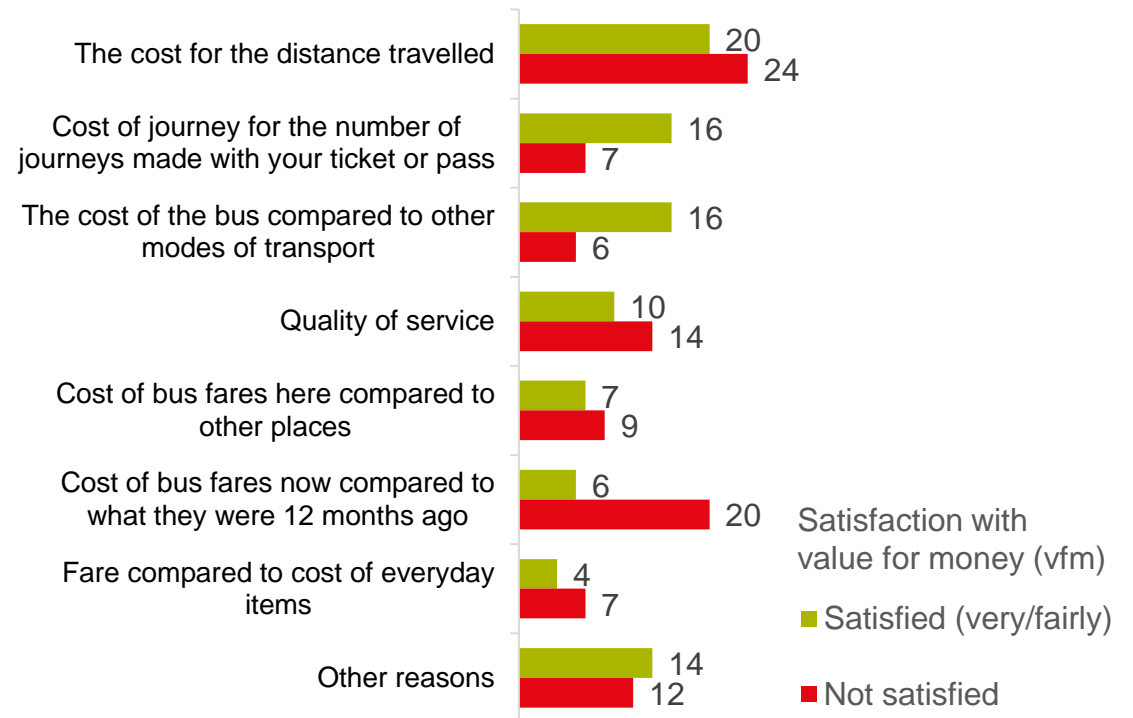
Q10A How satisfied were you with the value for money of your journey?
Base: Fare-payers only 1884; Peak 637; Off Peak 1222; Age 16-25 244; Age 26-64 1340; Age 65+ 281; Disabled 409; Non-disabled 1272

Value for money of the journey – in detail

Satisfaction with the journey's value for money (%) amongst fare-payers



Influential factors on value for money rating (%) for All Scotland areas



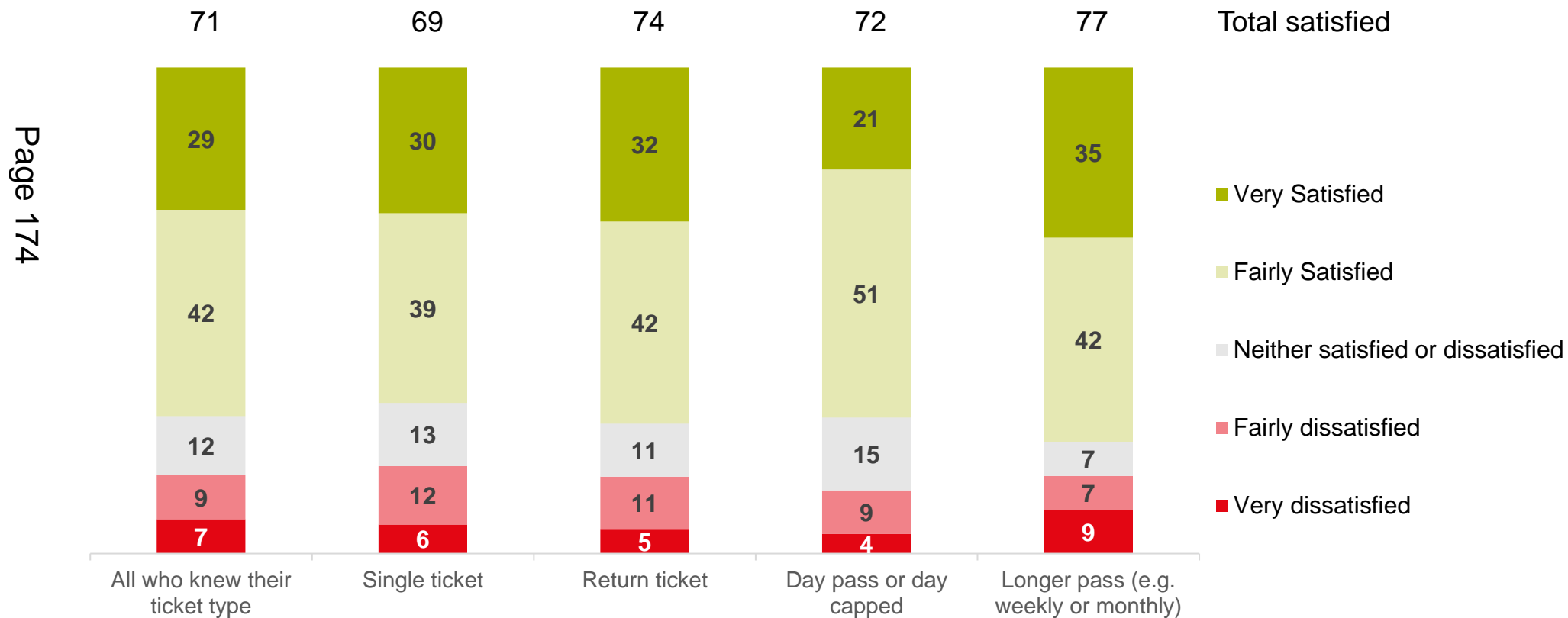
Q10A How satisfied were you with the value for money of your journey?

Q10B What had the biggest influence on your rating of the value for money?

Base: Fare-payers only 1884 Those satisfied with vfm 1301; Those not satisfied with vfm 583

Value for money of the journey – by ticket type

Satisfaction with the journey's value for money (%) amongst fare-payers – by main ticket or pass types



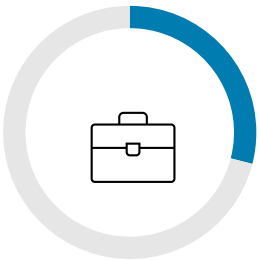
Q10A How satisfied were you with the value for money of your journey?

Base: Fare-payers only 1567; Single ticket 362; Return ticket 123; Day pass 426; Longer pass 334

Journey details

Journey purpose

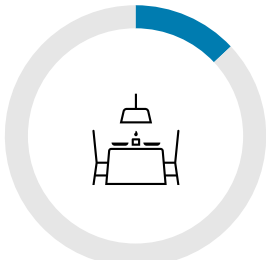
Page 176



Commuting for work
29%



Shopping
22%



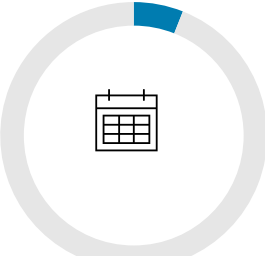
Leisure
13%



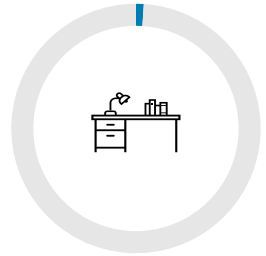
Friends or relatives
13%



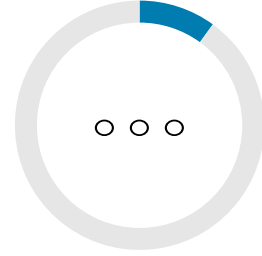
Commuting for education
6%



Appointment
6%



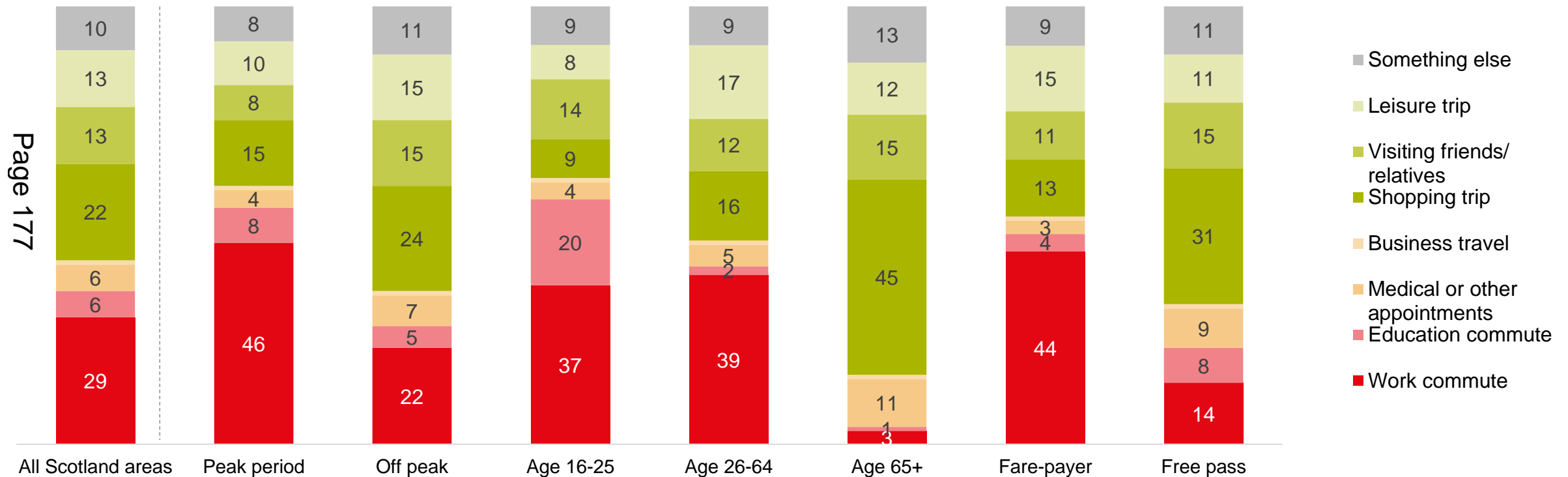
Business
1%



Other
10%

Journey purpose

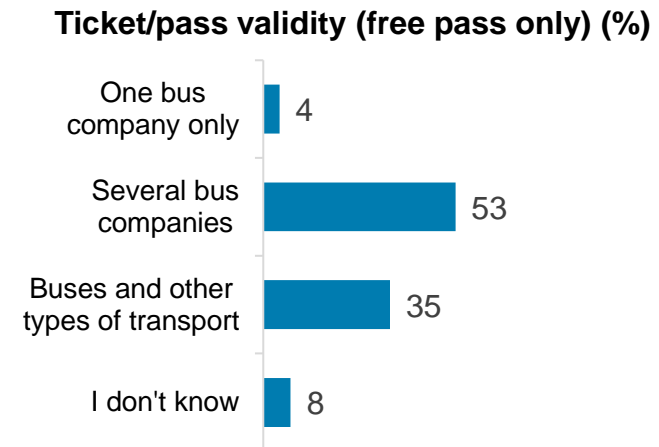
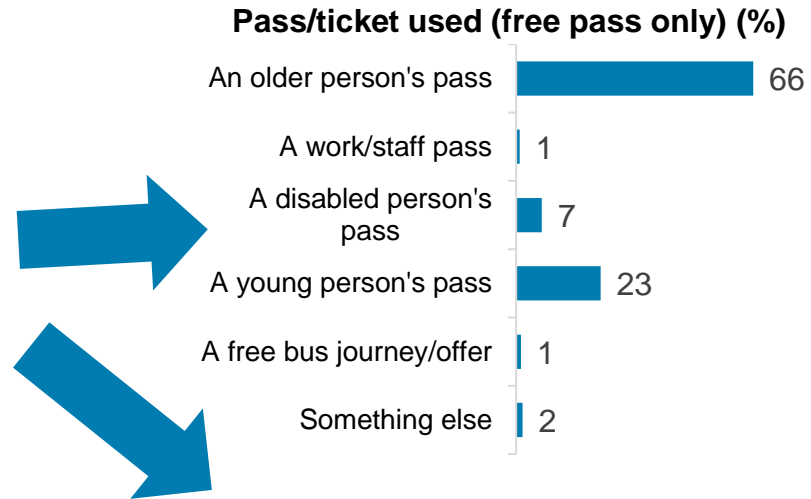
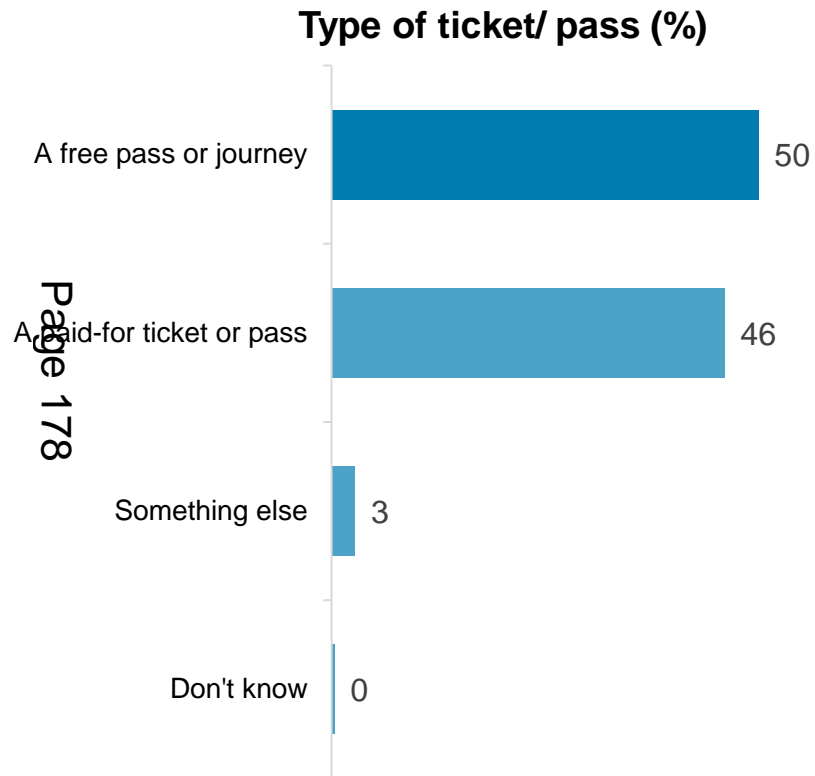
Purpose of bus journey (%)



Q5 What was the main purpose of this bus journey?

Base: Full Year 3373; Peak 1054; Off Peak 2269; Fare-payer 1521; Free pass 1751; Age 16-25 749; Age 26-64 1794; Age 65+ 794

Ticket type



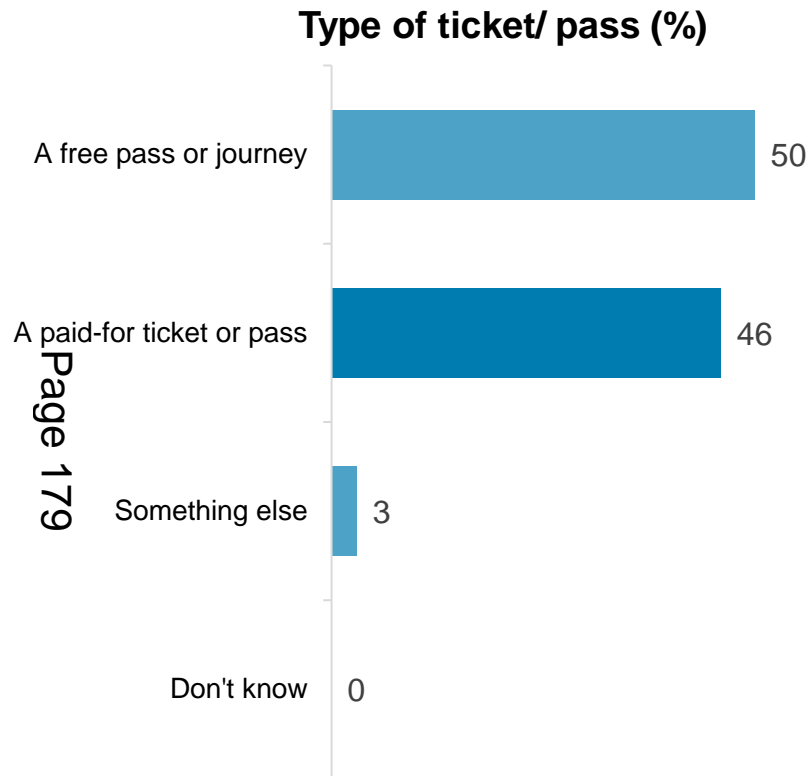
Q6 What type of ticket or pass did you use for this bus journey?

B17 Could you tell us a bit more about the pass or ticket you used for this journey?

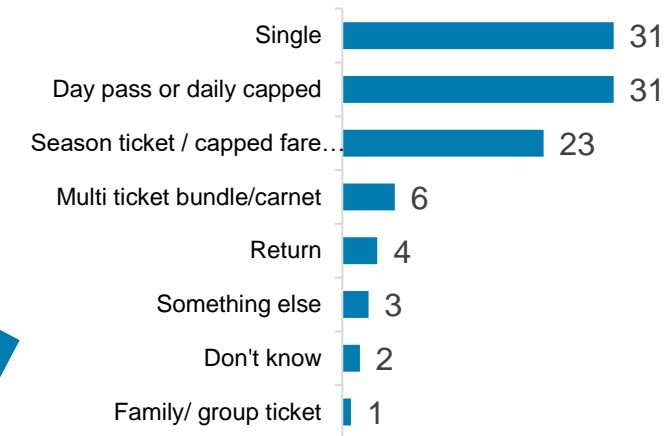
B19 Who could you use your ticket or pass with?

Base: Full Year 3405; Free pass only 1620 - 1641;

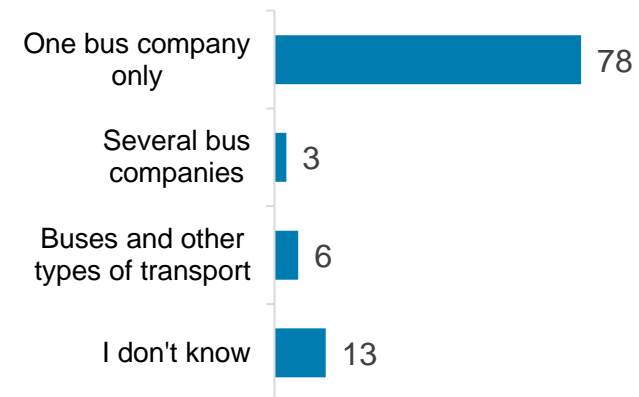
Ticket type



Pass/ticket used (paid journey only) (%)



Ticket/pass validity (paid journey only) (%)



Q6 What type of ticket or pass did you use for this bus journey?

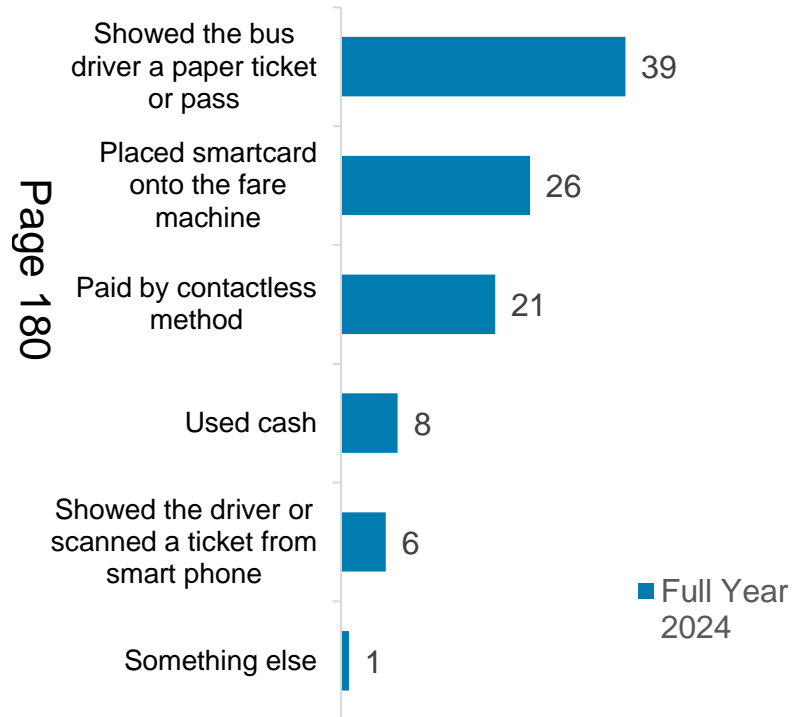
B18 Could you tell us a bit more about the pass or ticket you used for this journey?

B19 Who could you use your ticket or pass with?

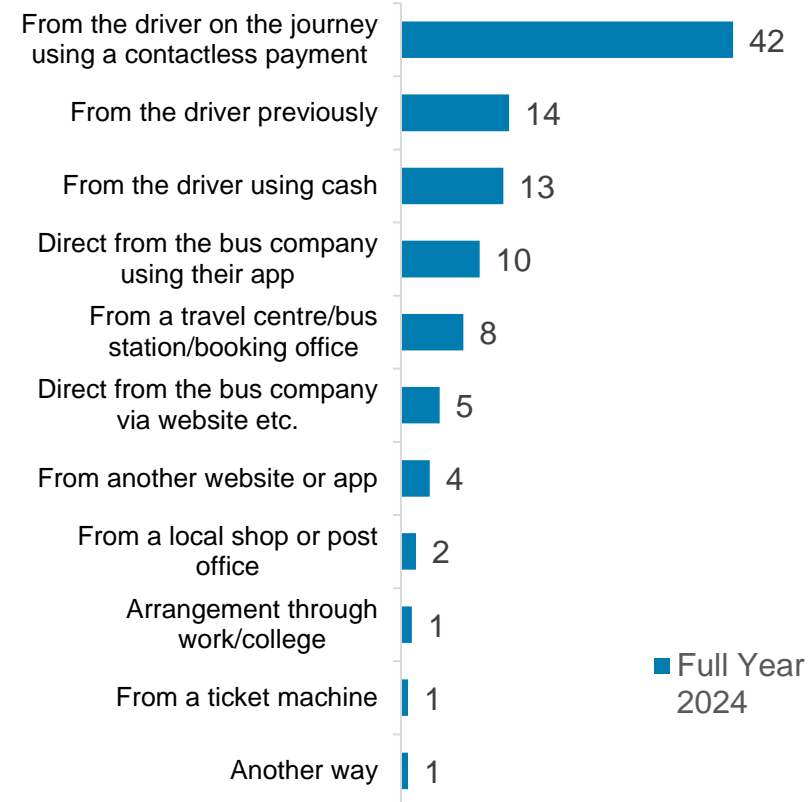
Base: Full Year 3405; Paid for ticket or pass only 1350 - 1415;

All passengers purchasing ticket or pass

Ticket or pass format used when boarding the bus (%)



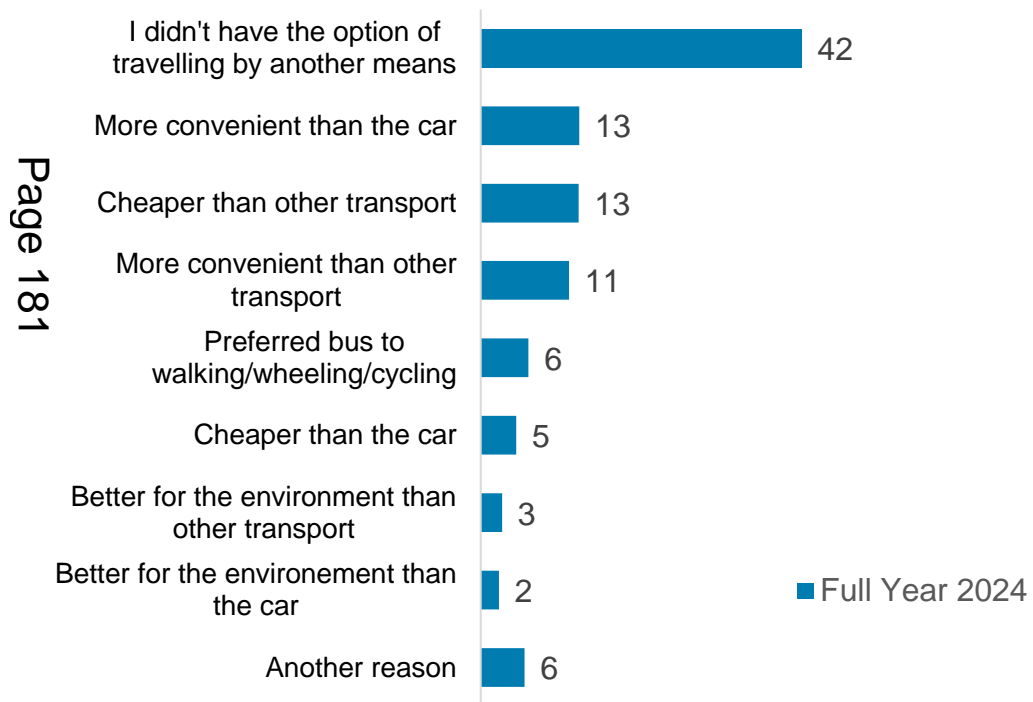
Way of purchasing ticket or pass by fare-payers (%)



B20 On boarding the bus, did you?
B21 How did you buy your ticket or pass?
Base: Full Year 3048; Fare-payers only 1342;

Reason for taking the bus

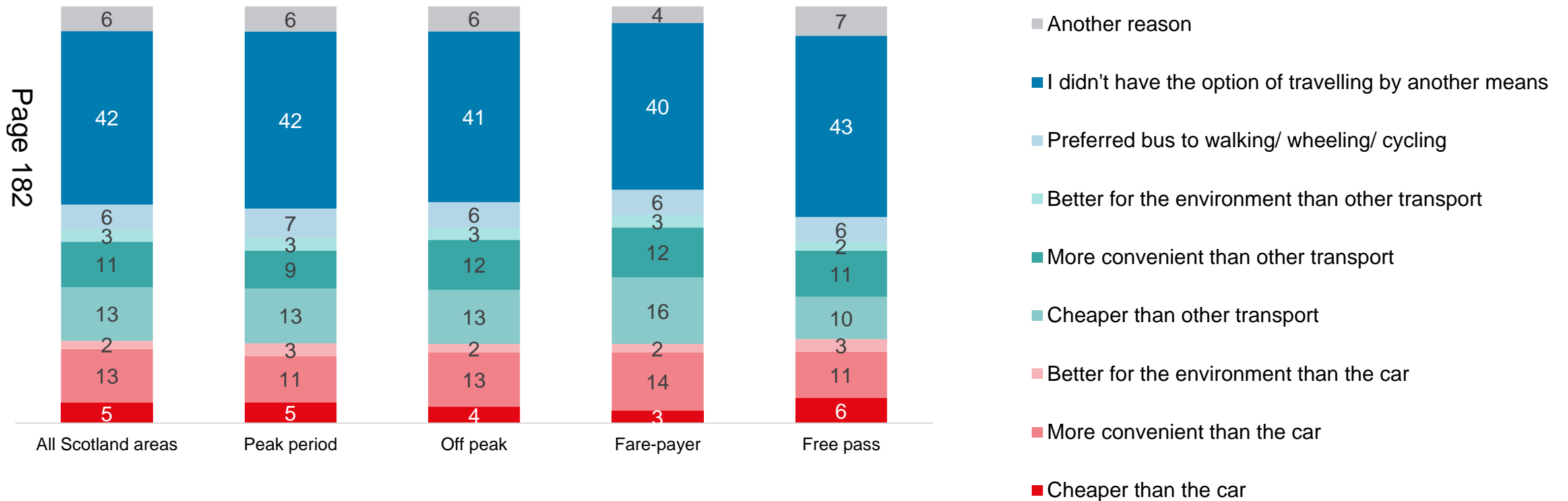
Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?
Base: Full Year 3325;

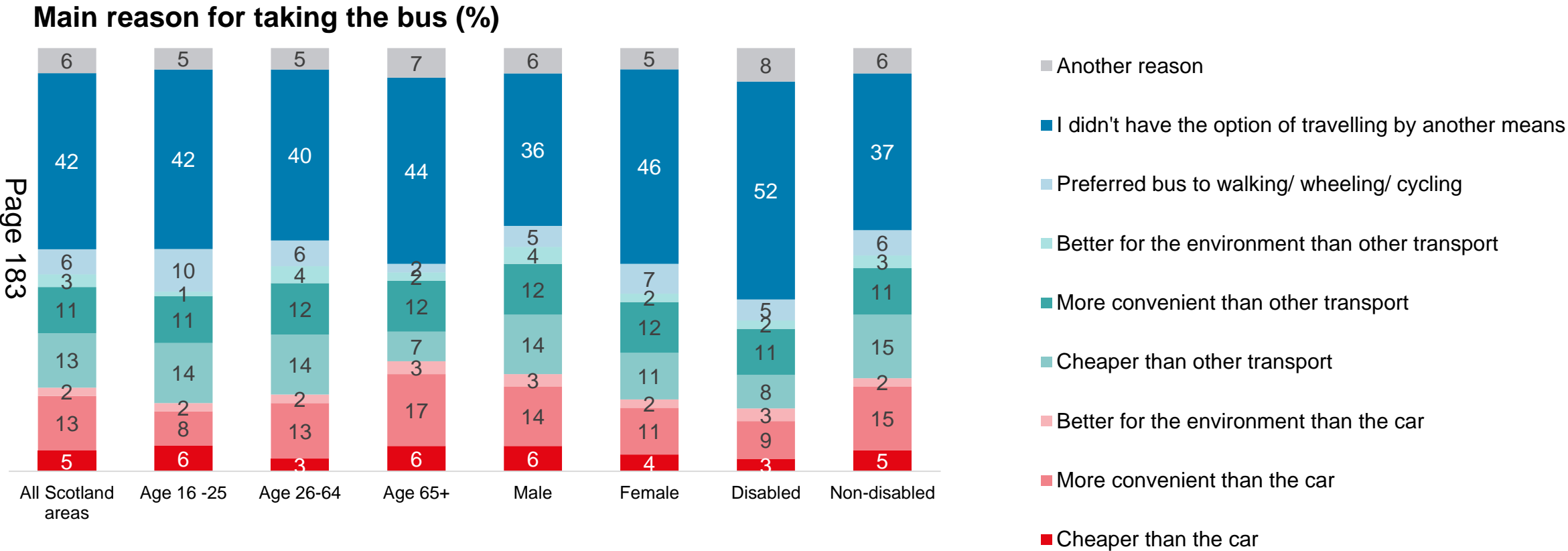
Reason for taking the bus by time and fare type

Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?
 Base: Full Year 3325; Peak 1047; Off Peak 2230; Fare-payer 1510; Free pass 1709

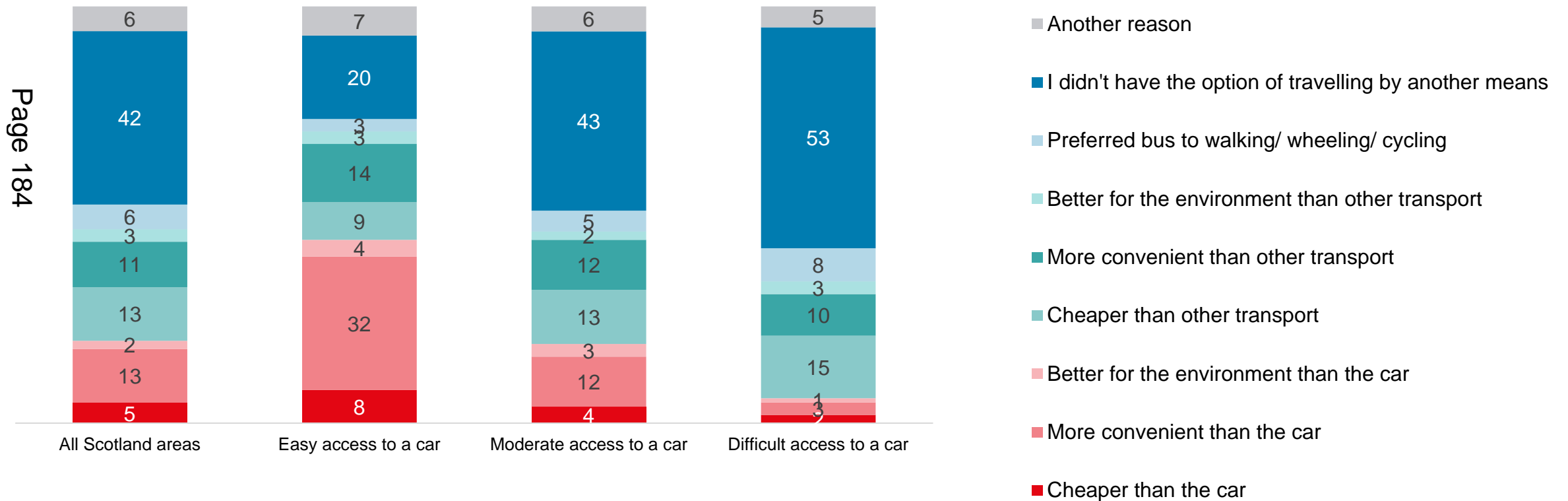
Reason for taking the bus by demographics



B1 What was the **main** reason you chose to take the bus for that journey?
Base: Full Year 3325; Age 16-25 737; Age 26-64 1782; Age 65+ 773; Male 1231; Female 1990; Disabled 855; Non-disabled 2022

Reason for taking the bus by access to a car

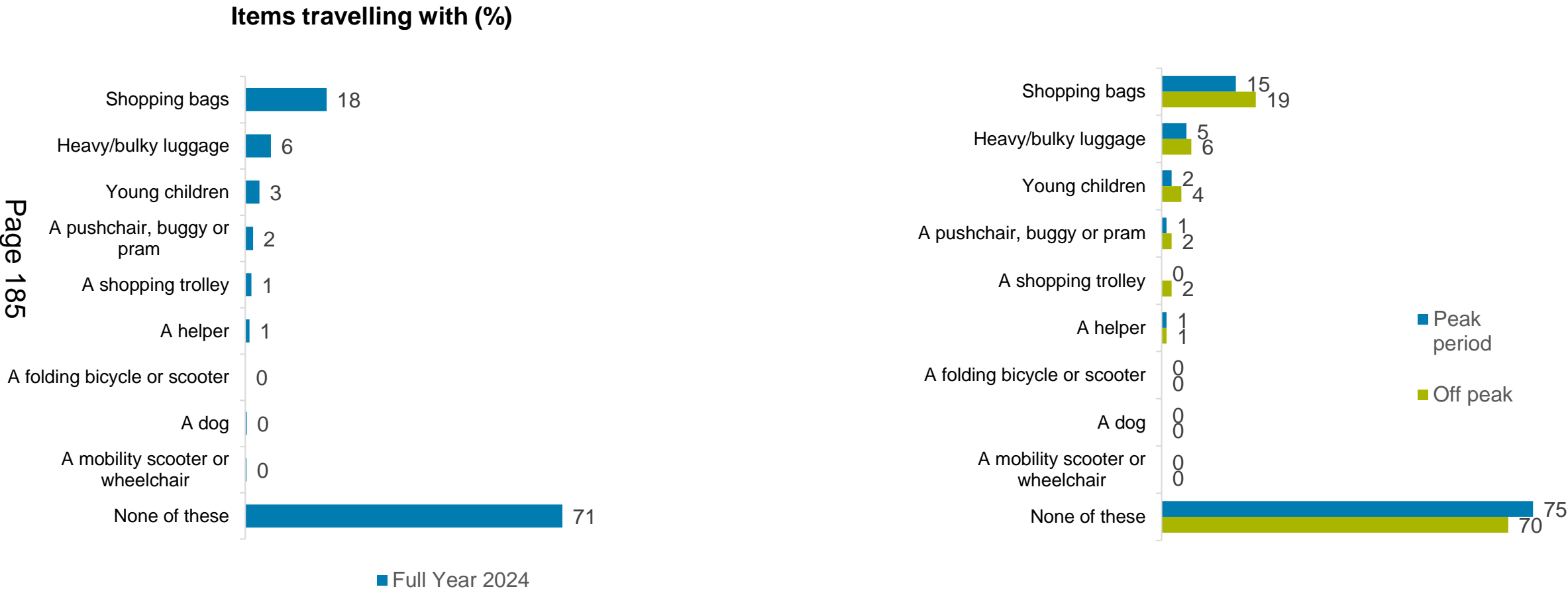
Main reason for taking the bus (%)



B1 What was the **main** reason you chose to take the bus for that journey?

Base: Full Year 3325; Easy access to a car 676; Moderate access to a car 1234; Difficult access to a car 1004

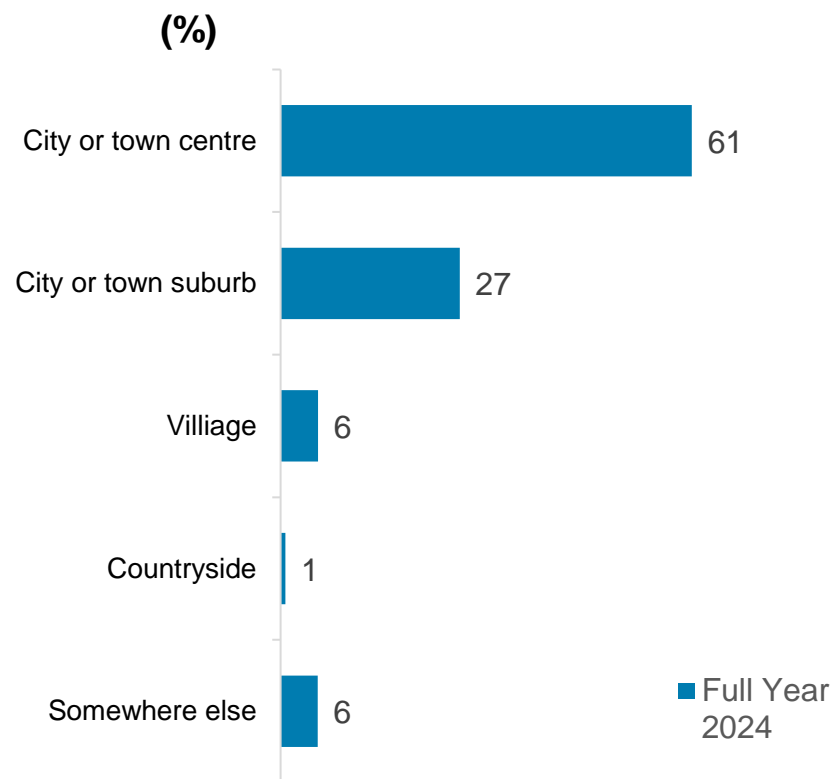
Who or what passengers were travelling with



B2 Were you travelling with ...
Base: Full Year 3467 Peak period journeys 1079; Off peak period journeys 2333

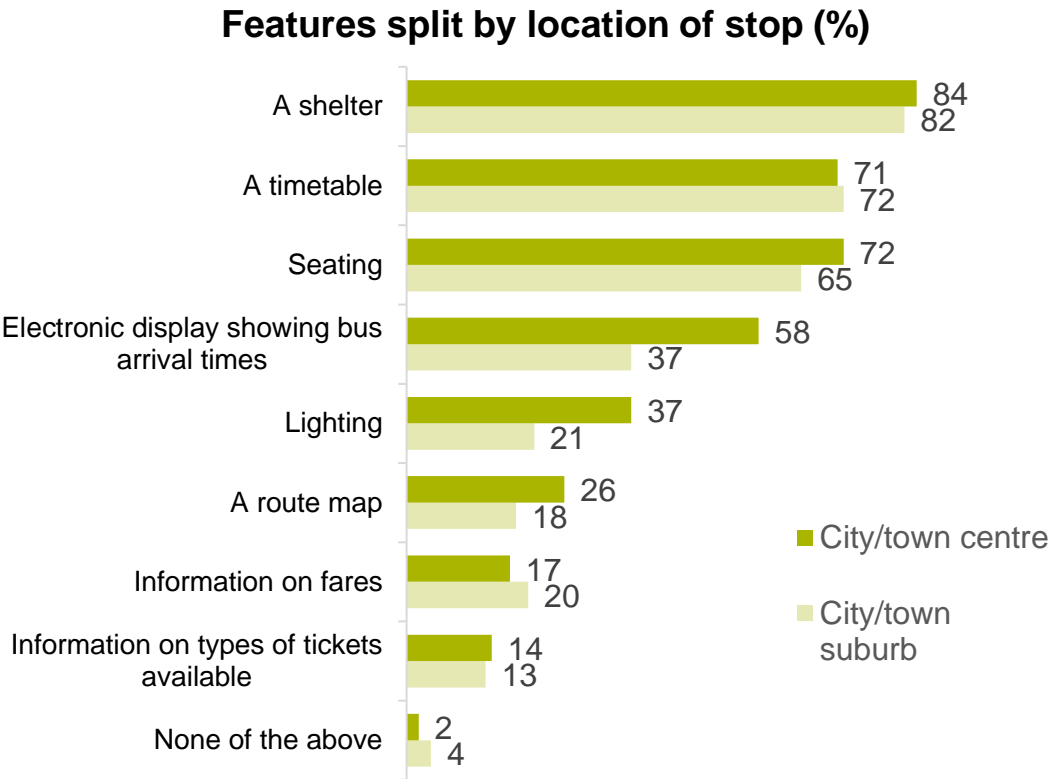
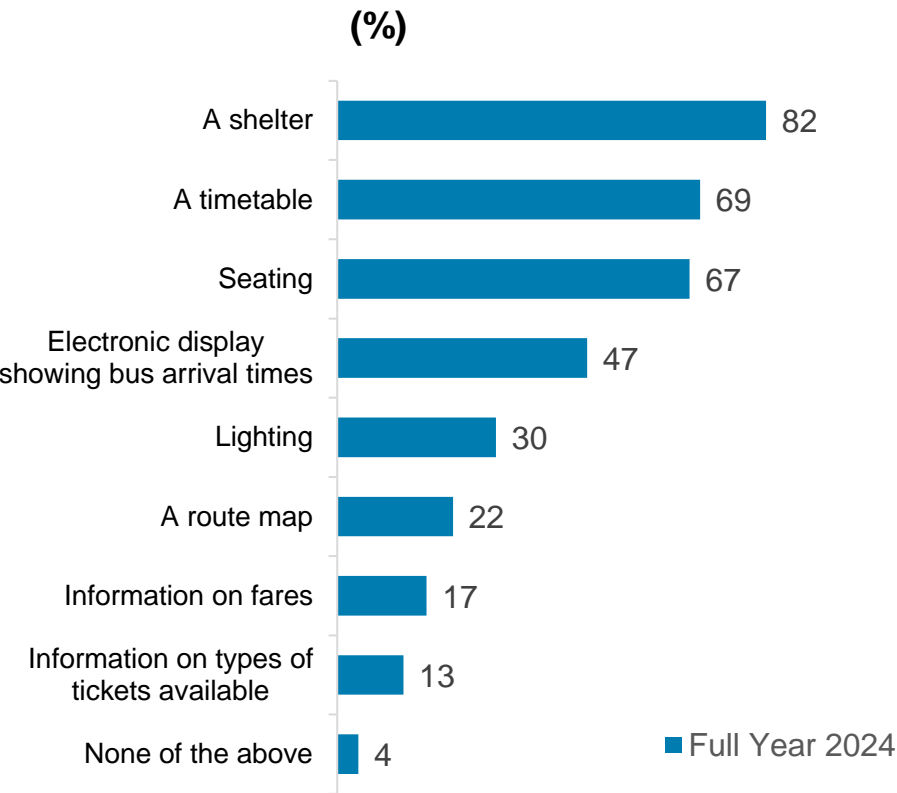


Area of boarding bus stop



Bus stop facilities

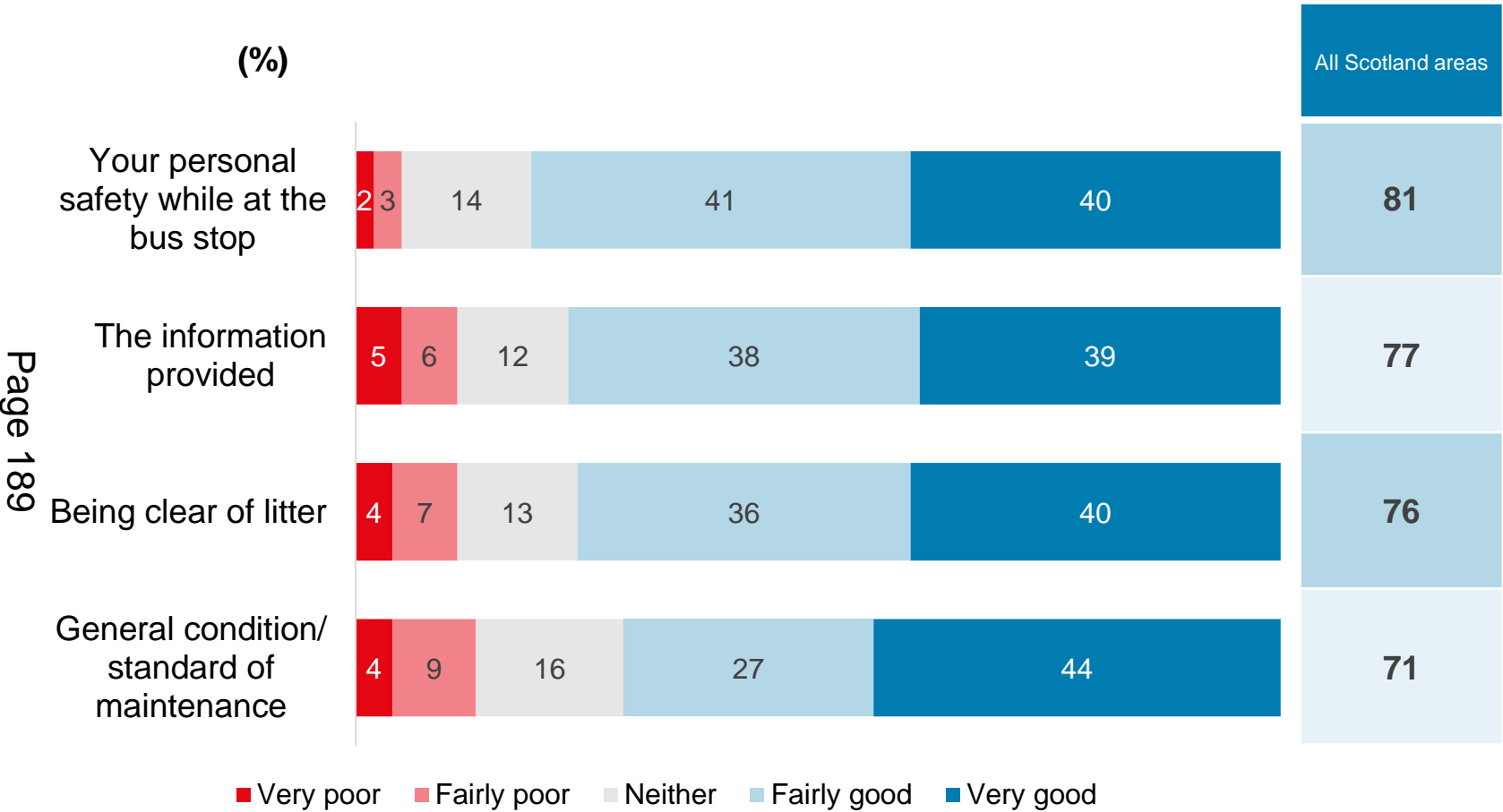
Page 188



B4 Which of these did the bus stop where you caught the bus have?
Base: Full Year 3467 Those boarding bus in city/town centre 2035; Those boarding bus in city/town suburb 826

Bus stop ratings

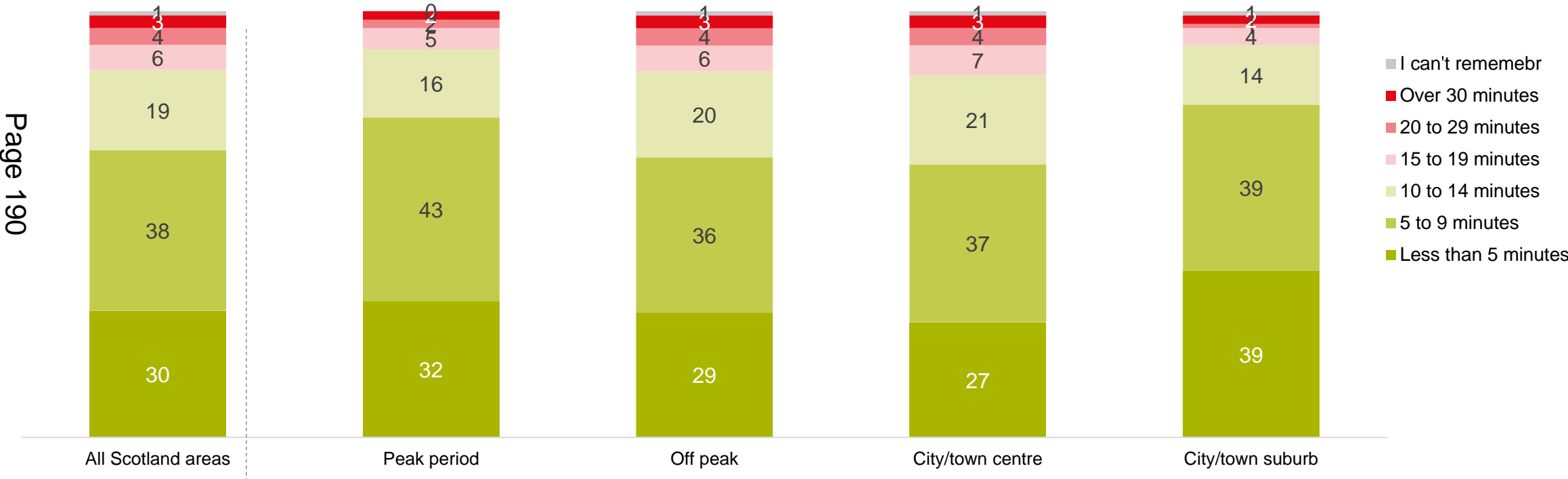
Total good (%)



B5 Thinking about the bus stop itself, how would you rate the following...?
Base: Full Year 3098 - 3232;

Waiting for the bus

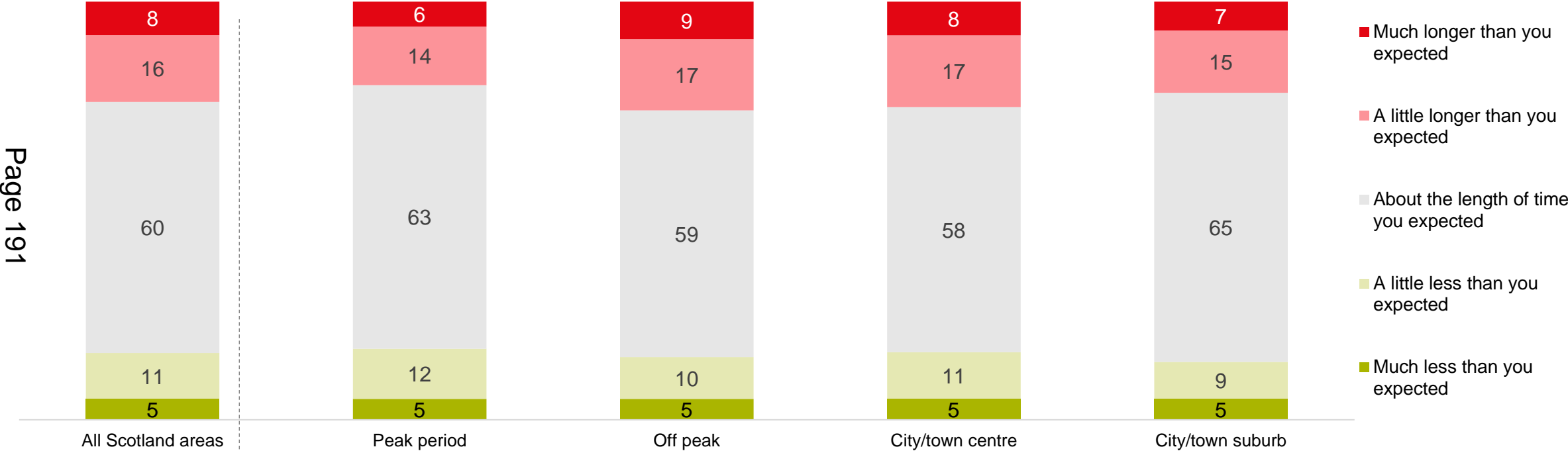
Length of wait for the bus (%)



B6A How long did you wait for your bus?
Base: Full Year 3324 Peak 1036; Off Peak 2233; City/town centre 1992; City/town suburb 812

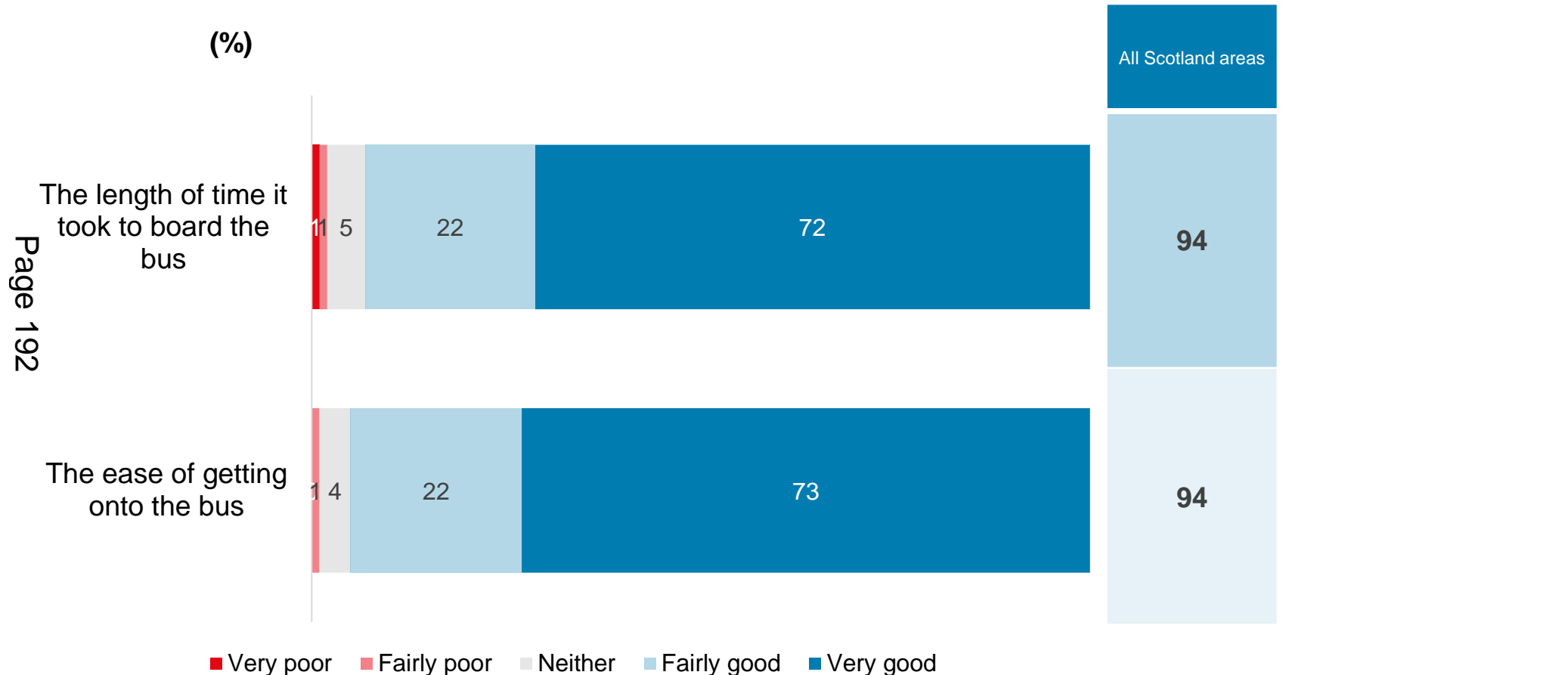
Wait compared to expectations

How long the wait was compared to expectations (%)



B6B Was this wait time...?
Base: Full Year 2024 3302 Peak 1029; Off Peak 2221; City/town centre 1982; City/town suburb 806

Ratings for getting onto the bus



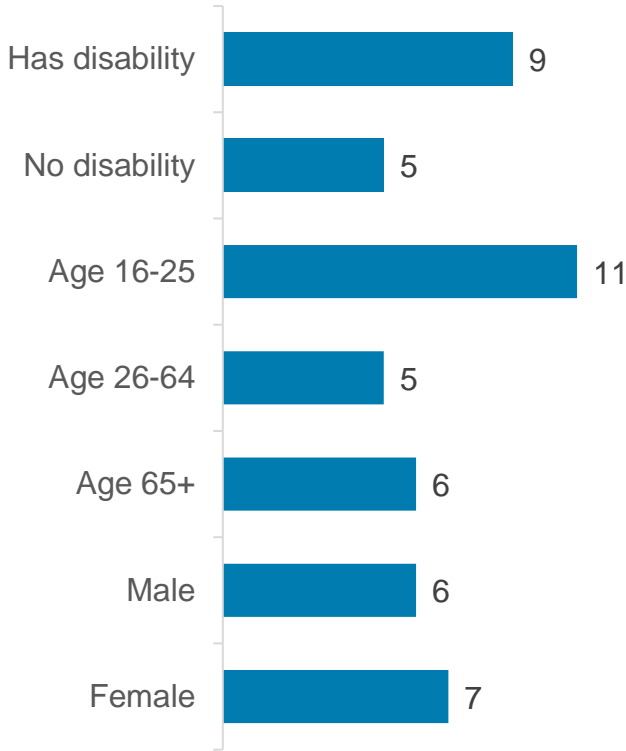
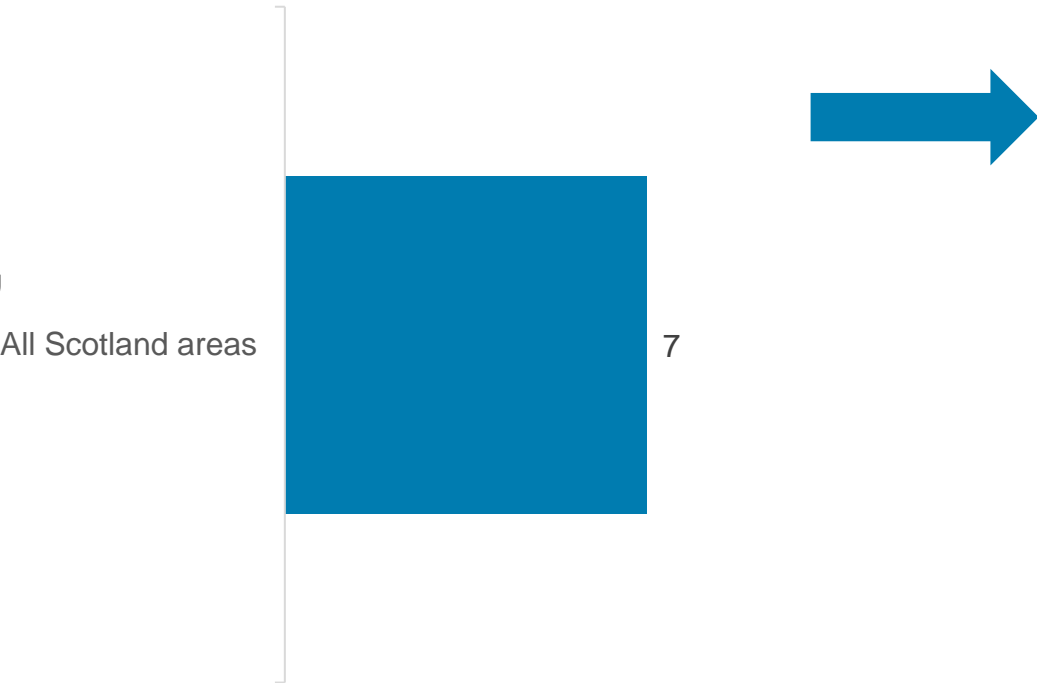
B7 Thinking about when the bus arrived, how would you rate the following...?

Base: Full Year 3165 - 3284;

Behaviour of other passengers at the bus stop

Other passengers' behaviour
made them uncomfortable (%)

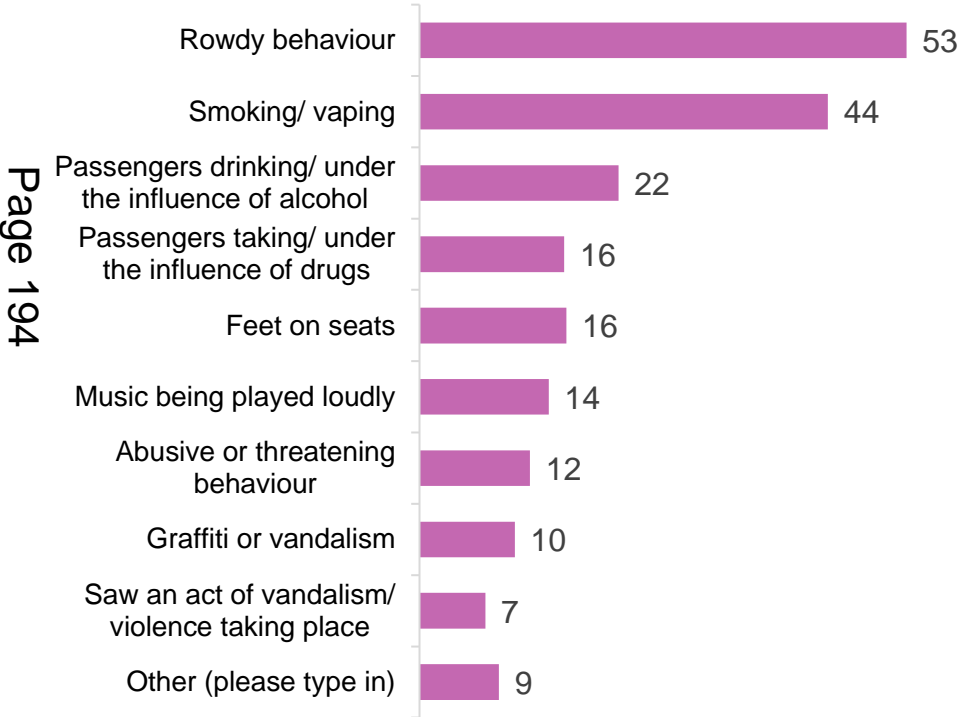
Page 193



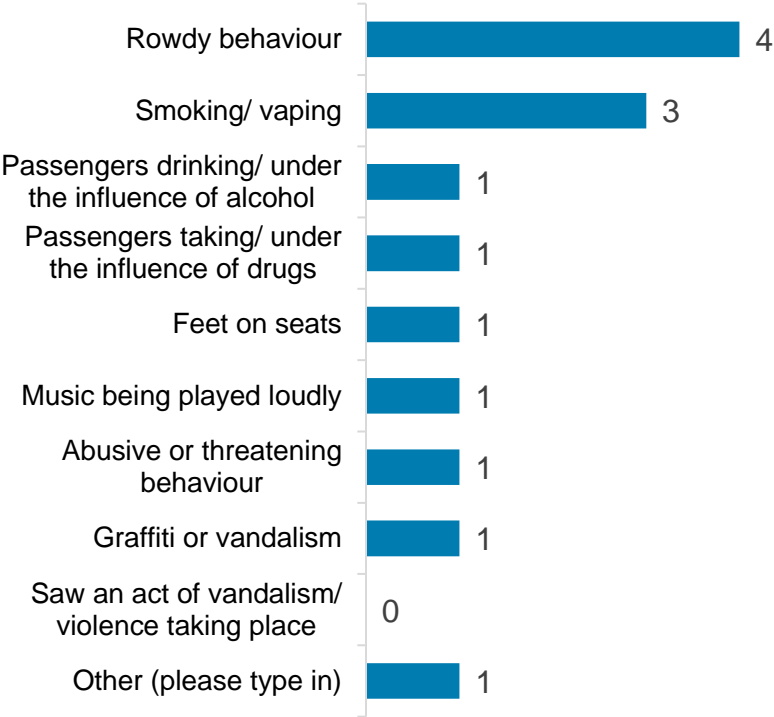
B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey at the bus stop?
Base: Full Year 3208 Has disability 883; No disability 2057; Age 16-25 658; Age 26-64 1693; Age 65+ 787; Male 1173; Female 1900

Behaviour of other passengers at the bus stop

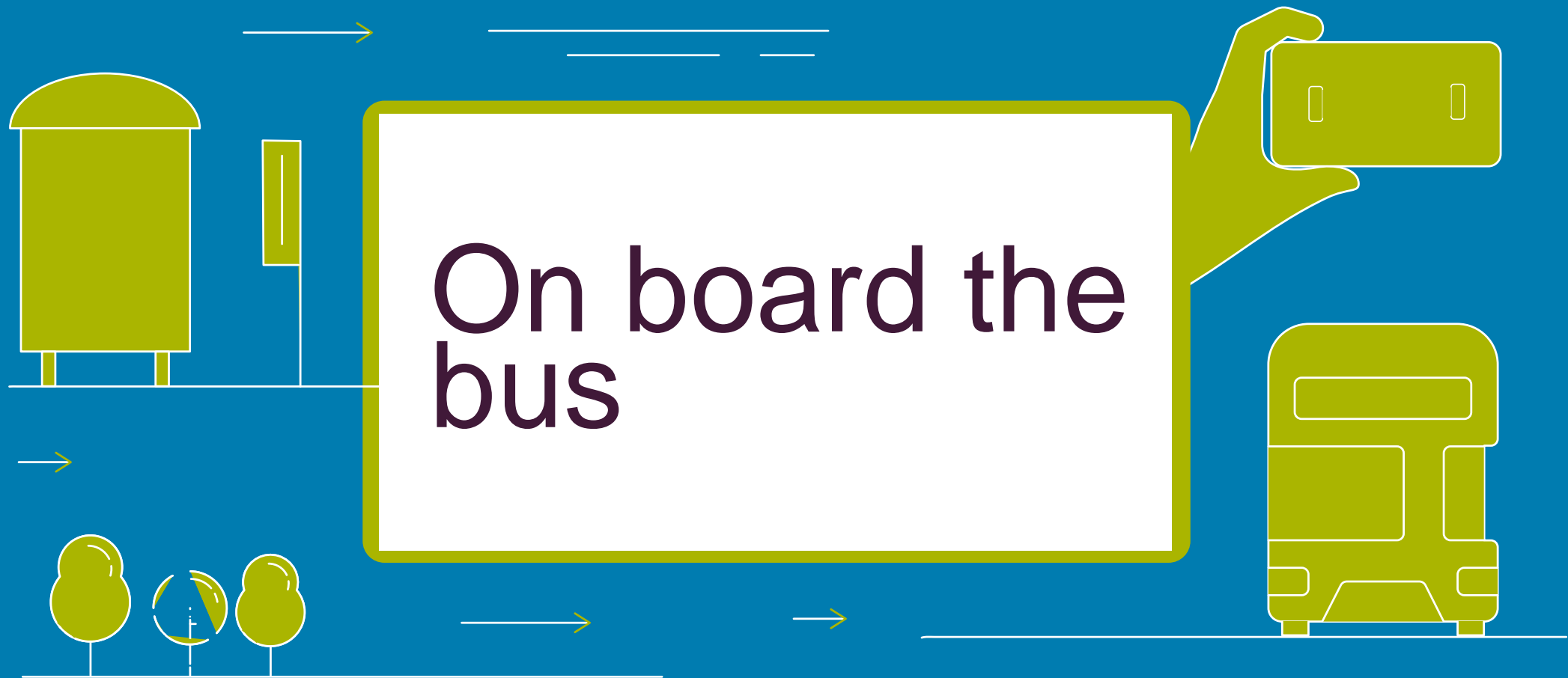
What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)



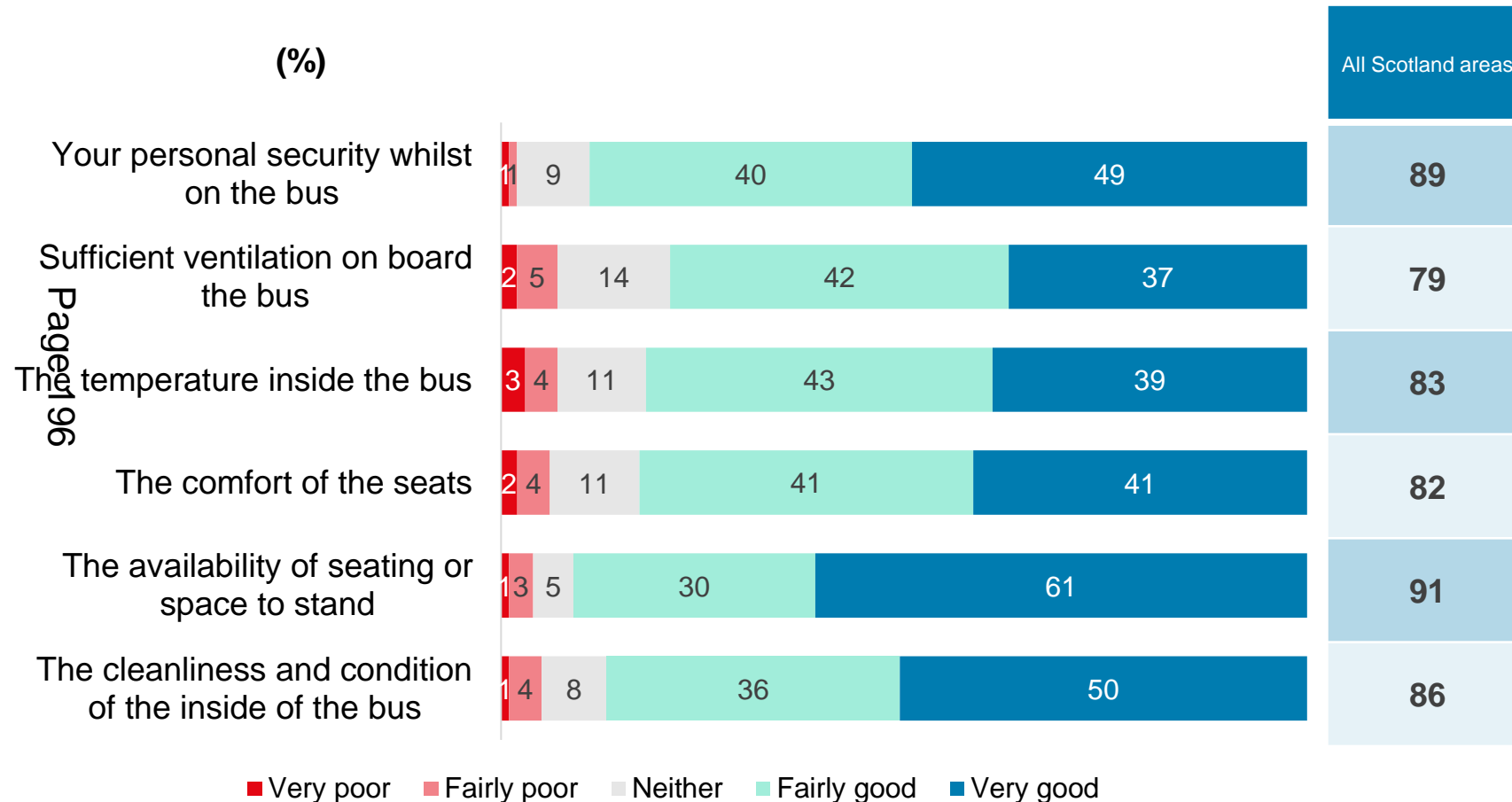
What behaviours made them uncomfortable
(% of all passengers)



B13 Which of the following were reason(s) for this?
Base: All passengers who were worried or made to feel uncomfortable 188; All passengers 3467



On board the bus ratings

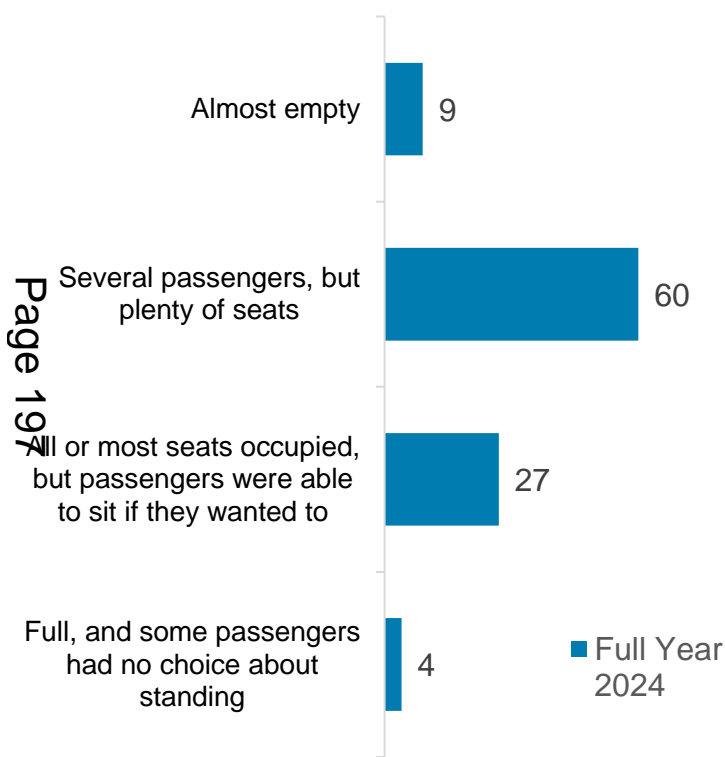


B8 Thinking about when you were on the bus, how would you rate the following...?

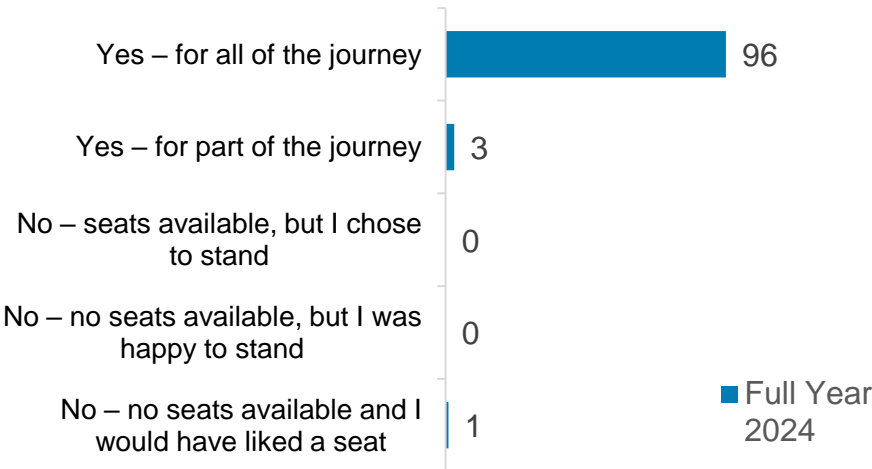
Base: Full Year 3129 - 3218;

How busy the bus was

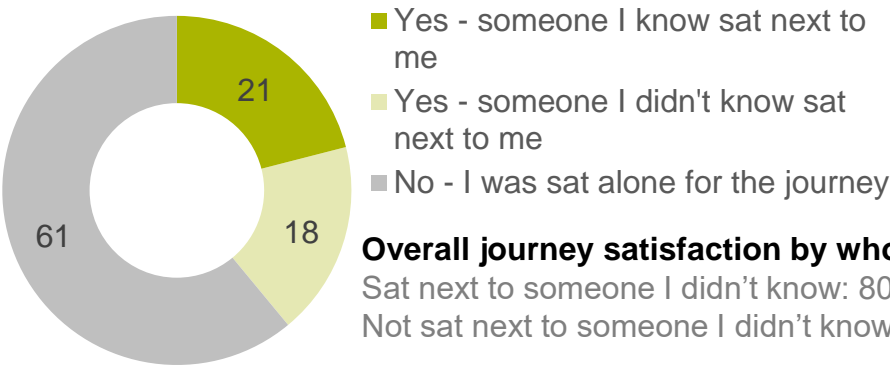
How busy the bus was (%)



Whether got a seat on the bus(%)



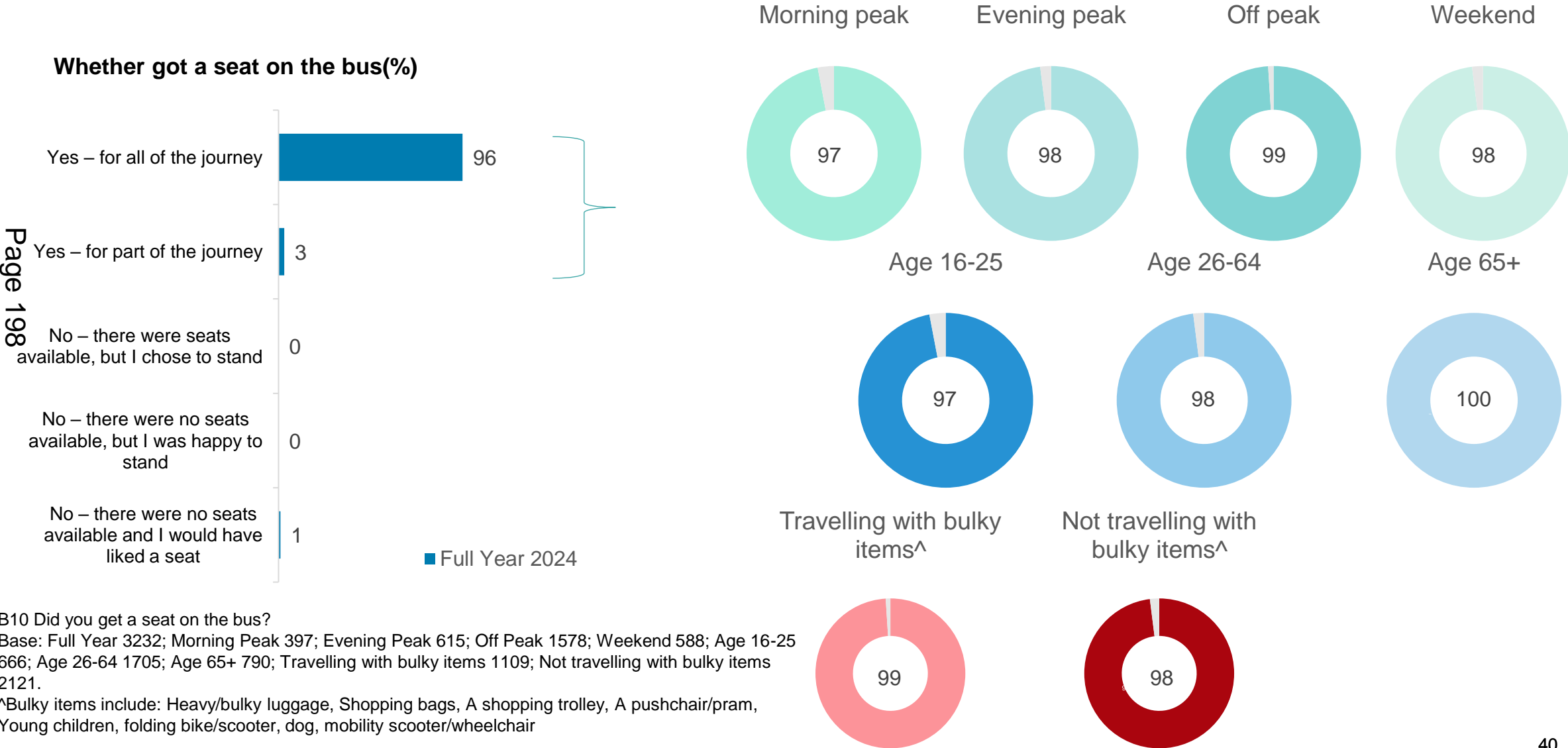
Whether sat next to someone on the bus (%)



Overall journey satisfaction by who sat next to
Sat next to someone I didn't know: 80% satisfied
Not sat next to someone I didn't know: 88% satisfied

B9 How busy was the bus during most of your journey?
B10 Did you get a seat on the bus?
B11 And did anyone sit next to you on the bus?
Base: Full Year 458 - 3232;

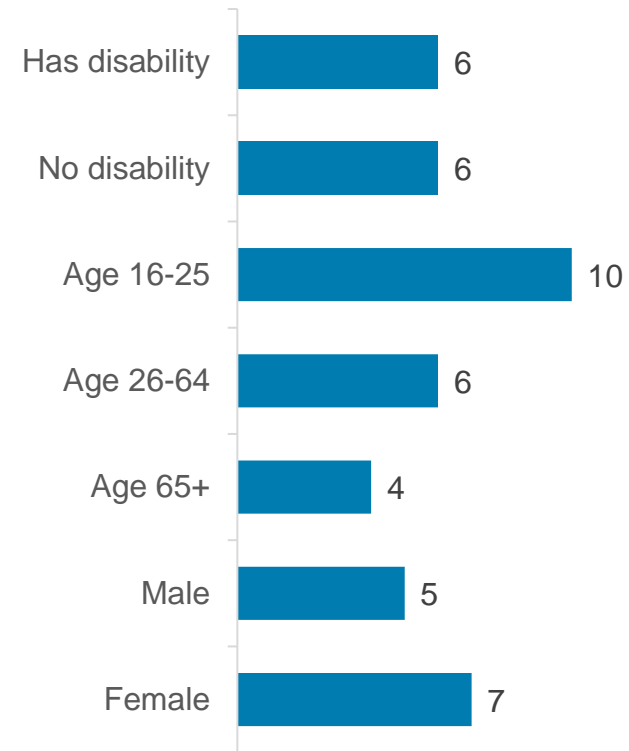
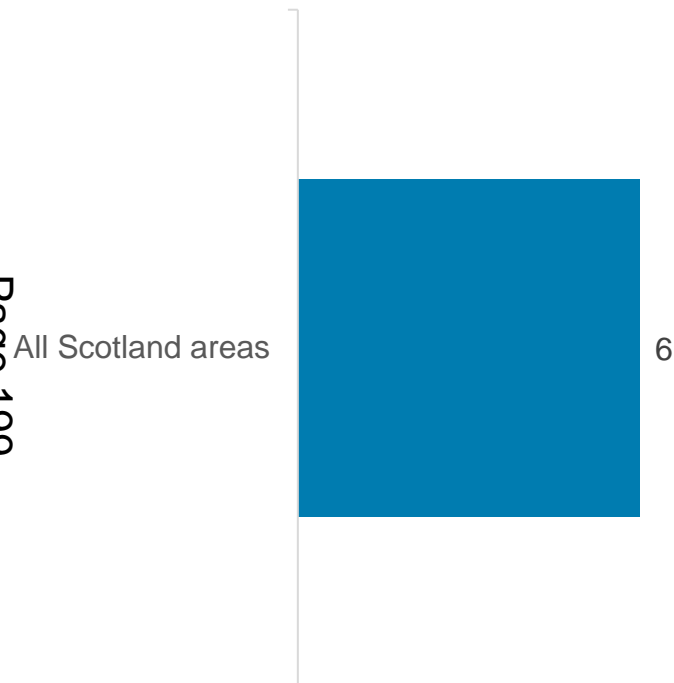
Seating on the bus by journey details



Behaviour of other passengers on board

Other passengers' behaviour
made them uncomfortable (%)

Page 199

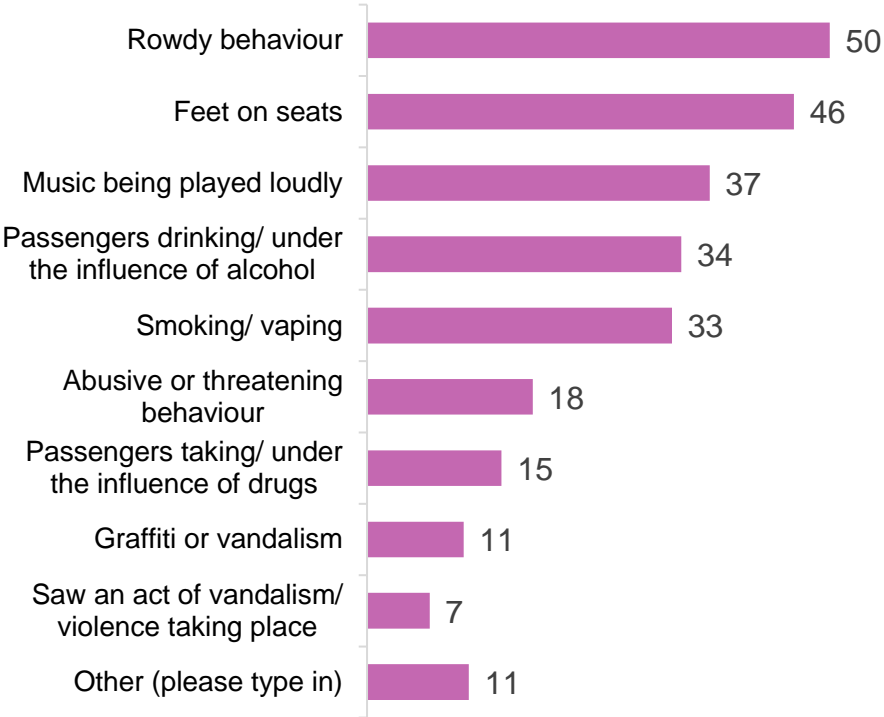


B12 Did other passengers' behaviour make you feel worried or uncomfortable during your journey on the bus?

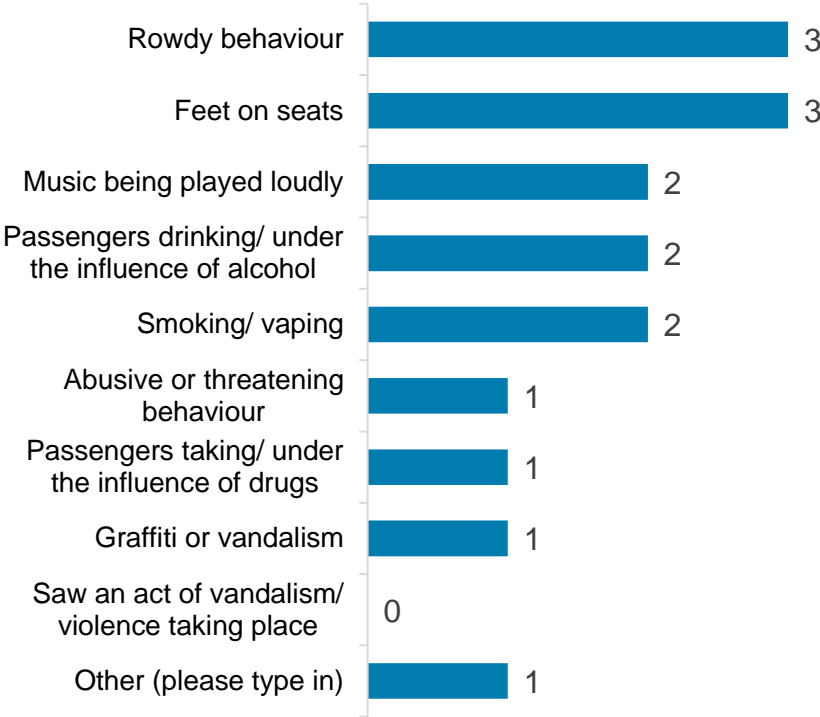
Base: Full Year 3195 Has disability 871; No disability 2054; Age 16-25 658; Age 26-64 1692; Age 65+ 776; Male 1166; Female 1895

Behaviour of other passengers on board

What behaviours made them uncomfortable
(% of those who were worried or made to feel uncomfortable)



What behaviours made them uncomfortable
(% of all passengers)

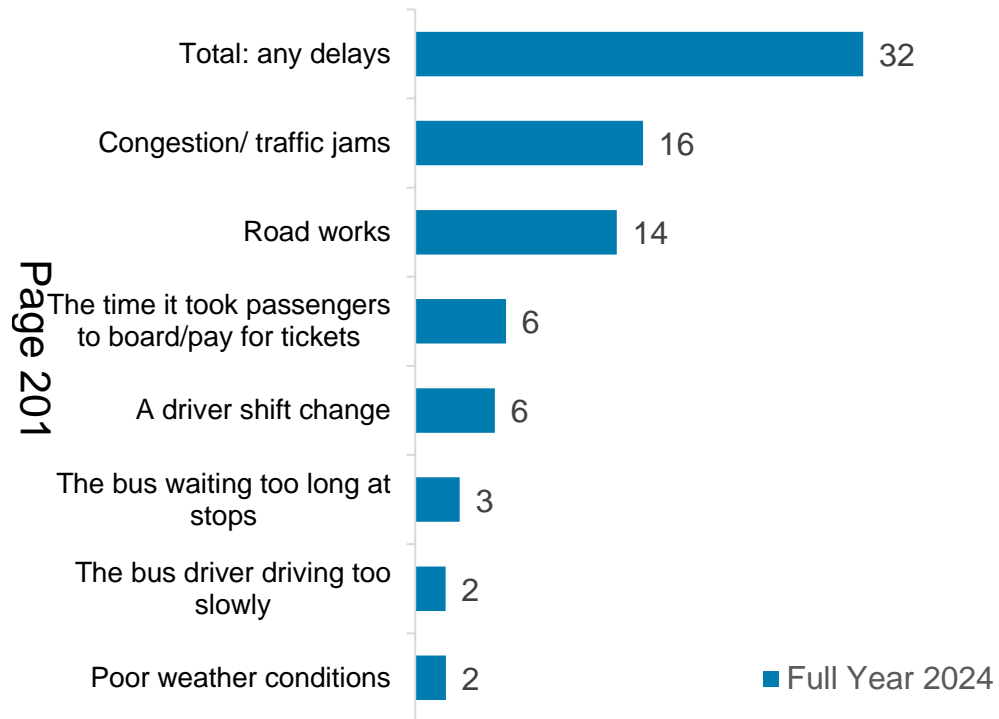


Page 200

B13 Which of the following were reason(s) for this?
Base: All passengers who were worried or made to feel uncomfortable 194; All passengers 3467

Journey delays

Reasons for delay (%)



Congestion/ traffic jams



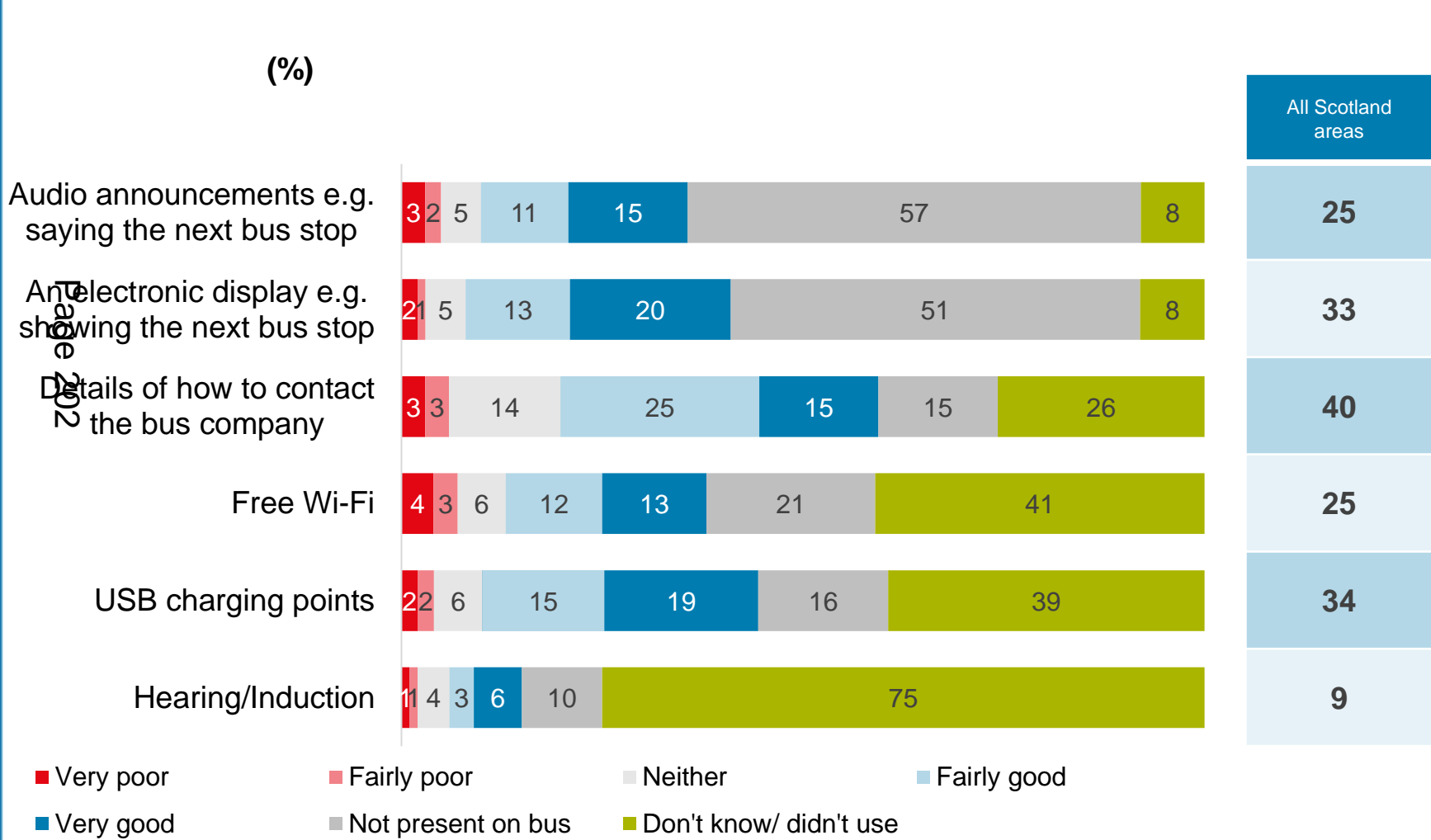
Road works



Time taken to board

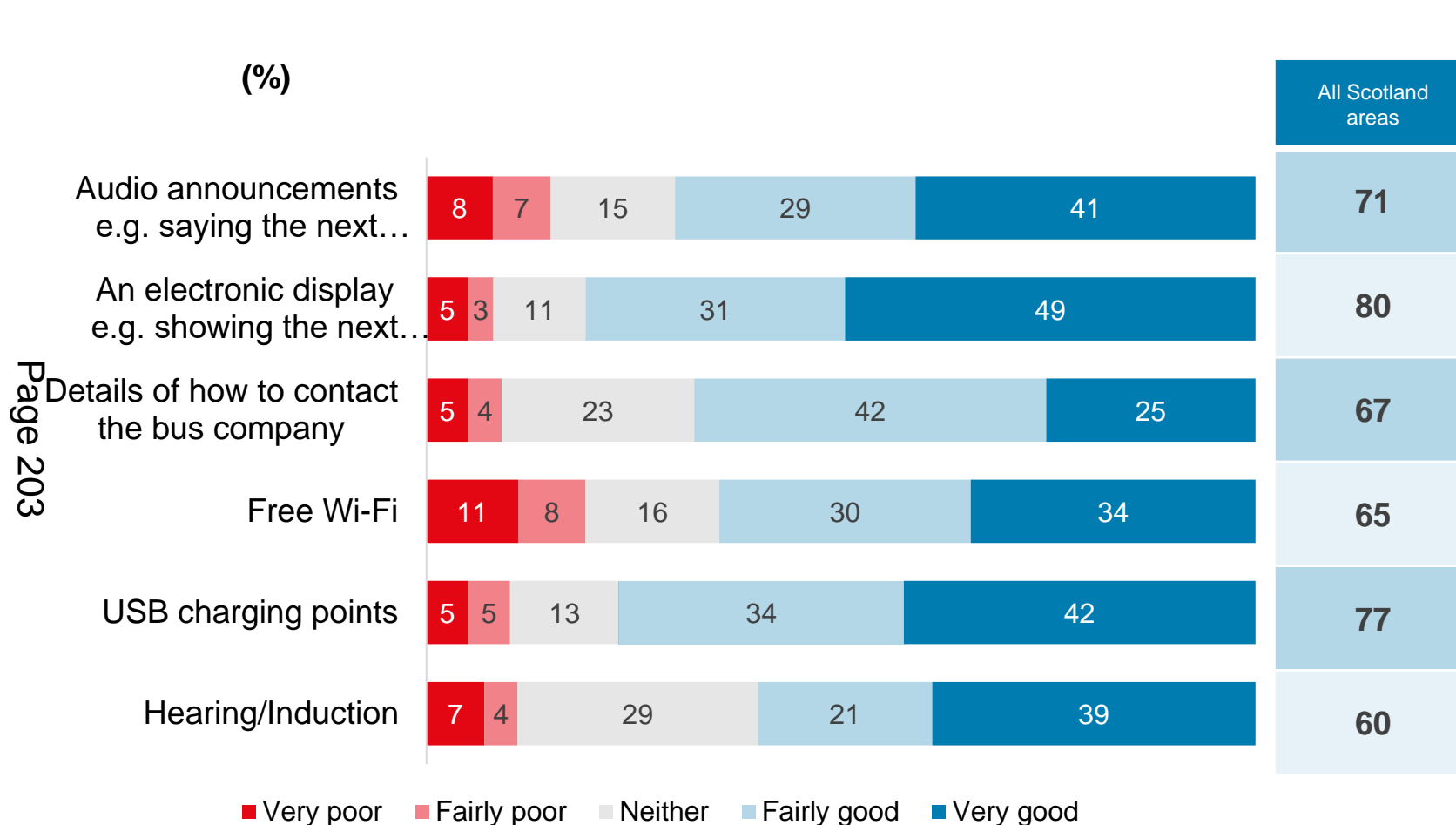


Ratings of bus facilities amongst all passengers



B15 How would you rate the following facilities on the bus?
Base: Full Year 3116 - 3069;

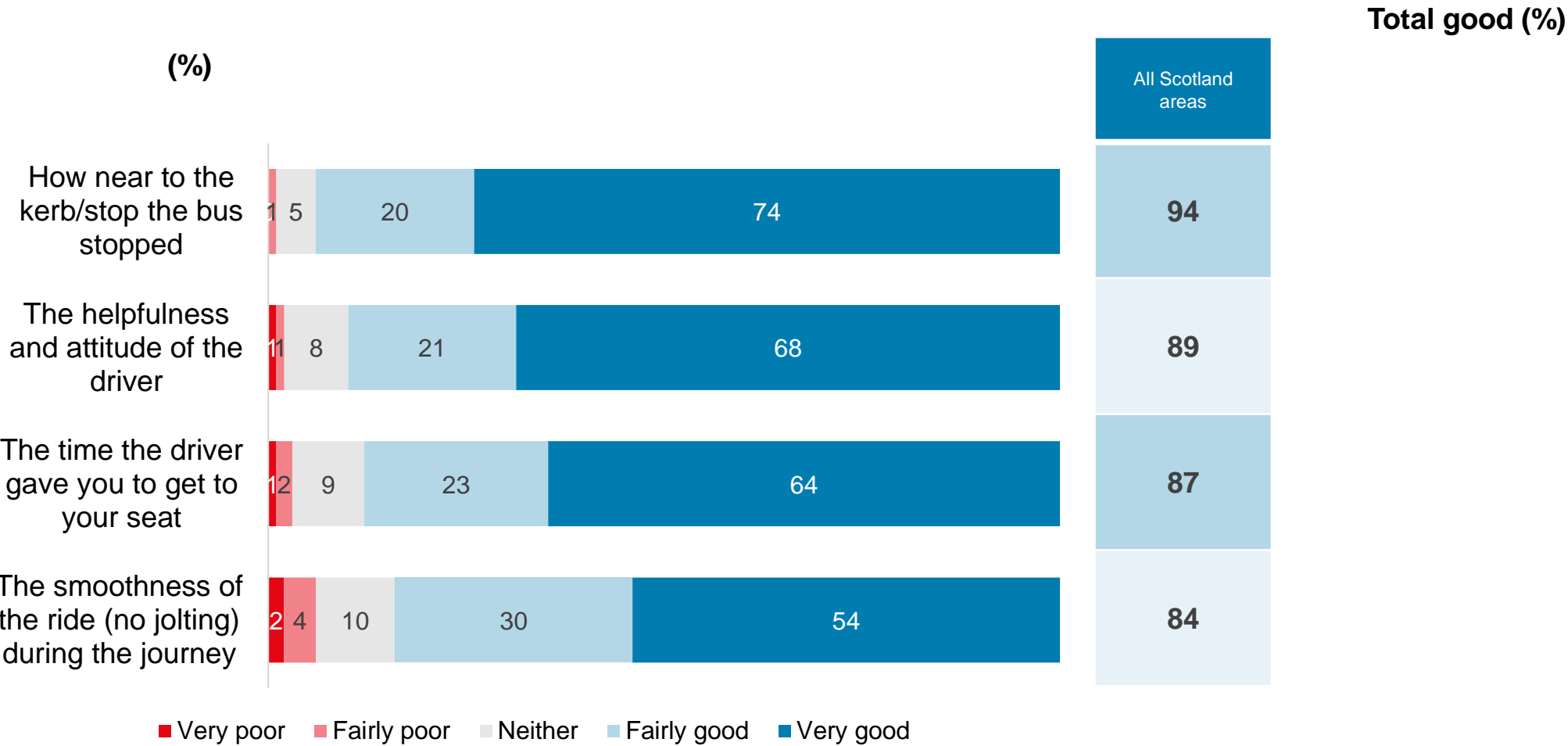
Ratings of bus facilities amongst those using them



B15 How would you rate the following facilities on the bus?
 Base: Full Year 480 - 1745; All those using each facility 480 - 1745;

Ratings of the bus driver

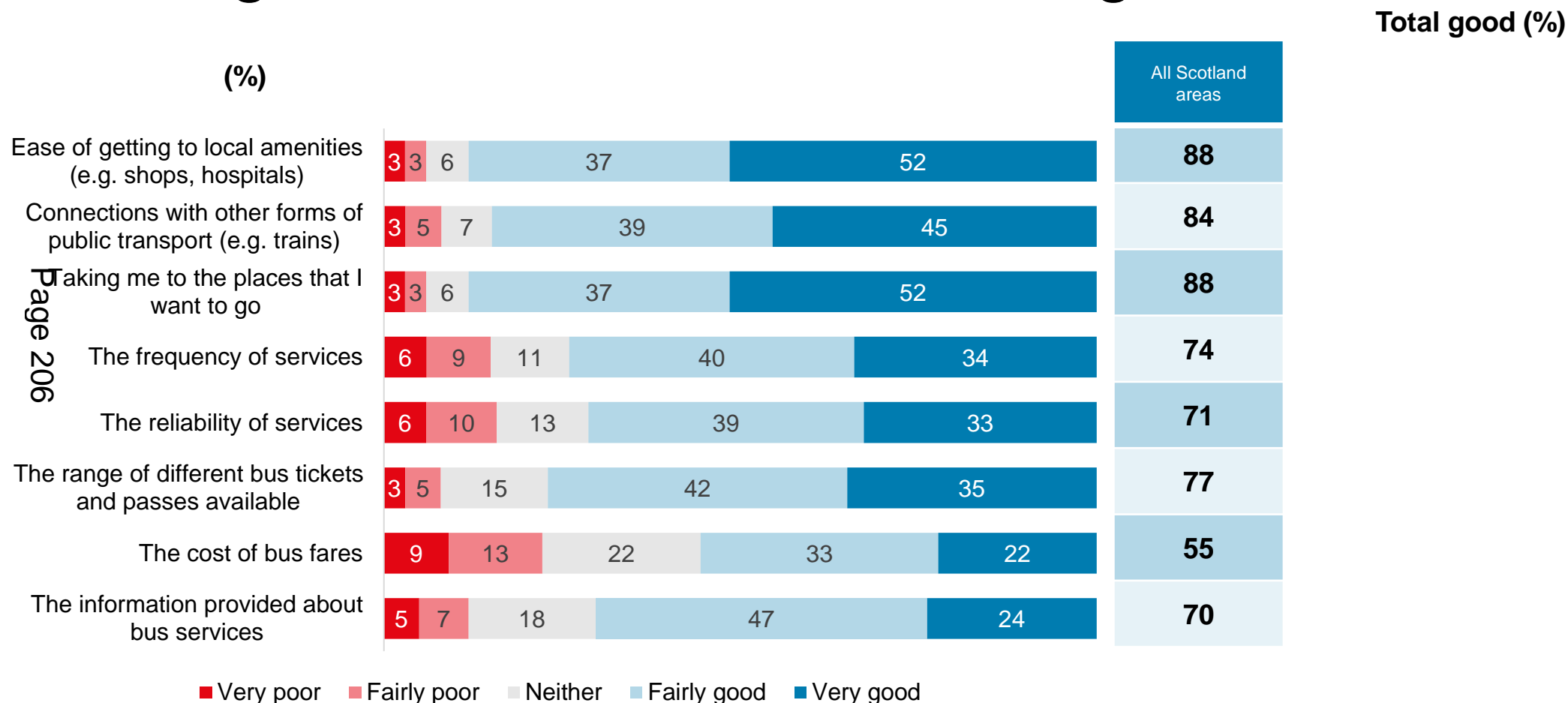
Page 204



B16 Thinking about the driver and the driving, how would you rate the following...?
Base: Full Year 2944 - 3031;



Ratings for local bus services in general

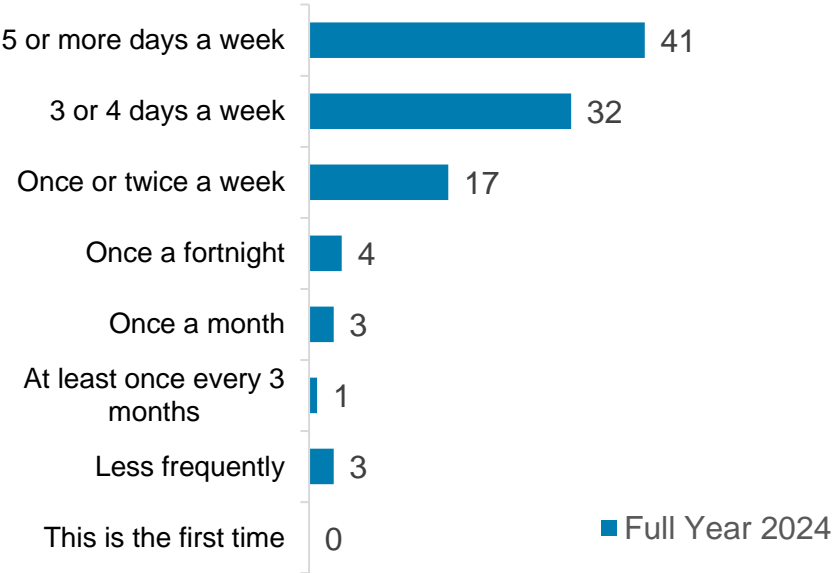


B22 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?
Base: Full Year 2015 - 2016;

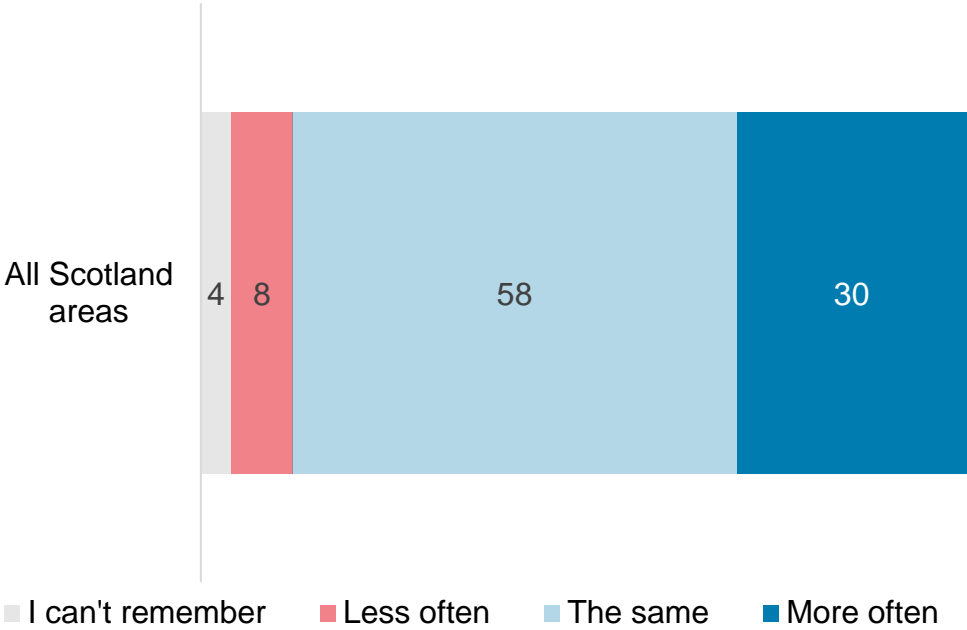
Frequency of bus travel

Page 207

Frequency of bus travel (%)



Change in bus use in past 12 months (%)

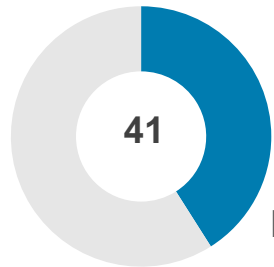


B23 How often do you typically travel by bus?
B24 And is this more often, the same, or less often than 12 months ago?
Base: Full Year 3019 - 3042;

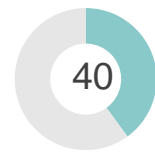
Frequency of bus travel

Page 208

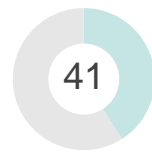
5 or more days per week (%)



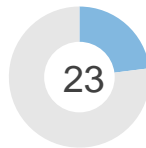
Fare-payer



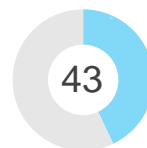
Free pass



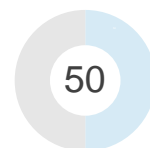
Easy access to car



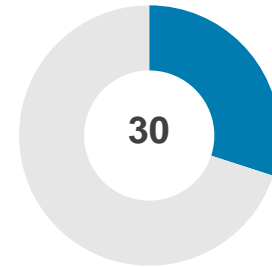
Moderate access to car



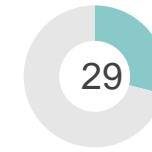
Difficult access to car



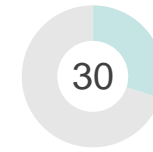
Use bus more than 12 months ago (%)



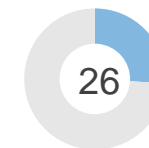
Fare-payer



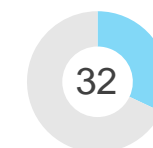
Free pass



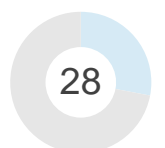
Easy access to car



Moderate access to car



Difficult access to car



B23 How often do you typically travel by bus?

B24 And is this more often, the same, or less often than 12 months ago?

Base: Full Year 3019 – 3042; Fare-payer 1321 – 1334; Free pass 1579 - 1587; Easy access to car 685 - 693; Moderate access to car 1255 - 1262; Difficult access to car 1015 - 1021

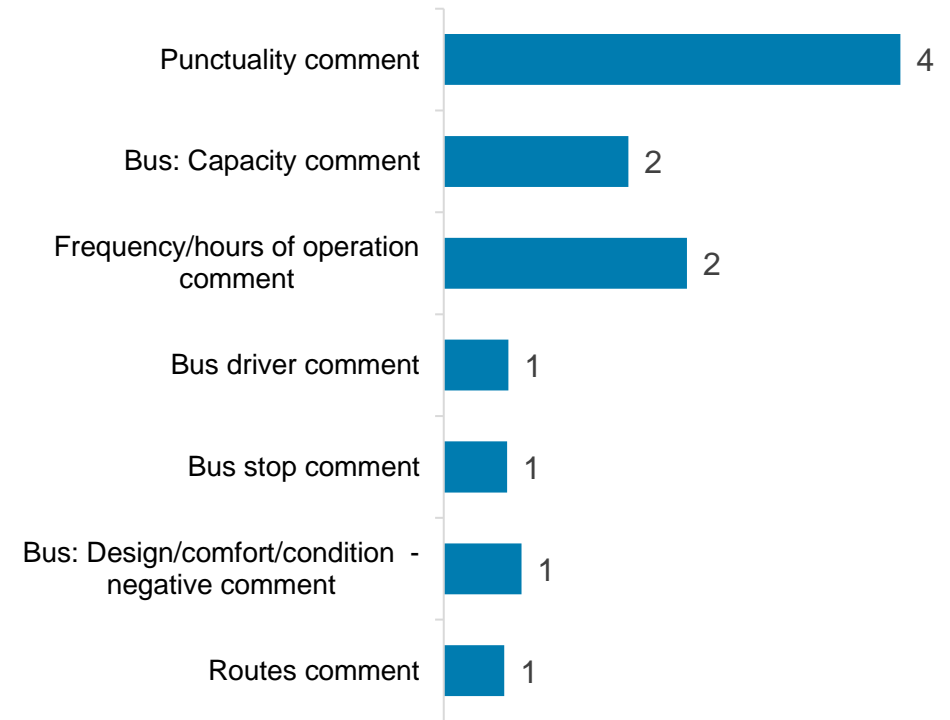
Comments made about other bus journeys

(provided by passengers in addition to comments about the current journey)

Positive comments (%) – top ten themes



Negative comments (%) – top ten themes

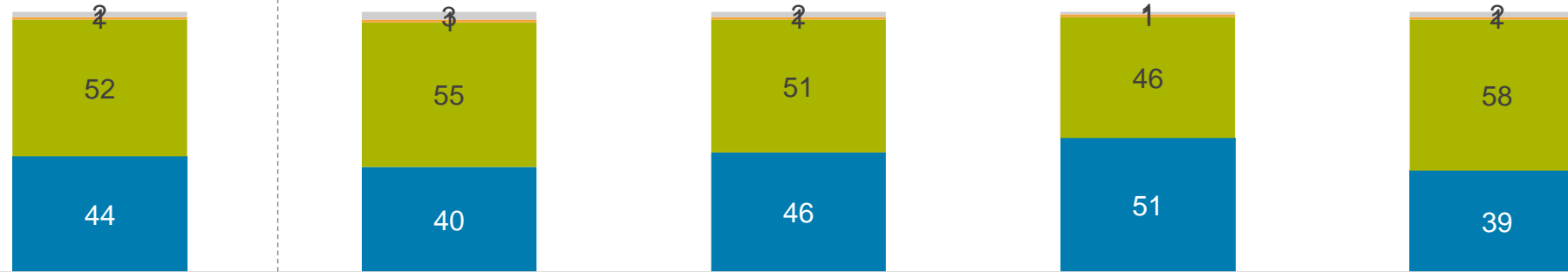


Q7 Please tell us in your own words what was good or bad about this journey.
We're interested in anything that stood out about this journey.
Base: Full Year 3467



Profile of passengers

Gender (%)



- Prefer not to say
- Prefer to self-describe
- Female
- Male

Page 211

Age (%)



- Prefer not to say
- 70+
- 65-69
- 55-64
- 45-54
- 35-44
- 26-34
- 16-25

Q11 How would you describe yourself?

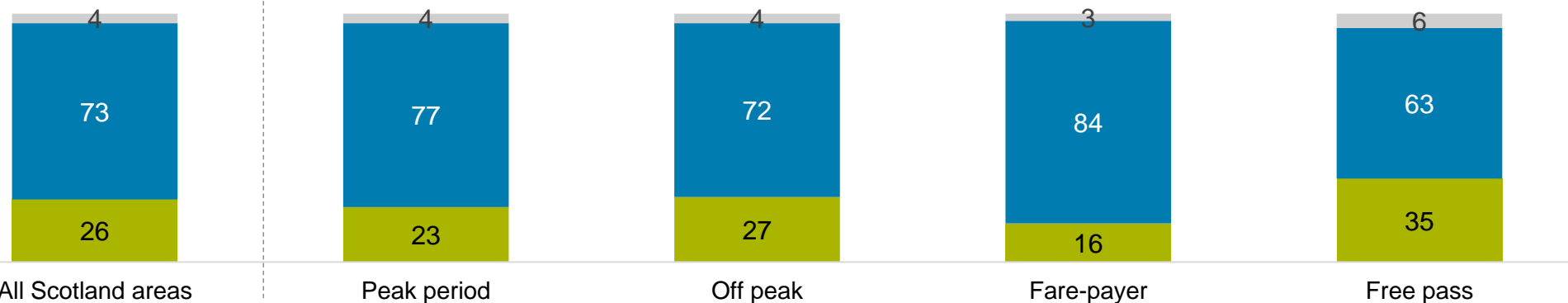
Q12 Which age group are you in?

Base Q11: Full Year 3467; Peak 1079; Off Peak 2333; Fare-payer 1532; Free pass 1779

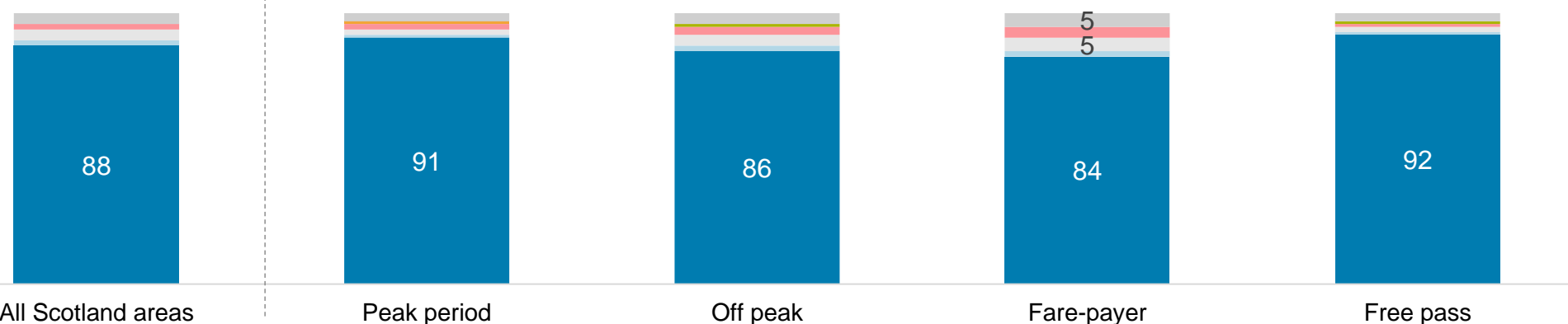
Base Q12: Full Year 3457; Peak 1075; Off Peak 2327; Fare-payer 1532; Free pass 1779

Profile of passengers

Disability (%)



Ethnicity (%)



D1 Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

D2 Which of the following best describes your ethnic background?

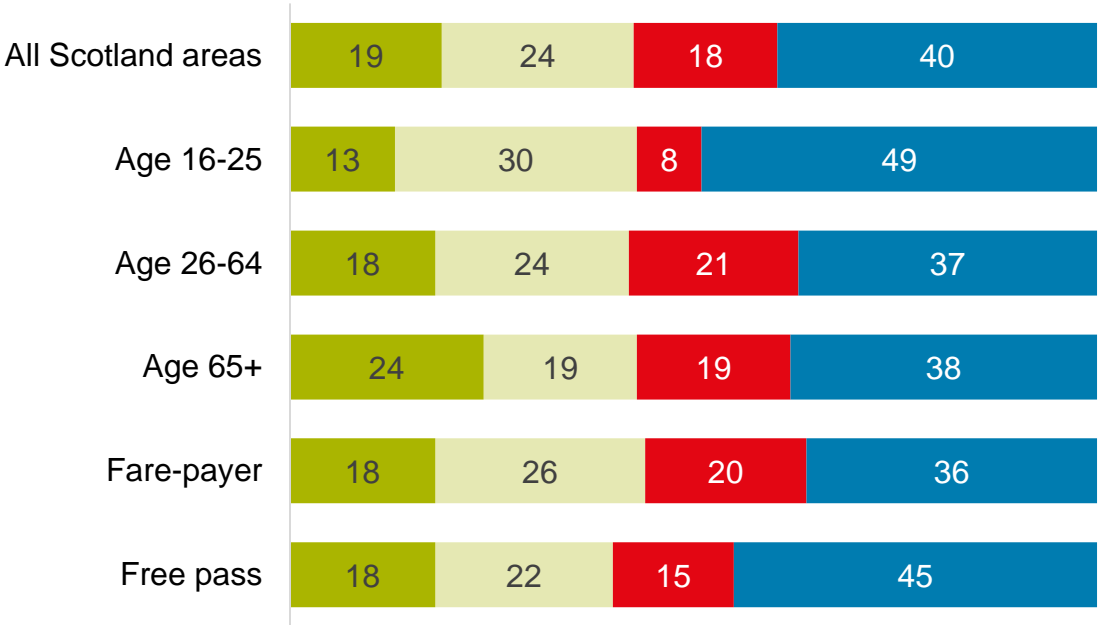
Base D1: Full Year 3011; Peak 939; Off Peak 2019; Fare-payer 1320; Free pass 1569

Base D2: Full Year 3019; Peak 943; Off Peak 2022; Fare-payer 1320; Free pass 1575

Access to a car

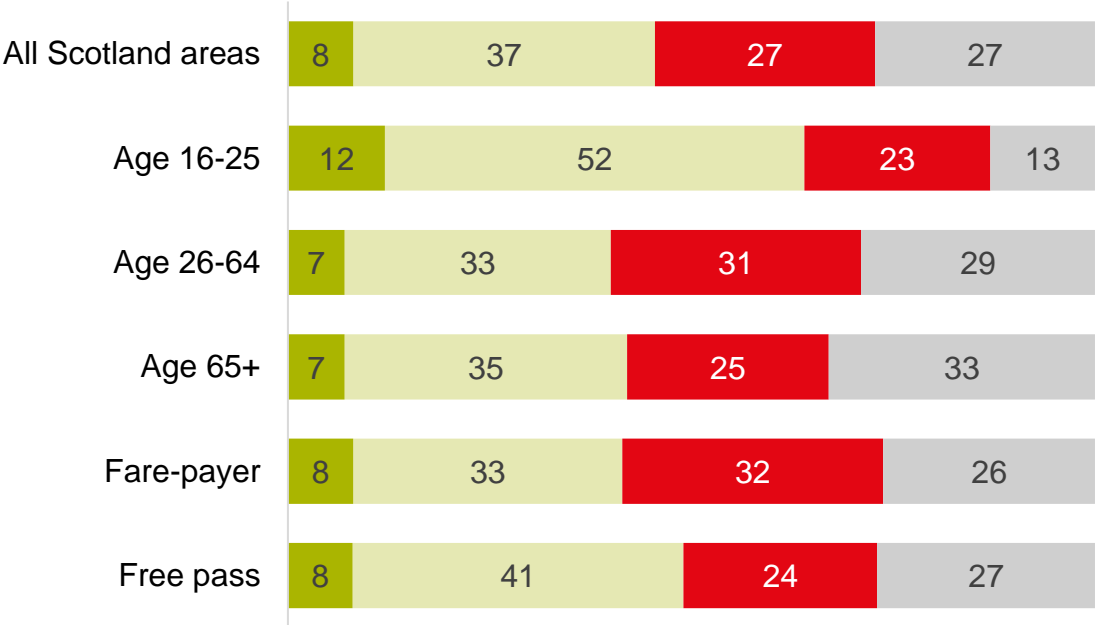
Page 213

Personal access to a car (%)



- Have a car available and don't mind driving
- Have a car available but prefer not to drive
- Don't have a car available
- Don't drive

Access to a car through others (%)

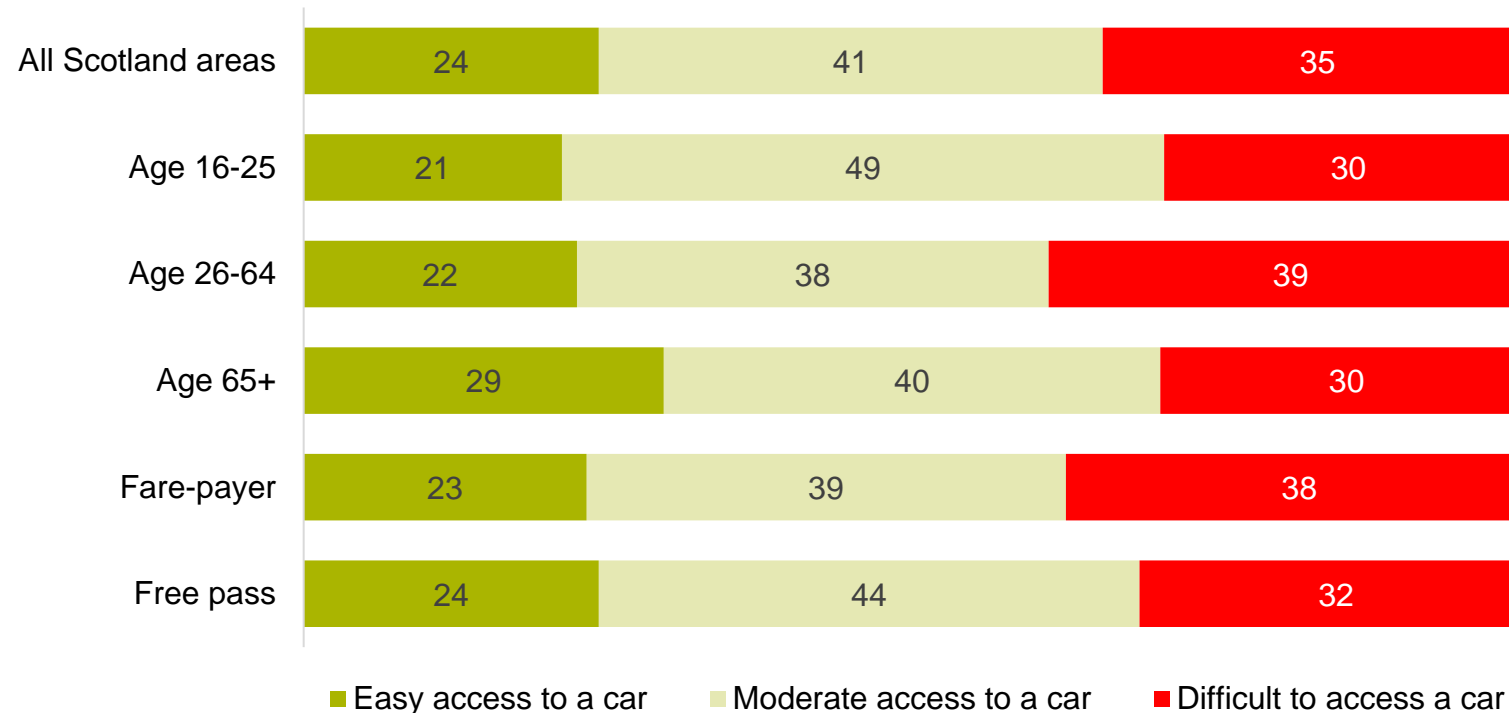


- All or most of the time
- Some of the time
- I don't have anybody I can ask
- Not relevant to me

D3 In terms of having a car to drive, which of the following applies?
D4 How often are you able to ask someone else to drive you for local journeys?
Base D3: Full Year 3017; Fare-payer 1322; Free pass 1570; Age 16-25 563; Age 26-64 1601; Age 65+ 784
Base D4: Full Year 2992; Fare-payer 1310; Free pass 1558; Age 16-25 558; Age 26-64 1587; Age 65+ 779

Access to a car

Overall ease of car access (%)



Easy access to car:

Have a car and don't mind driving or can ask someone else to drive all or most of the time

Moderate access: Have a car but prefer not to drive or can ask someone else some of the time

Difficult to access: don't have a car/don't drive/don't have anyone to ask

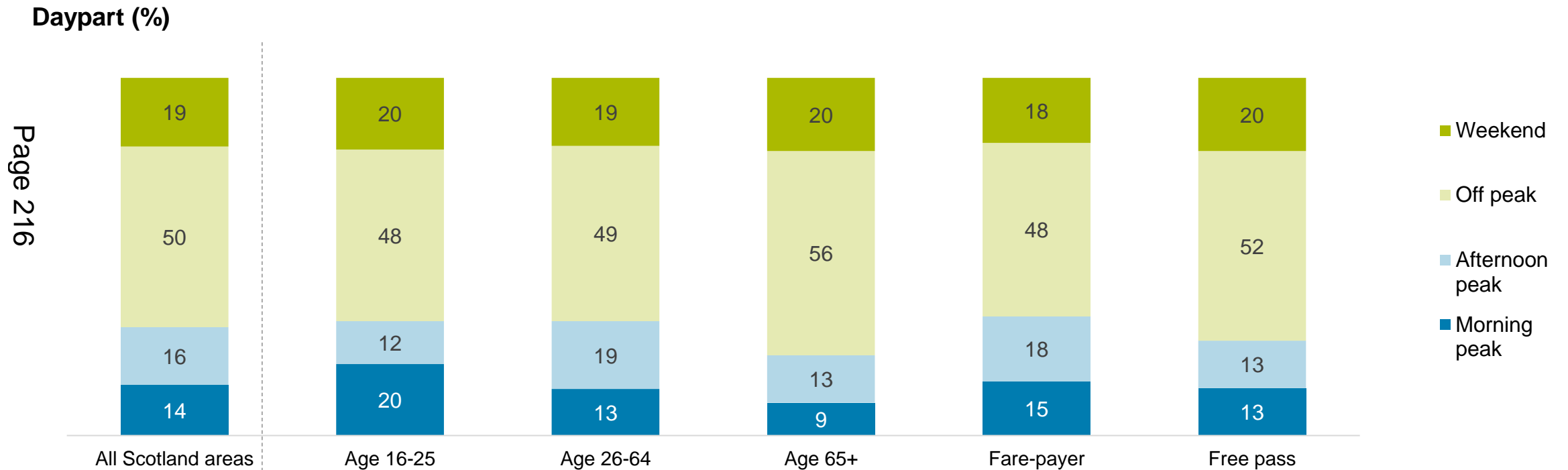
D3 In terms of having a car to drive, which of the following applies?

D4 How often are you able to ask someone else to drive you for local journeys?

Base: Full Year 3001 Fare-payer 1319; Free pass 1558; Age 16-25 560; Age 26-64 1597; Age 65+ 777

Appendix

Journey start times



Q2a What time did you board the bus for this journey?

Base: Full Year 3467 Age 16-25 753; Age 26-64 1808; Age 65+ 809; Fare-payer 1532; Free pass 1779

Operators

Operator^	Number of responses
Stagecoach	1287
First	789
Lothian Buses	454
McGills Bus Service	227
Xplore Dundee	157
West Coast Motors	95
Midland Bluebird	91
Houstons Minicoaches	76
East Coast Buses	44
McCalls Coaches	40
Citylink	38
Shiel Buses	32
Dochertys Midland Coaches	29

Q4 And which bus company runs this route?

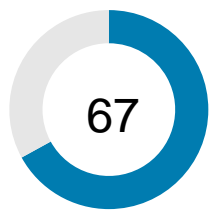
Base: 3467

^All responses over 25 shown

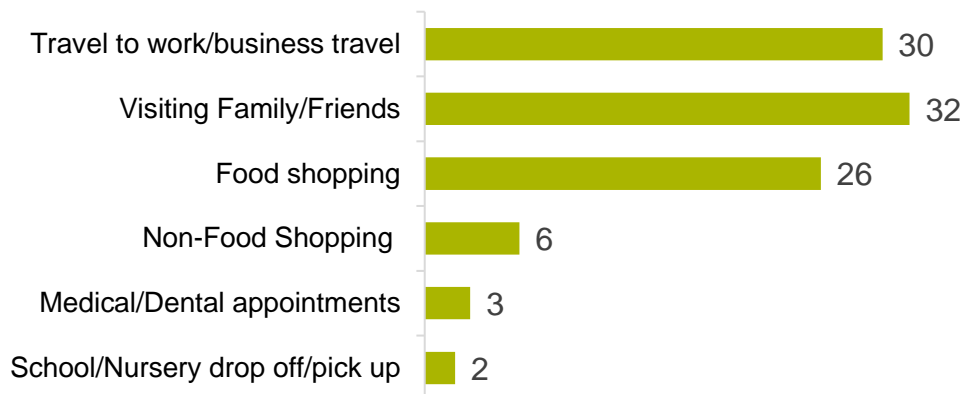


Use of other types of transport

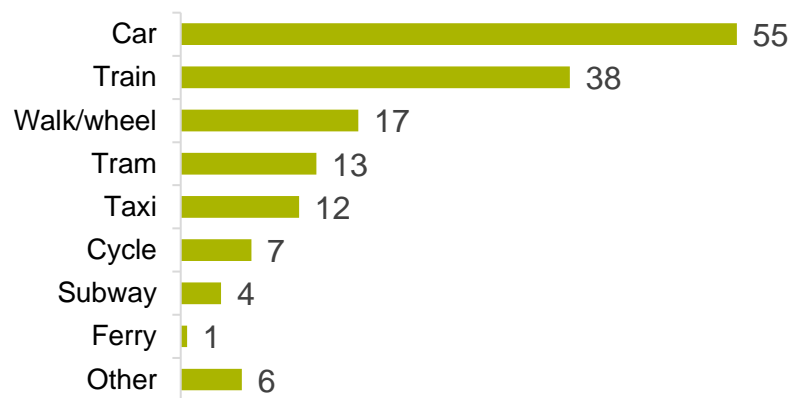
Use other forms of transport for other journeys (%)



Main journey type use other forms of transport for (%)



Other types of transport used (%)



Scotland 1 Do you use forms of transport other than bus for other journeys?

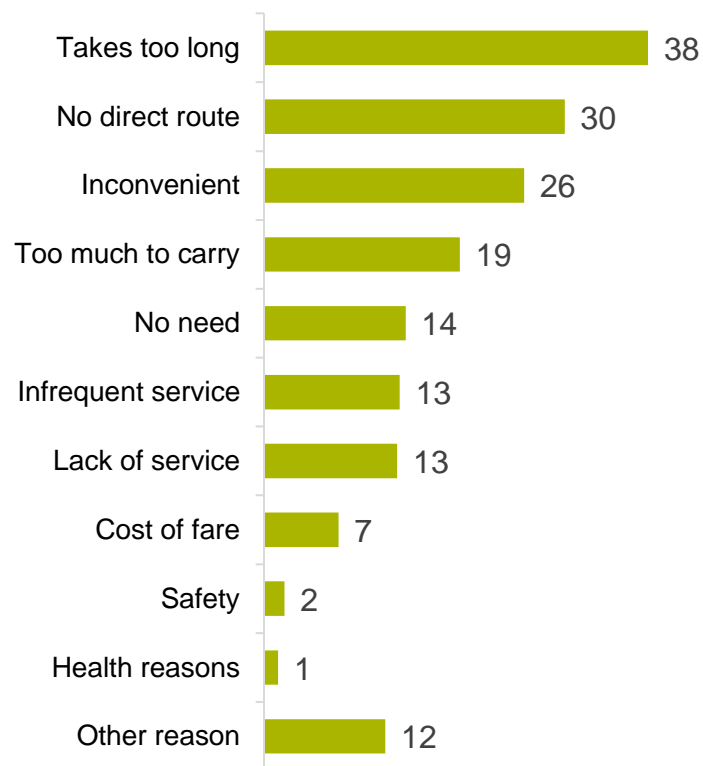
Scotland 2 What is the main journey type that you make by other forms of transport?

Scotland 3 What transport do you use for this journey type? (select all that apply)

Base: Scotland total 1789; All who use other forms of transport Scotland total 1110 Transport used 1106

Reasons for using other types of transport

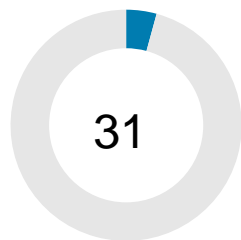
(%)



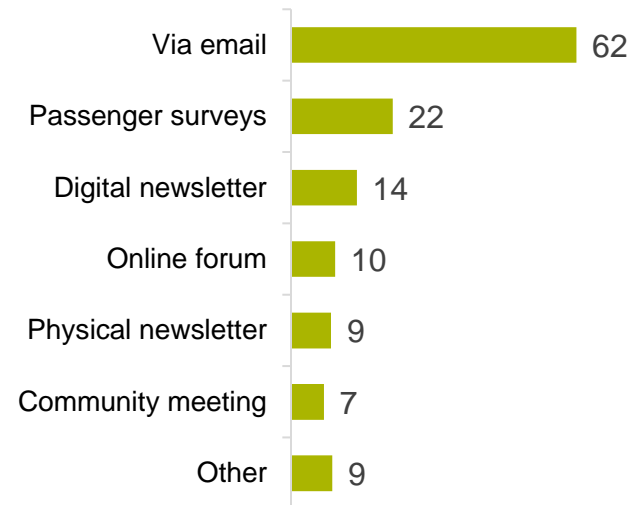
Scotland 4 Why don't you use bus for this type of journey?
All who use other forms of transport Scotland total 1102

Whether would like to be consulted more

Would like to be
consulted more (%)



How would like to be consulted (%)



Further details about the survey (1)

Overview of the methodology

The survey has been designed to provide results that are representative of bus passenger journeys made within each area, that is at the level of a local/transport authority, or a designated operator area.

Page 222
The sampling method is 'systematic', derived from two sources*:

- the list of all bus stops within each area sourced from the Department for Transport's Bus Open Data, which were then grouped on locality to clusters of stops within a 100 metre radius of a central point. During their three-hour shift, fieldworkers were able to move between bus stops within the selected cluster to focus on those where the most passengers could be seen. They discussed the survey with passengers waiting for a bus or disembarking from a bus at the stop and gave them the chance to participate.
- the list of the area's bus services and the times that they run (sourced from the Department for Transport's Bus Open Data). Services available for selection were those running between 6am to 10pm, seven days of the week; only school bus services were systematically excluded[^]. During their three-hour shift, fieldworkers made as many return trips as possible on that selected service. They discussed the survey with passengers who boarded that bus service and gave them the chance to participate.

Those wishing to take part were offered four options: to scan a QR code taking

them to an online version of the survey, to provide their email address or mobile phone number so that an online version of the survey could be emailed or sent via text to them, or to take a self-completion paper questionnaire (in Wales the survey was offered in Welsh as well as English). Questions primarily referred to the journey they were making at the time, but also included some more general questions about local bus services.

Fieldwork for the 2024 survey was conducted between 19 February and 31st December 2024, but start dates varied locally, with some areas joining the survey in March, and some joining in April

The survey was conducted among passengers aged 16 or over.

* The exceptions to this being for Reading Buses network, and TrawsCymru network for which all passengers were recruited on board buses to ensure that they were using the correct services.

[^] In some areas bordering London, services running under a Transport for London franchise were also excluded.

Further details about the survey (2)

Overview of the methodology (continued)

Responses were weighted in three stages: the first was to weight to the age, gender and 'daypart' profile of bus passengers within each area ('dayparts' are morning peaks, weekday off-peaks, afternoon peaks, and weekends).

Page 223

As there was no nationally available data at area level on the age/gender/daypart profile of passengers this was estimated: for age and gender the profile of passengers was recorded on two occasions during each fieldwork shift.

Daypart was taken from the Department for Transport's Bus Open Data, using the proportion of bus journeys taking place

during each part of the day and calculating weights to be representative of the total number of journeys on this basis.

The second stage was to weight by where the passengers were recruited for the survey within each area, so that 50% came from passengers recruited at bus stops and 50% on board buses*. The third stage was at area level to ensure that in the final data each participating area (within the survey) was represented in proportion to its total annual journey volume. Journey volume information was sourced from the DfT's published statistics, and in a minority of cases with input from operators.

Transport Focus was supported by BVA BDRC in conducting the survey. There is an accompanying methodology document that provides more detail on the survey process, available at www.transportfocus.org.uk.

* The exceptions to this being for Reading Buses network, and TrawsCymru network for which all passengers were recruited on board buses to ensure that they were using the correct services.

^ In some areas bordering London, services running under a Transport for London franchise were also excluded.

Further details about the survey (3)

Interpreting results

Throughout the report, behavioural results are based on all survey respondents, and passengers' opinion ratings are based on those respondents that gave an opinion (so it excludes those who gave a 'don't know' response or no response). All results are based on weighted values. In the report where base sizes are shown in the footnotes these are the actual numbers of passenger responses generating the answer value shown (in some cases, where a series of questions has been asked, the base numbers shown are an average across those questions).

For ease of use, figures are reported rounded up to whole numbers, that is, without decimal places. Note: 'all satisfied' results are the sum of the 'very satisfied' and 'fairly satisfied' responses and calculated on the underlying values which include decimal places. As a consequence, these true

summations can appear up to one per cent different to the sum of the individual rounded 'very satisfied' and 'fairly satisfied' numbers. The same is true for the 'all good' results.

Percentages quoted at 'grouped area' level that is: Urban - metropolitan, Urban - other, Semi-rural and Rural, are the aggregate scores achieved across all the areas surveyed in that group. Each individual area counts towards the area group aggregate score in proportion to the number of passenger journeys made annually in that area.

Where we refer to passengers as having a disability, these have been self-identified within the survey based on the question 'Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?' With options for conditions being: Vision, Hearing, Mobility, Dexterity,

Difficulty with learning, understanding or concentrating, Memory, Mental health, Stamina or breathing or fatigue, Socially or behaviourally, or Something else.

Waiver

Transport Focus has taken care to ensure that the information contained in this report is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the Your Bus Journey survey is fit for any particular purpose.

Contact

If you have any queries about the data or wish to discuss the survey in more detail, please contact your nominated Transport Focus representative in the first instance.

Alternatively, you can email us at:

YourBusJourney@transportfocus.org.uk

Transport Focus

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www.transportfocus.org.uk

Page 225

Transport Focus is the operating name of the Passengers' Council

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Rebecca Vasanthakumar - rebecca.vas@bva-bdrc.com



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Tell us about your bus journey

Thank you for taking part in our survey and adding your voice to those of thousands of bus passengers who do so each year.

When giving your feedback, please just think about **the bus journey you were making when given this questionnaire**.

All the information you give will be treated in the strictest confidence. Your answers are anonymous and will only be used for this survey.

Give us your views today to make sure your voice is heard.

Transport Focus is the official, independent consumer watchdog that promotes the interests of transport users.

How to complete the questionnaire

- Please fill in the questionnaire after you complete your journey (that's when you have arrived at your destination bus stop). If you were given it as you got off the bus, then you can fill it in now.
- Please tick only one box per question, unless there is an instruction that says 'tick all that apply'.
- Then return it to us in the reply paid envelope provided.

1 About your journey

1 First, can we just check where you spoke to our interviewer about this survey?

- ☐ On board a bus
- ☐ At the bus stop where you caught the bus
- ☐ At the bus stop where you got off the bus

2 What time did you board the bus for this journey?

Fill in the time you got on the bus in the boxes below. If you prefer to use the 12 hour clock format, please tick the box for am (morning) or pm (afternoon or evening), otherwise tick the box for 24 hour format.

Hours: Minutes:

☐ AM (morning)

☐ PM (afternoon or evening)

☐ 24 hour format

3 What was the number, letter, or name of the bus route you boarded for this bus journey?

Please wait to fill this in once you have boarded the bus, rather than while you are waiting. If you used more than one bus, please write in the one you were using, waiting to board, or had just used, when our interviewer saw you. Please just write in the route number or name.

4 And which bus company runs this route?

Please tick the box below if you don't know.

- ☐ Don't know

				2	4
--	--	--	--	---	---

Office use: DATE (DD/MM/YY)



Thanks. Please answer the remaining questions for the bus journey you have just described.

5 What was the main purpose of this bus journey?

- | | |
|--|--|
| <input type="checkbox"/> Going to or from work | <input type="checkbox"/> A shopping trip |
| <input type="checkbox"/> Going to or from education (e.g. college, school) | <input type="checkbox"/> Visiting friends or relatives |
| <input type="checkbox"/> Going to or from a medical or other appointment | <input type="checkbox"/> A leisure trip (e.g. a day out) |
| <input type="checkbox"/> Travelling for business (excluding commuting) | <input type="checkbox"/> Something else |

6 What type of ticket or pass did you use for this bus journey?

- | | |
|--|--|
| <input type="checkbox"/> A free pass or free journey/ticket, including older/younger/disabled person's passes and those that have a small yearly admin fee | <input type="checkbox"/> A paid-for ticket or pass, such as single, return, daily or week tickets or passes (including using contactless payments or tickets on mobile phones) |
| <input type="checkbox"/> Something else (please specify in the box below) | <input type="checkbox"/> Don't know |

2 Your overall opinions of the journey

7 Please tell us in your own words what was good or bad about this journey. We're interested in anything that stood out about this journey.

8 How satisfied were you with each of the following during the journey?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
The bus stop where you caught the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time you had to wait for the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The punctuality of the bus at the stop where you caught the bus (arriving on time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bus driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time your journey on the bus took	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 Overall, taking everything into account from the start to the end, how satisfied were you with your bus journey?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know/no opinion |

10A How satisfied were you with the value for money of your journey?

- | | |
|---|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly dissatisfied |
| <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Very dissatisfied |
| <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Don't know/no opinion |

10B What had the biggest influence on your rating of the value for money?

- ☐ The cost for the distance travelled
- ☐ The cost per journey for the number of journeys made with your ticket or pass
- ☐ The cost of the bus compared to other modes of transport
- ☐ The cost of bus fares here compared to those in other places
- ☐ The cost of bus fares now compared to what they were 12 months ago
- ☐ The fare compared to the cost of everyday items
- ☐ The quality of the service for the fare paid
- ☐ A reason not mentioned above (*please specify in the box below*)

To help us understand how different types of passengers' experiences vary, and to make sure we are gathering the opinions of a wide range of passengers, we would like to ask a few questions about you. Any information you give us will be used for research purposes only and not to identify any individual. You are free to decide whether you want to give us this information or not.

11 How would you describe yourself?

- | | |
|---|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Male |
| <input type="checkbox"/> Prefer to self-describe (<i>please specify in the box below</i>) | <input type="checkbox"/> Prefer not to say |

12 Which age group are you in?

- | | | |
|--|--|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 35 – 44 years | <input type="checkbox"/> 70 – 79 years |
| <input type="checkbox"/> 16 – 18 years | <input type="checkbox"/> 45 – 54 years | <input type="checkbox"/> 80+ years |
| <input type="checkbox"/> 19 – 21 years | <input type="checkbox"/> 55 – 59 years | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 22 – 25 years | <input type="checkbox"/> 60 – 64 years | |
| <input type="checkbox"/> 26 – 34 years | <input type="checkbox"/> 65 – 69 years | |

3 Your detailed feedback about the journey

Thanks for sharing your overall impressions about the journey and for telling us a bit about yourself. Now we would like to hear more about your journey experience to build up a full picture. At the end of the survey, you can tell us how you rate local bus services more generally.

13 What was the main reason you chose to take the bus for that journey?

- | | |
|--|--|
| <input type="checkbox"/> Cheaper than the car | <input type="checkbox"/> Cheaper than other transport |
| <input type="checkbox"/> More convenient than the car (e.g. parking) | <input type="checkbox"/> Preferred bus to walking/wheeling/cycling |
| <input type="checkbox"/> Better for the environment than the car | <input type="checkbox"/> I didn't have the option of travelling by another means |
| <input type="checkbox"/> Better for the environment than other transport | <input type="checkbox"/> Other (<i>please specify in the box below</i>) |
| <input type="checkbox"/> More convenient than other transport | |

14 Were you travelling with . . .

Please tick all that apply

- | | |
|---|---|
| <input type="checkbox"/> Heavy/bulky luggage | <input type="checkbox"/> A folding bicycle or scooter |
| <input type="checkbox"/> Shopping bags | <input type="checkbox"/> A dog |
| <input type="checkbox"/> A shopping trolley | <input type="checkbox"/> A helper |
| <input type="checkbox"/> A pushchair, buggy or pram | <input type="checkbox"/> A mobility scooter or wheelchair |
| <input type="checkbox"/> Young children | <input type="checkbox"/> None of the above |

15A What type of area was the stop you caught the bus in?

- | | |
|--|---|
| <input type="checkbox"/> City or town centre | <input type="checkbox"/> Countryside |
| <input type="checkbox"/> City or town suburb | <input type="checkbox"/> Somewhere else |
| <input type="checkbox"/> Village | |

15B If you know the name of the bus stop you caught the bus from, please write it in

- ☐
- Don't know the name of the bus stop

16 And which of these did the bus stop where you caught the bus have?*Please tick all that apply*

- | | |
|---|--|
| <input type="checkbox"/> A shelter | <input type="checkbox"/> Information on types of tickets available |
| <input type="checkbox"/> Seating | <input type="checkbox"/> A route map |
| <input type="checkbox"/> Electronic display showing bus arrival times | <input type="checkbox"/> Lighting |
| <input type="checkbox"/> A timetable | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Information on fares | |

17 Thinking about the bus stop itself, how would you rate the following . . . ?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/ no opinion
Its general condition/standard of maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being clear of litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal safety when at the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18 How long did you wait for your bus?

- | | |
|--|---|
| <input type="checkbox"/> Less than 5 minutes | <input type="checkbox"/> 30 to 39 minutes |
| <input type="checkbox"/> 5 to 9 minutes | <input type="checkbox"/> 40 to 49 minutes |
| <input type="checkbox"/> 10 to 14 minutes | <input type="checkbox"/> 50 to 59 minutes |
| <input type="checkbox"/> 15 to 19 minutes | <input type="checkbox"/> 60 minutes or longer |
| <input type="checkbox"/> 20 to 29 minutes | <input type="checkbox"/> I can't remember |

18A Was this wait time . . .

- | | |
|--|--|
| <input type="checkbox"/> Much longer than you expected | <input type="checkbox"/> A little less than you expected |
| <input type="checkbox"/> A little longer than you expected | <input type="checkbox"/> Much less than you expected |
| <input type="checkbox"/> About the length of time you expected | |

19 Thinking about when the bus arrived, how would you rate the following . . . ?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/ no opinion
The ease of getting onto the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time it took to board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20 Thinking about when you were on the bus, how would you rate the following . . . ?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/ no opinion
The cleanliness and condition of the inside of the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of seating or space to stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The temperature inside the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ventilation on board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21 How busy was the bus during most of your journey?

- ☐ Almost empty
- ☐ Several passengers, but plenty of seats
- ☐ All or most seats occupied, but passengers were able to sit if they wanted to
- ☐ Full, and some passengers had no choice about standing

22 Did you get a seat on the bus?

- ☐ Yes – for all of the journey
- ☐ Yes – for part of the journey
- ☐ No – there were **seats available**, but I chose to stand
- ☐ No – there were **no seats available**, but I was happy to stand
- ☐ No – there were **no seats available** and I would have liked a seat

23 If you had a seat, did anyone sit next to you?

- ☐ Yes – someone I knew sat next to me
- ☐ Yes – someone I didn't know sat next to me
- ☐ No – I was sat alone for the journey

24 Did other passengers' behaviour make you feel worried or uncomfortable during your journey at the bus stop or on the bus?

	At the bus stop	On the bus
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>

25 If other passengers' behaviour made you feel worried or uncomfortable, which of the following were the reason(s) for this?

<i>Please tick all that apply</i>	At the bus stop	On the bus
Passengers drinking/ under the influence of alcohol	<input type="checkbox"/>	<input type="checkbox"/>
Passengers taking/ under the influence of drugs	<input type="checkbox"/>	<input type="checkbox"/>
Abusive or threatening behaviour	<input type="checkbox"/>	<input type="checkbox"/>
Rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>
Feet on seats	<input type="checkbox"/>	<input type="checkbox"/>
Music being played loudly	<input type="checkbox"/>	<input type="checkbox"/>
Smoking/vaping	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti or vandalism	<input type="checkbox"/>	<input type="checkbox"/>
Saw an act of vandalism/ violence taking place	<input type="checkbox"/>	<input type="checkbox"/>


Other (please specify in the box below)

26 Was your journey delayed by . . . ?

Please tick all that apply

- | | |
|---|--|
| <input type="checkbox"/> Congestion/traffic jams | <input type="checkbox"/> Poor weather conditions |
| <input type="checkbox"/> Road works | <input type="checkbox"/> The bus waiting too long at stops |
| <input type="checkbox"/> The bus driver driving too slowly | <input type="checkbox"/> A driver shift change |
| <input type="checkbox"/> The time it took passengers to board/pay for tickets | <input type="checkbox"/> No – none of these |

27 How would you rate the following facilities on the bus?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Not present on the bus	Don't know/didn't use
Audio announcements e.g. saying the next bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An electronic display e.g. showing the next bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Details of how to contact the bus company, e.g. to provide feedback or find out information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free Wi-Fi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
USB charging points	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Hearing/induction loop (to help those with hearing aids hear messages/announcements relayed on the bus loudspeakers/driver intercom)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28 Thinking about the driver and the driving, how would you rate the following . . . ?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/no opinion
How near to the kerb/stop the bus stopped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of the driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time the driver gave you to get to your seat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The smoothness of the ride (no jolting) during the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29 Could you tell us a bit more about the pass or ticket you used for the journey? (This includes contactless, tickets on mobile phones etc.) Was it . . .

Paid for journey

- ☐ A single
- ☐ A return
- ☐ A ticket from a multi-ticket bundle or carnet
- ☐ A day pass or daily capped fare
- ☐ A pass, season ticket or capped fare for a longer period (e.g. weekly or monthly)
- ☐ A family or group ticket/pass
- ☐ I don't know
- ☐ Something else (please specify in the box below)

Free pass or free journey

- ☐ An older person's pass
- ☐ A student/young person's pass
- ☐ A disabled person's pass
- ☐ A work/staff pass
- ☐ A free bus journey offer

30 Who could you use your pass or ticket with?

- ☐ One bus company only
- ☐ Several bus companies
- ☐ Buses and other types of transport
- ☐ I don't know

31 On boarding the bus, did you?

- ☐ Use cash to buy a ticket or pass
- ☐ Use a contactless payment method (e.g. credit or debit card, Apple Pay or Android Pay) to buy a ticket or pass
- ☐ Show the driver a ticket, card or pass that you already had
- ☐ Tap/place your smartcard/pass onto the fare machine or scanner
- ☐ Show the driver or scan a ticket displayed on your smart phone
- ☐ Do something else (please specify in the box below)

32 If you bought your ticket or pass before getting on the bus, how did you do this?

- ☐ From a bus driver on a different day or earlier in the day
- ☐ Direct from the bus company using their app
- ☐ Direct from the bus company via website, or some other way
- ☐ From another website or app
- ☐ From a travel centre/bus station/booking office
- ☐ From a local shop or post office
- ☐ From a ticket machine
- ☐ Using an arrangement through work/college
- ☐ Another way (please specify in the box below)

4 Your opinion of bus services in the local area

33 Thinking more generally about the bus services where you were making this journey (so not just about this particular journey) how would you rate them for the following?

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/no opinion
Ease of getting to local amenities (e.g. shops, hospitals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of public transport (e.g. trains)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking me to the places that I want to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of different bus tickets and passes available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cost of bus fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided about bus services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

34 How often do you typically travel by bus?

- ☐ 5 or more days a week
- ☐ 3 or 4 days a week
- ☐ Once or twice a week
- ☐ Once a fortnight
- ☐ Once a month
- ☐ At least once every 3 months
- ☐ Less frequently
- ☐ This is the first time

35 And is this more often, the same, or less often than 12 months ago?

- ☐ More often
- ☐ The same
- ☐ Less often
- ☐ I can't remember

5 About you

In this final section we ask for some more information about you, including your health and ethnicity (which are considered to be sensitive information). Any information you give us here will be used for research purposes only and not to identify any individual. You are free to decide whether you want to give us this information or not.

We ask these questions so that we can understand how different passengers' experiences vary, so, for example, what do disabled passengers think compared to non-disabled passengers.

36 We would like to ask your ethnic background. If you do not consent to us collecting, storing and processing this information please tick the 'prefer not to say' box below.

- ☐ White
- ☐ Mixed/multiple ethnic groups
- ☐ Asian or Asian British
- ☐ Black, African/Caribbean or Black British
- ☐ Chinese
- ☐ Arab
- ☐ Other ethnic group
- ☐ Prefer not to say

37 We would like to ask if you have any disability. This is to help us better understand the needs you might have. If you do not consent to us collecting, storing and processing this information please tick the 'prefer not to say' box below.

Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Please tick all that apply

- ☐ No: None
- ☐ Yes: Vision (e.g. blindness or partial sight)
- ☐ Yes: Hearing (e.g. deafness or partial hearing)
- ☐ Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs)
- ☐ Yes: Dexterity (e.g. difficulty lifting or carrying objects or using a keyboard)
- ☐ Yes: Difficulty with learning or understanding or concentrating
- ☐ Yes: Memory
- ☐ Yes: Mental health
- ☐ Yes: Stamina or breathing or fatigue
- ☐ Yes: Socially or behaviourally (e.g. associated with autism, attention deficit disorder or Asperger's syndrome)
- ☐ Something else (*please specify in the box below*)

☐ Prefer not to say

38 In terms of having a car to drive, which of the following applies?

- | | |
|---|---|
| <input type="checkbox"/> I have a car available and don't mind driving | <input type="checkbox"/> I don't have a car available |
| <input type="checkbox"/> I have a car available but prefer not to drive | <input type="checkbox"/> I don't drive |

39 How often are you able to ask someone else to drive you for local journeys?

- | | |
|--|---|
| <input type="checkbox"/> All or most of the time | <input type="checkbox"/> I don't have anybody I can ask |
| <input type="checkbox"/> Some of the time | <input type="checkbox"/> Not relevant to me |

40 And finally, to help us get a better picture of bus services at a local level, it would be helpful if you could provide us with your home postcode. You do not have to provide this, but if you do, please provide at least the first half of your postcode.

If you provide it, this will be used to help understand bus usage and make improvements locally.

Your postcode will not be used to identify you personally and will only be used for research purposes.

Please write your home postcode here:

How the information you have provided will be used (General Data Protection Regulations)

Your responses to the questions in this survey will always be handled confidentially and used solely for the purposes of the research. We may share your responses with other organisations that have a legitimate interest in the survey data, such as, but not limited to, local transport authorities, local authorities, government departments, bus operating companies and academic institutions. Any organisations receiving the data will also be subject to the same restrictions and obligations under GDPR. We require your consent for the sensitive information we ask for in the 'about you' section to be stored and processed as described above, so please confirm whether or not you consent to this by ticking one of the boxes below:

- | | |
|---|---|
| <input type="checkbox"/> Yes, I consent | <input type="checkbox"/> No, I do not consent |
|---|---|

You also have the right to access, withdraw your consent to use, and object to processing of your sensitive information. For further information please see the Privacy Notice on our website: <https://www.bva-bdrc.com/bva-bdrc-privacy-notice>.

For any queries about this survey please contact Sally Mimmagh at BVA BDRC on 07759526577.

**THANK YOU FOR COMPLETING THIS SURVEY AND SHARING YOUR OPINIONS WITH US
SO YOUR VOICE IS HEARD**

RAIL UPDATE

1. Reason for Report

To update Members of the Board on the following rail matters:

- Rail commitments in the Scottish Government Programme for Government 2025-2026.
- Rail timetable changes.
- Lockerbie rail station refurbishment.
- West Coast Main Line rolling stock overhaul.

2. Background

The region is served by three railway lines:

- The Glasgow and Southwestern Line (GSL) which runs down the Stranraer Line which connects the far west of the region into the Central Belt network at Ayr, and with services on to Kilmarnock.
- The Glasgow and Southwestern Nith Valley Line (GSL) which runs down the Nith Valley. Stations in Dumfries and Galloway include Kirkcubbin, Sanquhar, Dumfries, Annan, and Gretna.
- The West Coast Main Line (WCML) passing through the east of the region, with a station at Lockerbie.

3. Programme for Government 2025-2026

3.1 Published on 6 May 2025, the [Programme for Government 2025-26: Building the Best Future for Scotland](#) (PfG), sets out policy priorities and the legislative programme for the next parliamentary year. The PfG was unveiled earlier than usual, to ensure a “year of delivery” in the run up to the Scottish Parliamentary Elections in May 2026. Within the PfG there are 2 commitments that will impact directly on rail services in Dumfries and Galloway, namely, the removal of peak fares on all ScotRail services and the removal of the alcohol ban on ScotRail trains.

3.2 Peak rail fares will be permanently abolished from 1 September 2025, to encourage more people to travel by train, reduce car journeys, and help existing peak time rail passengers with the cost of living. Officers have asked Transport Scotland to provide further detail of their modelling on the impacts of removing peak fares on increased rail patronage. A report on patronage will be brought to a future Board meeting.

3.3 The PfG notes that ScotRail will continue to implement measures to address anti-social behaviour to protect staff and passengers, particularly unacceptable behaviour targeted at women and girls. This will include further deployment of Travel Safe teams. As part of this continuing programme, concerns of railway staff and others have highlighted that the current general ScotRail alcohol ban - a legacy of Covid 19 restrictions - is counterproductive and ineffective due to the potential challenge rail staff may face when asking those who are already under the influence of alcohol before boarding the train not to consume alcohol on the train, and as such the ban on alcohol on trains has been removed from 2 June 2025. Some restrictions may apply in certain circumstances, such as large sporting events or concerts.

4. Rail timetable changes

Glasgow South West Line (GSWL)

4.1 From May 2025, the 22:13 Glasgow Central to Carlisle service on Saturdays has temporarily been withdrawn from Dumfries to allow Network Rail to undertake work in the Carlisle area for the whole of the May 2025 timetable. This service is not expected to be reinstated until 2026. The 17:28 service from Glasgow Central to Dumfries which operates Monday to Friday will no longer call at Crossmyloof and Pollokshaws West to avoid overcrowding on this service. There are no changes to the timetable on the Kilmarnock to Stranraer line.

4.2 ScotRail have indicated there are no significant changes planned in the SWestrans area as part of the December 2025 timetable change. As part of the May 2026 timetable change, all Sunday services will be reviewed but there is currently no indication of what level of service changes may be implemented in Dumfries and Galloway.

West Coast Main Line (WCML)

4.3 The upcoming December 2025 timetable sees no changes to TransPennine Express (TPE) services on the WCML. TPE are currently considering operating additional services during the Edinburgh Festival with options including a late evening train throughout August on the Edinburgh – Carlisle WCML route, which will call at Lockerbie. A decision on this will be confirmed in late June 2025 and the Board will be advised accordingly.

4.4 A new direct daily train service between Stirling and London is set to launch in mid-2026. Lumo, which is part of FirstGroup, will run four return services a day, with three on Sundays, on the WCML. The trains will call at Larbert, Greenfaulds, Whifflet, Motherwell and Lockerbie en-route to England. The Board will be updated as and when further details around the exact timetable are confirmed.

5. Lockerbie Station refurbishment

5.1 ScotRail have completed the refurbishment of the waiting room at Lockerbie Station. The waiting room has undergone a full refurbishment with new lighting, ceiling tiles, carpet, and heaters, as well as refurbishments to the windows and additional power sockets installed. TPE provided benches that have been installed at the station to help improve facilities further for customers.

6. West Coast Main Line (WCML) rolling stock overhaul

6.1 TransPennine Express has commenced a significant overhaul of its all-electric Nova 2 (Class 397) fleet, which operate on the West Coast Main Line between Liverpool/Manchester Airport and Glasgow/Edinburgh, calling at Lockerbie. The programme will involve a combined 750,000-mile wheelset and 900,000-mile bogie overhaul. The work is being carried out by Wabtec in Doncaster, South Yorkshire, with a train to be overhauled every six weeks.

7. Implications	
Financial	No financial implications associated with this report.
Policy	No change in SWestrans policy.

Equalities	Any reduction in rail services has a negative impact on equity of access and may disproportionately impact those with protected characteristics if mitigation measures are not fully compliant.
Climate Change	Decrease in travel choice due to poor public transport performance may result in modal shift to private vehicles and negatively impact on climate change aims
Risk Management	This work relates to the following risks: R02 – Public image R05 – Failure to progress RTS Delivery Plan
Impact Assessment	The report does not propose a change in policy, the formal adoption of a plan, policy or strategy, or propose a service change. Therefore, it is not necessary to complete an impact assessment.

8. Recommendations

Members of the Board are asked to note the updates on:

- 8.1 Programme for Government 2025-26;
- 8.2 Rail timetable changes;
- 8.3 Lockerbie Station refurbishment; and
- 8.4 West Coast Main Line rolling stock overhaul.

Report Author: Kirsty Dunsmore Date of Report: 4 June 2025 File Ref: SW2/meetings/2025	Approved by: Simon Bradbury Lead Officer South West of Scotland Transport Partnership Cargen Tower Garroch Business Park Dumfries DG2 8PN
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REVENUE BUDGET OUTTURN REPORT 2024/25

1. Reason for Report

This report provides Members of the Board with information on the monitoring of the revenue budget for the year ending 31 March 2025.

2. Background

The Scottish Government provide revenue funding to SWestrans, with Dumfries and Galloway Council match funding the core costs. SWestrans also requisitions funding from Dumfries and Galloway Council in respect of payments required for public bus service contracts.

3. Key Points

3.1 **The Appendix** shows the detailed financial summary for SWestrans for 2024/25.

3.2 The expenditure for 2024/25 was £5,561,367. This was funded by:

- Grants from the Scottish Government totalling £246,287 for core costs and the progression of the Regional Transport Strategy;
- Grants from the Scottish Government for the People and Places spend totalling £838,121
- Dumfries and Galloway Council also contributed £100,000 to the core running costs, and £3,776,956 in respect of payments made to Bus Contractors, (this included the application of one-off funding to support the extension of the bus contracts during 2024/25, as agreed by Dumfries and Galloway Council at its meeting of 27 June 2024), £403,785 for the transportation of school pupils on the public network and
- Other contributions totalling £196,218 which included, Strathclyde Passenger Transport (£106,867), Scottish Borders Council (£5,400), NHS Dumfries and Galloway (£78,319) and Barony College (£5,632).

3.3 SWestrans achieved a break-even budget position at the end of the financial year.

4. Consultations

The Proper Officer has been consulted and is agreement with the terms of this Report.

5. Implications	
Financial	As laid out in the report
Policy	No policy implications from this report
Equalities	No equalities implications from this report
Climate Change	No climate change implications from this report
Risk Management	The monitoring relates to the known risks R04 – Capital funding R06 – Overspending R07 – Revenue funding R12 – Third Party liabilities R14 – Withdrawal of DGC Governance support R15 – Cyber crime

PUBLIC

6. Recommendation

Members of the Board are asked to note the financial outturn for 2024/25 and that a break-even position was achieved.

Janet Sutton - Report Author
Tel: 01387 260105

Date of Report: 26 May 2025
File Ref:

Simon Bradbury
Lead Officer
South West of Scotland Transport Partnership
Cargen Tower
Garroch Business Park
Dumfries
DG2 8PN

APPENDIX - Revenue Budget Monitoring as at 31 March 2025.

SOUTH WEST OF SCOTLAND TRANSPORT PARTNERSHIP
REVENUE BUDGET MONITORING AS AT 31 March 2025

	FINAL OUTTURN 2023/24 £	PUBLISHED BUDGET 2024/25 £	BUDGET ADJUSTMENTS 2024/25 £	ADJUSTED BUDGET 2024/25 £	PROJECTED OUTTURN 2024/25 £	VARIANCE 2024/25 £
EXPENDITURE						
Staff Costs	244,712	249,348	-36,821	212,527	212,527	0
Transport Costs	0	0	9,518	9,518	9,518	0
Administration Costs	33,830	31,428	-3,768	27,660	27,660	0
Payments	4,103,540	4,044,866	370,769	4,415,635	4,415,635	0
Audit Fee	12,560	0	12,800	12,800	12,800	0
People and Place Grant payments	0	0	838,121	838,121	838,121	0
Central Support	44,494	48,750	-3,644	45,106	45,106	0
Total Expenditure	4,439,136	4,374,392	1,186,975	5,561,367	5,561,367	0
INCOME						
Scottish Government Funding	259,250	259,250	-12,963	246,287	246,287	0
People and Place Grant		0	838,121	838,121	838,121	0
D&G Council Core Funding	100,000	100,000		100,000	100,000	0
Other Contributions						
D&G Council Requisition	3,901,532	3,836,788	343,952	4,180,740	4,180,740	0
SPT contribution	97,322	97,322	9,545	106,867	106,867	0
SBC contribution	5,400	5,400		5,400	5,400	0
NHS contribution	70,000	70,000	8,319	78,319	78,319	0
SRUC contribution	5,632	5,632		5,632	5,632	0
Total Income	4,439,136	4,374,392	1,186,974	5,561,367	5,561,367	0
NET EXPENDITURE	0	0	0	0	0	0

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UNAUDITED ANNUAL ACCOUNTS 2024/25

1. Reason for Report

The purpose of this report is to ensure compliance with the Local Authority Accounts (Scotland) Regulations 2014, which state that the Proper Officer shall ensure that the draft accounts are submitted to the Board by no later than the 30 June following the relevant financial year-end.

2. Key Points

2.1 The Local Authority Accounts (Scotland) Regulations 2014, state that the Proper Officer shall ensure that the unaudited accounts are submitted to the Board by no later than the 30 June following the relevant financial year-end. This report is provided to ensure compliance with this statutory requirement.

2.2 SWestrans unaudited Annual Accounts for the financial year 2024/25 are appended to this report. The accounts will be submitted to Audit Scotland, the Boards External Auditors, prior to the statutory deadline of 30 June 2025.

2.3 Following the submission of the unaudited accounts, the working papers supporting the accounts will be provided to the Board's external auditors, who will then undertake the statutory audit of the accounts starting from 30 June 2025.

2.4 During the audit process, external auditors evaluate the financial statements to determine whether they provide a true and fair view and remain free from material misstatement. As a result, modifications may be required to the annual accounts. A key focus within the 2024/25 unaudited accounts is the treatment of leasing, with discussions ongoing with Audit Scotland on how buses leased to operators should be accounted for. If adjustments are required, they will be reflected within the final audited annual accounts and reported to the Board as part of Audit Scotland's final audit report due to be presented on 26 September 2025.

2.5 To comply with the Local Authority Accounts (Scotland) Regulations 2014, the unaudited accounts will be made available for public inspection for a 3-week period from 1 July to 21 July 2025 on the Council's website¹. During this period members of the public will be entitled to review the accounts and to request access to supporting backup documentation.

2.6 Audit Scotland will provide a report on the audit of the accounts to the Board. The external auditors report will highlight issues arising from the audit ranging from detailed technical accounting issues to commentary on wider aspects of the Board's affairs including governance and performance management issues. The report will include an Action Plan covering any areas for improvement.

¹ [Unaudited Accounts for Year Ended 31 March 2025 | Dumfries and Galloway Council](#)

2.7 Following that Board meeting, Audit Scotland will finalise their report for presentation to the Controller of Audit. The Partnerships annual accounts will then be signed by the Proper Officer and Audit Scotland and posted on the SWestrans website.

2.8 A parallel paper is presented to the Board on this agenda that reports the Board's financial performance. These accounts present the financial performance in a different format, which is to comply with International Financial Reporting Standards and proper accounting Practice.

3. Consultations

3.1 The Proper Officer has been consulted as part of the preparation of this report and agrees with its terms.

3.2 The External Auditor is required to audit SWestrans financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland) as required by the Code of Audit Practice approved by the Accounts Commission.

4. Implications	
Financial	The fee which has been agreed for the SWestrans 2024/25 audit.
Policy	No policy implications from this report
Equalities	No equalities implications from this report
Climate Change	No climate change implications from this report
Risk Management	The annual accounts relate to the known risks R04 – Capital funding R06 – Overspending R07 – Revenue funding R10 – Procurement R11 – Contract disputes R12 – Third Party liabilities R14 – Withdrawal of DGC Governance support R15 – Cyber crime

5. Recommendation

Members of the Board are asked to note the unaudited Annual Accounts for the financial year ended 31 March 2025 which will be submitted to the Board's external auditors for review.

Janet Sutton - Report Author Finance Officer Tel: 01387 260105 Date of Report: 2 June 2025 File Ref:	Simon Bradbury Lead Officer South West of Scotland Transport Partnership Cargen Tower Garroch Business Park Dumfries DG2 8PN
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APPENDIX – Unaudited Annual Accounts for the financial year ended 31 March 2025.

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South West of Scotland Transport Partnership Annual Accounts

2024/25



Unaudited

Contents

Management Commentary	1
Statement of Responsibilities for the Statement of Accounts	6
Annual Governance Statement	7
Independent Auditor's Report	8
Comprehensive Income & Expenditure Statement	10
Movement in Reserves Statement	11
Balance Sheet	12
Cash Flow Statement	13
Notes to the Accounts	14-22

Management Commentary

Membership of the South West of Scotland Transport Partnership Board

John Campbell (Chair) (Dumfries and Galloway Council)
 Karen Jackson (Vice-chair) (South of Scotland Enterprise)
 David Bryson (NHS Dumfries and Galloway) – to August 2024
 Stephanie Mottram – (NHS Dumfries and Galloway) from September 2024
 Jim Dempster (Dumfries and Galloway Council)
 Willie Scobie (Dumfries and Galloway Council)
 Keith Walters (Dumfries and Galloway Council)
 Andrew Wood (Dumfries and Galloway Council)

The Council members have substitutes being: -

Richard Brodie (Dumfries and Galloway Council)
 Ben Dashper (Dumfries and Galloway Council)
 Andrew Giusti (Dumfries and Galloway Council)
 Ivor Hyslop (Dumfries and Galloway Council)
 Sean Marshall (Dumfries and Galloway Council)

Introduction

The Management Commentary is intended to assist readers of the annual accounts through providing an insight into the activities and priorities of the organisation and through providing an analysis of financial performance as reflected in the following statements.

The South West of Scotland Transport Partnership (SWestrans) was set up under the Transport (Scotland) Act 2005 and Dumfries and Galloway Council's public transport functions were transferred to the SWestrans under a Transfer of Functions Order on 7 November 2006.

The Financial Statements following this present the South West of Scotland Transport Partnership's (SWestrans) financial position for the year ended 31 March 2024. These statements have been prepared in accordance with proper accounting practice as set out in the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom (the Code).

The purpose of these Accounts is to provide clear information about the Transport Partnership's financial position and this foreword is intended to give the reader an easily understandable guide to the most significant matters reported in the Accounts.

Activities during 2024/25

SWestrans continued to balance service provision and service development through its revenue and capital budgets during 2024/25. Its officers and Board members have continued to collaborate in the development of local, regional and national initiatives including the Regional Transport Strategy and the second Strategic Transport Projects Review (STPR2).

All Board meetings in 2024/25 were held as hybrid meetings with in-person participation at the Council Hall and remote access available through Microsoft Teams with all meetings recorded and livestreamed online.

Regional Transport Strategy

After the Cabinet Secretary signed off on the Regional Transport Strategy, a delivery plan was developed with the help and input of the SWestrans Board. The purpose of the Delivery Plan is to set out a series of actions, including an ongoing programme of physical and non-physical interventions, which will deliver the objectives defined in the Regional Transport Strategy. It will be reviewed and updated on a regular basis throughout the lifetime of the strategy as part of the ongoing monitoring process which will be undertaken every two years.

The interventions contained within the Delivery Plan are at a range of different stages in the project lifecycle from concept to construction, and regular review will enable their status to be updated accordingly. The

Management Commentary Continued

Delivery Plan focuses on the actions which will be taken by SWestrans, although in many instances the outcomes that are sought could be delivered by partner organisations.

Bus Network Review

Consultant Stantec UK was commissioned in September 2023 to review and report on the Local Bus Network in Dumfries and Galloway. The key findings of the review were presented to SWestrans Board at the meeting of 22 March 2024. The review final report included a detailed analysis of the current and future position of the school and local bus network, key findings and recommendations of actions required to improve the overall sustainability of the supply chain and transport model for the region.

Their proposals include the adoption of a new sustainable public transport model for the region based on a 3-tier framework:

- Tier 1 – Community Level Provision
- Tier 2 – Supported Local Bus & Community Transport Services
- Tier 3 – Commercial Local Bus & Rail Services

In addition to the findings arising from the review there were other Council transformation projects and influences that were progressed during the time of the review that had a significant impact over the transport network and potential solutions developed through the review.

In November 2023, a report was presented to the Education & Learning Committee informing it that the Timetable Alignment Working Group had recommended, by majority vote, Model B1 – 33 x 50-minute periods, as the structure for all secondary schools. The group also agreed, four days per week should be 7 periods long and one day should be 5 periods long, i.e. an asymmetric timetable.

In addition to the possible move to an asymmetric school week from 2025/26 there were additional changes that could impact on the Bus Network Review:

- Possible school mothballing that will increase peak vehicle requirement (PVR).
- Risk of removal of commercial bus routes.
- Levelling Up Fund (LUF) transport infrastructure approved.

Due to these factors, the report to the SWestrans Board on 22 March 2024 concluded that the actions needed to deliver a sustainable public transport network require careful planning and effective engagement and can only be fully achieved with a longer lead-in timescale such as to summer 2025, to allow for consultation on the asymmetric timetable. This required extension of current contracts for 12 months as an interim measure while the optimised network and delivery models are organised.

Bus Contract Extensions

Between SWestrans and the Council, there are contracts with 12 operators to provide school and local subsidised transport, 11 on school and eight on the local subsidised network. The operators were all offered a CPI uplift from 6 August 2024 for a 12-month extension to allow time for the consideration of asymmetric timetables in school and to progress the wider consultation with operators and public engagement on the network review following the work of Stantec.

The initial response from the operators was mixed. Each operator then submitted a detailed costing and evidence base to support their requests for increased uplifts to continue for a further 12 months. This development was relayed to a special SWestrans Board meeting on 25 June 2024 which resolved to ask the Council for increased funding to allow support to the local subsidised transport network for a one-year period without service adjustments. An urgent report was tabled at the full Council meeting on 27 June, at which the SWestrans request was approved.

Confirmation with Bus Operators

Following the decision by Council on 27 June 2024, confirmation on the one-year extension with bus operators was provided.

Management Commentary Continued

An early activity had been the holding of a series of workshops with bus operators to relay the findings of the Network Review with consultants Stantec. This entailed a detailed review of each operators' routes and the opportunity for the operators to provide feedback and suggest alternative solutions. In the light of this feedback, Stantec revised their recommendations. This formed the basis for implementation of the Bus Network Review.

As part of the process, a workshop was held with colleagues from Community Transport. There are a series of recommendations that highlight opportunities where the community transport organisations could step-in and provide alternative provision. In order to exploit these opportunities capacity in the sector needs to be significantly enhanced. This is a long-term endeavour rather than a short-term fix and the extent to which capacity can be increased prior to summer 2025 is likely to be limited without significant investment in capacity building interventions.

The plan included a series of opportunities for engagement with elected Members and wider stakeholders. This included briefings with political groups in early October, a full Members seminar on 29 October 2024 and where necessary, locality briefings to explain any necessary changes in local networks. These engagements continued into 2025 to build a more comprehensive and collegiate approach to developing a fit for purpose network.

The decision to not progress with an asymmetric timetable was confirmed at the Education & Learning Committee on 8 November 2024 and built into the timetable. The aim of the process was to work towards a consensus on the scope and content of a sustainable network with a view to issuing a tender pack in early Spring 2025 to allow procurement a lead-in time to commence the new services in August 2025.

Delivery of the SWestrans capital programme continued throughout the year with works on;

- Phase 3 of car parking at Lockerbie Station,
- the delivery of 7 low floor buses,
- the bus shelter programme

Active travel infrastructure and behaviour change

A number of varied active travel infrastructure projects were completed in 2024/25. Projects ranged from the 'Better Streets' Dumfries City Centre RIBA Stage 0-2 umbrella project, involving 10 Active Travel Infrastructure projects, to a pump track in Moffat. We received confirmation that the following two SWestrans / Dumfries and Galloway Council projects have been shortlisted for the Scottish Transport Awards 2025:

- The Sanctuary in the category "Excellence in Social & Community Value"
- Castel Douglas Active Travel Gateway in the category "Excellence in Transport Planning"

We also helped fund the path that connected Shambellie House to New Abbey and Mabie Forest and commissioned 7 RIBA Stage 0-2 feasibility studies for paths throughout the region.

The first year of the Active Travel Behaviour Change People and Place Programme was successful with many of the awarded projects in 24/25 being taking forward and developed further in 2025/26. The Programme is moving away from National Delivery and concentrating on Communities playing a more integral role in delivery.

Management Commentary Continued

Budget Performance Statement

The table below provides a summary outturn statement which outlines expenditure against budget for SWestrans.

	Budget £000	2024/25 Actual	Variance
		£000	
Staff costs	213	213	0
Transport costs	9	9	0
Administrative costs	28	28	0
Payments to other bodies	4,428	4,428	0
People and Places Grant Payments	838	838	0
Central Support costs	45	45	0
Gross Expenditure	5,561	5,561	0
Government Grants	246	246	0
Government Grants (People and Places)	838	838	0
Other Income	4,477	4,377	0
Gross Income	5,561	5,561	0
Net Expenditure	0	0	0

The budget performance statement does not include depreciation / capital charges, which were not reflected in the original budget.

SWestrans achieved a breakeven position for the financial year. The major item of expenditure which created the main budget pressure was the subsidies in respect of the local bus network, which totalled £4.43 Million. To address other pressures during the year, tight spending controls and active budget management was exercised which resulted in SWestrans achieving a breakeven position.

SWestrans' received income totalling £5.561 Million with Scottish Government grants and requisitions from Dumfries & Galloway Council being the main contributors to this total.

On 15 November 2019 a new Transport (Scotland) Act 2019 received Royal Assent, this act included a provision in the order (section 122) that would allow a partnership to carry funds over from one financial year to the next and therefore enable a General Fund reserve to be held. The Commencement Order for this Act was agreed at Scottish Parliament in March 2020 and became effective for the 2019/20 Financial Year. Although SWestrans did not make a surplus in 2024/25 if they succeed in doing so in future years it now has the ability to create a General Fund balance at the end of that financial year.

Exemption from preparing a remuneration report

The board members who sit on SWestrans Board do not receive any additional remuneration from that received for the remuneration for being a Councillor with Dumfries and Galloway Council. SWestrans does not directly employ any staff but uses staff time of direct employees of Dumfries and Galloway Council.

Comprehensive Income & Expenditure Statement

SWestrans' Comprehensive Income & Expenditure Statement for the year ended 31 March 2025 is shown on page 12 of these accounts.

Movement in Reserves Statement

The Movement in Reserves Statement is shown on page 13 of the accounts and shows the movement in the year on the different reserves held by the Transport Partnership, analysed into usable reserves – i.e. those that can be applied to fund expenditure – and unusable reserves.

Balance Sheet

SWestrans' Balance Sheet is shown on page 14 of the accounts and provides details of SWestrans' assets and liabilities as at 31 March 2025.

Cash Flow Statement

The Cash Flow Statement is shown on page 15 of the accounts and shows the changes in the cash & cash equivalents of the Partnership during the course of the year.

John Campbell
Chair

Simon Bradbury
Lead Officer

Paul Garrett
Treasurer

Statement of Responsibilities for the Statement of Accounts

The Transport Partnership's Responsibilities

The Transport Partnership is required to:

- Make arrangements for the proper administration of its financial affairs and to secure that the proper officer of the Transport Partnership has responsibility for the administration of those affairs (section 95 of the Local Government (Scotland) Act 1973). In this Transport Partnership, that officer is the Treasurer (who is also the Section 95 Officer of Dumfries & Galloway Council);
- Manage its affairs, to secure economic, efficient and effective use of resources and safeguard its assets.
- Ensure the Annual Accounts are prepared in accordance with legislation (The Local Authority Accounts (Scotland) Regulations 2014), and so far as is compatible with that legislation, in accordance with proper accounting practices (section 12 of the Local Government in Scotland Act 2003).
- Approve the Annual Accounts.

I confirm that the Unaudited Annual Accounts were approved for signature by the Transport Partnership at its meeting on 27 June 2025 and signed on its behalf.

John Campbell
Chair

The Treasurer's Responsibilities

The Treasurer is responsible for the preparation of the Transport Partnership's Annual Accounts in accordance with proper practices as required by legislation and as set out in the CIPFA/LASAAC *Code of Practice on Local Authority Accounting in the United Kingdom* (the Code).

In preparing these Annual Accounts, the Treasurer has:

- Selected suitable accounting policies and applied them consistently
- Made judgements and estimates that were reasonable and prudent
- Complied with legislation
- Complied with the local authority Accounting Code (in so far as it is compatible with legislation)

The Treasurer has also:

- Kept adequate accounting records which were up to date;
- Taken reasonable steps for the prevention and detection of fraud and other irregularities.

I certify that the financial statements give a true and fair view of the financial position of the Transport Partnership at the reporting date and the transactions of the transport partnership for the year ended 31 March 2025.

Paul Garrett
Treasurer

Annual Governance Statement

This statement is given in respect of the statement of accounts of the South West of Scotland Transport Partnership. The South West of Scotland Transport Partnership is responsible for ensuring that an effective system of internal financial control is maintained and operated in connection with the resources concerned. The South West of Scotland Transport Partnership is committed to openness and acting in the public interest. It works with key partners to support engagement with stakeholders and wider community, ensuring accountability and encouraging open consultation. In discharging this responsibility, the South West of Scotland Transport Partnership has established governance arrangements including a members Code of Conduct.

The lead officer has been appointed to:

- oversee the implementation and monitor the operation of the Governance Arrangements in place; and
- review the operation of the governance arrangements in practice.

The South West of Scotland Transport Partnership continued to balance service provision through its revenue budget, and service development through capital budgets during 2024/25. The Partnership's officers and Board members have continued to participate in the development of local, regional and national initiatives including the National Transport Strategy, the Transport (Scotland) Act 2019 and the second Strategic Transport Projects Review (STPR2).

The system of internal financial control can provide only reasonable and not absolute assurance that transactions are authorised and properly recorded, and that material errors or irregularities are either prevented or would be detected within a timely period.

The system of internal financial control is based on a framework of regular management information, financial regulations, administrative procedures (including the segregation of duties), management supervision and a system of delegation and accountability. Development and maintenance of the system is undertaken by the Board of the Transport Partnership. This includes consideration of the effectiveness of decision-making framework and information and data provided to the board to support decision making. In line with the Dumfries and Galloway members training arrangements, where required training will be provided to members of the Board. The system currently includes regular financial reports to the Board and management.

The South West of Scotland Transport Partnership Board monitor the performance of services and related projects to ensure that they are delivered in accordance with defined outcomes and they represent best use of resources and value for money. The Partnership Board have oversight of the risks and issues facing the organisation.

Review of effectiveness

South West of Scotland Transport Partnership has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of the effectiveness of the system has been informed by the work of managers in the Transport Partnership, the work of Internal Audit and reviews by External Audit.

The Transport Partnership currently uses the financial systems and resources of Dumfries & Galloway Council. This includes effective counter fraud and anti-corruption arrangements as developed and maintained by the Council. The Internal Audit section of Dumfries & Galloway Council has reviewed these systems and has determined that reasonable assurance can be placed upon the adequacy and effectiveness of the systems.

In our opinion, based on the above information, reasonable assurance can be placed upon the adequacy and effectiveness of the Transport Partnership's internal financial control system in the year to 31 March 2025.

Significant Governance Issues

In considering governance arrangements we report below on the progress on significant governance issues during the year and actions planned for the coming year: -

South West of Scotland Transport Partnership Unaudited Annual Accounts 2024/25

- Internal Audit assurance – The partnership use financial and operational systems and resources provided by Dumfries and Galloway Council. In considering the systems of internal control, the Partnership considers the findings of the Council's Internal Audit service.
- The Board at its meeting of 22 March 2024 received an internal audit undertaken by Dumfries and Galloway Council's Internal Audit Service on internal control, risk management and governance arrangements of the Transport Partnership.
Improvements have been made in 2024/25 to address the main findings by implementing the action plan to address the 9 Audit Actions identified and work continues to be progressed.

2024/25 has been unusual in that there have been 4 Lead Officers during that time period. In accordance with standing orders all appointments have been agreed by the board. There has been continuity in fulfilling the Lead Officer role since 29 November 2024.

The Transport Partnership's complies with the requirements on the Role of the Chief Financial Officer in Local Government, contained in the Chartered Institute of Public Finance and Accountancy's (CIPFA's) 2010 Statement and the Local Authority (Scotland) Regulations 2014.

Conclusion

While we have identified opportunities for improving and developing governance arrangements, we are satisfied that the Transport Partnership has in place appropriate arrangements for the governance of its affairs and that reasonable assurance can be placed on the adequacy and effectiveness of the Partnership's corporate governance systems in the year to 31 March 2025 and that the actions identified in the Statement to will address the issues identified and highlighted in this Statement reflect the Partnership's commitment to continuous improvement and will further enhance our corporate governance and internal control arrangements

John Campbell
Chair

Simon Bradbury
Lead officer

Independent auditor's report to the members of South West of Scotland Transport Partnership and the Accounts Commission

Comprehensive Income & Expenditure Statement

This statement shows the accounting costs in the year of providing services in accordance with generally accepted accounting practices.

2023/24				2024/25			
Gross Expenditure £000	Income £000	Net Expenditure £000		Gross Expenditure £000	Income £000	Net Expenditure £000	
5,077	(4,755)	322	Roads and Transport Services	5,854	(5,561)	293	
5,077	(4,755)	322	Net Cost of Services	5,854	(5,561)	293	
		0	(Gains) & losses on sale of non-current assets			8	
		0	Capital grants & contributions			(1,113)	
		322	(Surplus) or Deficit on the Provision of Services			(812)	
		(64)	Other Comprehensive Income & Expenditure			(13)	
		258	Total Comprehensive Income & Expenditure			(825)	

The notes on pages 13 to 21 form part of the accounts.

Movement in Reserves Statement

This statement shows the movement in the year on the different reserves held by the Transport Partnership, analysed into usable reserves – i.e. those that can be applied to fund expenditure – and unusable reserves. The movement in reserves statement shows how the movements in year of the Partnership's reserves are broken down between gains and losses incurred in accordance with generally accepted accounting practices and the statutory adjustments required to return to the amounts chargeable to the General Fund. The net increase/decrease line shows the statutory general fund balance in the year following those adjustments.

	Usable Reserves	Unusable Reserves			Total Reserves
	General Fund Balance	Capital Adjustment Account	Revaluation Reserve	Total Unusable Reserves	
Balance at 31 March 2023 carried forward	0	(1,197)	(83)	(1,280)	(1,280)
Movements in Reserves during 2024/25					
(Surplus) or Deficit on provision of services	322				322
Other Comprehensive Income & Expenditure		0	(64)	(64)	(64)
Total Comprehensive Income & Expenditure	322	0	0	0	258
Adjustments to usable reserves permitted by accounting standards	(70)	0	70	70	0
Adjustments between accounting basis & funding basis under regulations					
- charges for depreciation of non-current assets	(252)	252	0	252	0
- impairment of non-current assets	0	0	0	0	0
- capital grants & contributions applied	0	0	0	0	0
- Gains & losses on disposal of non-current assets	0	0	0	0	0
Net (increase)/ decrease before transfers to /(from) other statutory reserves	0	252	6	258	258
Overall (Increase)/Decrease in year	0	252	6	258	258
Balance at 31 March 2024 carried forward	0	(945)	(77)	(1,022)	(1,022)
Movements in Reserves during 2024/25					
(Surplus) or Deficit on provision of services	(812)	0	0	0	(812)
Other Comprehensive Income & Expenditure	0	0	(13)	(13)	(13)
Total Comprehensive Income & Expenditure	(812)	0	(13)	(13)	(825)
Adjustments to usable reserves permitted by accounting standards	(26)	0	26	26	0
Adjustments between accounting basis & funding basis under regulations	0	0	0	0	0
- charges for depreciation of non-current assets	(267)	267	0	267	0
impairment of non-current assets					
capital grants & contributions applied	1,113	(1,113)	0	(1,113)	0
- Gains & losses on disposal of non-current assets	(8)	8	0	0	0
Net (increase)/ decrease before transfers to /(from) other statutory reserves	0	(838)	13	(825)	(825)
Overall (Increase)/Decrease in year	0	(838)	13	(825)	(825)
Balance at 31 March 2025 carried forward	0	(1,783)	(64)	(1,847)	(1,847)

The notes on pages 14 to 22 form part of the accounts.

Balance Sheet

The Balance Sheet shows the value as at the Balance Sheet date of the assets and liabilities recognised by the Partnership. The net assets of the Partnership (assets less liabilities) are matched by reserves held by the Partnership. Reserves are reported in two categories. The first category of reserves are usable reserves which can be used to help fund services. The second category of reserves is those that the Partnership is not able to use to provide services. This category of reserves includes those that hold unrealised gains and losses where the amounts would only become available to provide services if the assets were sold, and reserves that hold timing differences shown in the Movement in Reserves Statement line “adjustments between the accounting basis and funding basis under regulations”.

31 March 2024 £000		31 March 2025 £000	Note
1,022	Property, Plant & Equipment	1,847	7
1,022	Long Term Assets	1,847	
	Short Term Debtors		
23	- Central Government bodies	260	
361	- Other entities & individuals	115	16
384	Current Assets	375	
	Short Term Creditors		
(384)	- Other entities & individuals	(375)	16
(384)	Current Liabilities	(375)	
1,022	Net Assets	1,847	
1,022	Unusable Reserves	1,847	9
1,022	Total Reserves	1,847	

The unaudited annual accounts were issued on 27 June 2025.

The notes on pages 14 to 22 form part of the accounts.

Paul Garrett
Treasurer

Cash Flow Statement

The Cash Flow Statement shows the changes in cash and cash equivalents of the Transport Partnership during the reporting period. The amount of net cash flows arising from operating activities is a key indicator of the extent to which the operations of the Transport Partnership are funded by way of grant income or from recipients of services provided by the Transport Partnership.

2023/24 £000		2024/25 £000
322	Net (surplus) or deficit on the provision of services	(812)
(322)	Adjustment to net (surplus) on the provision of services for non-cash movements	(301)
0	Net cash flow from or used in operating activities	(1,113)
	Investing activities	
0	- Purchase of property, plant & equipment	1,113
0	Net (increase) or decrease in cash and cash equivalents	0
0	Cash and cash equivalents at the beginning of the period	0
0	Cash and cash equivalents at the end of the reporting period	0

The notes on pages 14 to 22 form part of the accounts.

Notes to the Accounts

1. Summary of Significant Accounting Policies

a) General Principles

The Annual Accounts summarise the Partnership's transactions for the 2024/2025 financial year and its financial position at the year end of 31 March 2025. The Council is required to prepare an annual Statement of Accounts by the Local Authority Accounts (Scotland) Regulations 2014, and these are required under section 12 of the Local Government in Scotland Act 2003 to be prepared in accordance with proper accounting practice. These practices are the Code of Practice on Local Authority Accounting in the United Kingdom 2024/25 (the Code) supported by International Financial Reporting Standards (IFRS). They are designed to provide a 'true and fair view' of the financial performance and position of the Partnership.

The accounting convention adopted in the Annual Accounts is principally historic cost, modified by the revaluation of certain categories of non-current assets and financial instruments.

The accounts are prepared on a going concern basis.

b) Accruals of Income & Expenditure

Activity is accounted for in the year it takes place, not simply when cash payments are made or received. In particular:

- suppliers' invoices paid in the two weeks following the year-end have been analysed and included together with specific accruals in respect of further material items provided the goods and services were received in 2024/25,
- all known specific and material sums payable to the Partnership have been included. Revenue for the sale of goods or the provision of services is recognised when it is determined that the service has been provided,
- supplies are recorded as expenditure when they are consumed. When there is a gap between the date supplies are received and their consumption, they are carried as inventories on the Balance Sheet,
- where income and expenditure has been recognised but cash has not been received or paid, a debtor or creditor for the relevant amount is recorded in the Balance Sheet. Where it is doubtful that debts will be settled, the balance of debtors is written down and a charge is made to revenue for the income which will not be collected.

c) Cash & Cash Equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are investments that mature in three months or less from the date of acquisition and that are readily convertible to known amounts of cash with an insignificant risk of changes in value.

d) Changes in Accounting Policies and Prior Period Adjustments

Changes in accounting policies are only made when required by proper accounting practice or the change provides more reliable or relevant information about the effects of transactions, other events and conditions on the Partnership's financial position or financial performance. Where a change is made it is applied retrospectively (unless otherwise stated) by adjusting opening balances and comparative amounts for the prior periods as if the new policy had always been applied.

Material errors discovered in prior period figures are corrected retrospectively by amending opening balances and comparative amounts for the prior period.

e) Charges to Revenue for Non-Current Assets

The Partnership is charged with the following amounts to record the real cost of holding non-current assets during the year:

- depreciation attributable to the assets used by the Partnership,
- revaluation and impairment losses on assets used by the Partnership where there are no accumulated gains in the Revaluation Reserve against which the losses can be written off.

Notes to the Accounts (continued)

f) Events After the Balance Sheet Date

Events after the Balance Sheet date are those events which occur between the end of the reporting period and the date when the Statement of Accounts is authorised for issue. The Statement of Accounts is adjusted for events which provide evidence of conditions that existed at the end of the reporting period. The Statement of Accounts is not adjusted for events which are indicative of conditions which arose after the end of the reporting period. However, where such events would have a material effect, a disclosure is made in the Notes to the Accounts of the nature of the event and the estimated financial effect.

Events taking place after the date of authorisation for issue are not reflected in the Statement of Accounts.

g) Exceptional Items

When items of income and expenditure are material, their nature and amount is disclosed separately either on the face of the Comprehensive Income and Expenditure Statement or in the Notes to the Accounts, depending on how significant the items are to an understanding of the Partnership's financial performance.

h) Grants & Contributions

Whether paid on account, by instalments or in arrears, government grants and third-party contributions & donations are recognised as due to the Partnership when there is a reasonable assurance that:

- the Partnership will comply with the conditions attached to the payments, and
- the grants or contributions will be received.

Monies advanced as grants and contributions for which conditions have not been satisfied are carried in the Balance Sheet as grants in advance. Where conditions are satisfied, the grant or contribution is credited to the relevant service line (revenue grants) or Taxation & Non-Specific Grant Income (capital grants) in the Comprehensive Income & Expenditure Statement.

Where capital grants are credited to the Comprehensive Income & Expenditure Statement, they are reversed out of the General Fund balance in the Movement in Reserves Statement. Where the grant has yet to be used to finance capital expenditure, it is posted to the Capital Grants Unapplied Account. Amounts in the Capital Grant Unapplied Account are transferred to the Capital Adjustment Account once they have been applied.

i) Leases

Leases are classified as finance leases where the terms of the lease transfer substantially all the risks and rewards incidental to ownership of the asset from the lessor to the lessee. All other leases are classified as operating leases.

The Partnership as Lessor

Operating leases

The Partnership has entered into leases relating to the operational use of vehicles, which are accounted for as operating leases. Where the Partnership grants an operating lease over a vehicle the asset is retained on the Balance Sheet.

j) Overheads and Support Services

The costs of Central Support departments, such as Financial Services, Legal Services and accommodation, are procured from Dumfries & Galloway Council. The cost of these is based on services provided to SWestrans during the year.

k) Property, Plant & Equipment

Assets which have a physical substance and are held for use in the provision of services, for rental to others or for administrative purposes and that are expected to be used during more than one financial year are classified as Property, Plant & Equipment.

Notes to the Accounts (continued)

Recognition

Expenditure on the acquisition, creation or enhancement of Property, Plant & Equipment is capitalised at cost, provided that it is probable that the future economic benefits associated with the asset will flow to the Partnership and the cost of the item can be reliably measured. Expenditure that does not add to an asset's potential to deliver future economic benefits or service potential is charged as an expense when it is incurred.

Measurement

Assets are carried on the Balance Sheet at depreciated historical cost as a proxy for current value of assets as the useful economic life of the assets are considered a realistic reflection of the life of the asset and the depreciation method used is a realistic reflection of the consumption of that asset class.

Impairment

Assets are reviewed at each year end as to whether there is an indication that an asset may be impaired. Where indications exist, the recoverable amount of the asset is estimated and where this is less than the carrying amount, an impairment loss is recognised. Impairment losses are accounted for by:

- writing down any balances on the Revaluation Reserve for that asset up to the accumulated gain,
- where there is no or insufficient balance on the Revaluation Reserve, the impairment loss is charged against the relevant service line in the Comprehensive Income & Expenditure Statement.

Depreciation

Depreciation is provided on all Property, Plant & Equipment, on a straight-line basis over the expected life of the asset. Where an item of Property, Plant & Equipment has major components whose lives are different and whose costs are significant in relation to the total cost of the item, the components are depreciated separately. Vehicles are held at depreciated historic cost as a proxy for current value and not subject to revaluation. These assets are depreciated over their useful economic lives.

I) Reserves

Reserves are created by appropriating amounts out of the General Fund balance in the Movement in Reserves Statement. When expenditure to be financed from a reserve is incurred, it is included in the appropriate service in that year so as to be included in the Comprehensive Income & Expenditure Statement. The reserve is then appropriated back into the General Fund balance in the Movement in Reserves Statement so that there is no net charge against the Council Tax for the expenditure.

Reserves are categorised under accounting regulations into two broad categories:

- usable reserves, which are available to support services,
- unusable reserves, which are required to facilitate accounting requirements.

m) VAT

Income and expenditure excludes any amounts related to VAT, as all VAT collected is payable to HM Revenues & Customs (HMRC) and all VAT paid is recoverable from it.

Notes to the Accounts (continued)

2. Accounting Standards Issued & Not Yet Adopted

The Code requires the disclosure of information relating to the impact of an accounting change that will be required by a new standard that has been issued but not yet adopted. This applies to the adoption of the following new or amended standards within the 2024/25 Code by the Council on 1 April 2025:

- a) IAS 21 The Effects of Changes in Foreign Exchange Rate (Lack of Exchangeability) issued in August 2023. The amendments to IAS 21 clarify how an entity should assess whether a currency is exchangeable and how it should determine a spot exchange rate when exchangeability is lacking, as well as require the disclosure of information that enables users of financial statements to understand the impact of a currency not being exchangeable.
- b) IFRS 17 Insurance Contracts issued in May 2017. IFRS 17 replaces IFRS 4 and sets out principles for recognition, measurement, presentation and disclosure of insurance contracts.
- c) The changes to the measurement of non-investment assets within the 2025/26 Code include adaptations and interpretations of IAS 16 Property, Plant and Equipment and IAS 38 Intangible Assets. These include setting out three revaluation processes for operational property, plant and equipment, requiring indexation for tangible noninvestment assets and a requirement to value intangible assets using the historical cost approach. These have the same effect as requiring a change in accounting policy due to an amendment to standards, which would normally be disclosed under IAS 8. However, the adaptations also include a relief from the requirements of IAS 8 following a change in accounting policy as confirmed in paragraph 3.3.1.4.

It is currently not anticipated that the changes set out in a), b) or c) will impact the preparation or presentation of SWestran's accounts in 2025/26.

3. Critical Judgements in Applying Accounting Policies

In applying the Accounting Policies in note 1, the Partnership has had to make certain judgements about complex transactions or those involving uncertainty about future events.

Operational versus Finance Leases

In accordance with the accounting policies in note 1, these accounts have been prepared on the basis that existing operator contracts are classified as operational leases rather than finance leases. However, discussions on the classification of such contracts are ongoing with appointed auditors, and dependent on final interpretation of the Code of Practice on Local Authority Accounting guidance might require these accounts to be updated to reflect contracts as finance leases. If the classification is changed, this would result in the vehicles being removed from the balance sheet and replaced with a lease receivable.

4. Assumptions Made About the Future and Other Major Sources of Estimation Uncertainty

The Statement of Accounts contains estimated figures that are based on assumptions made by the Partnership about the future or that are otherwise uncertain. Estimates are made taking into account historical experience, current trends and other relevant factors. However, because balances cannot be determined with certainty, actual results could be materially different from the assumptions and estimates.

There were no items on the Balance Sheet at 31 March 2025 for which there is a significant risk of material adjustment in the forthcoming financial year.

5. Events After the Balance Sheet Date

The unaudited Statement of Accounts were issued by the Treasurer on 27 June 2025. Events taking place after this date are not reflected in the financial statements or notes. There have been no material or non-material events since the date of the Balance Sheet, which have required the figures in the financial statements and notes to be adjusted.

Notes to the Accounts (continued)

6. Expenditure and Funding Analysis

The objective of the Expenditure and Funding Analysis is to demonstrate to council tax payers how the funding available to the Transport Authority (i.e. government grants, council tax and business rates) for the year has been used in providing services in comparison with those resources consumed or earned by partnership in accordance with generally accepted accounting practices. The Expenditure and Funding Analysis also shows how this expenditure is allocated for decision making purposes. Income and expenditure accounted for under generally accepted accounting practices is presented more fully in the Comprehensive Income and Expenditure Statement.

	2023/24 Net Expenditure Chargeable to the General Fund £000	2023/24 Adjustments between the Funding and Accounting Basis £000	2023/24 Expenditure in the Comprehensive Income & Expenditure Statement £000
SWestrans	0	322	322
Net Costs of Services	0	0	0
Other Comprehensive Income and Expenditure	0	(64)	(64)
Capital grants & contributions	0	0	0
(Surplus)/Deficit on the Provision of Services	0	258	258

	2024/25 Net Expenditure Chargeable to the General Fund £000	2024/25 Adjustments between the Funding and Accounting Basis £000	2024/25 Expenditure in the Comprehensive Income & Expenditure Statement £000
SWestrans	0	293	293
Net Costs of Services	0	0	0
Other Comprehensive Income and Expenditure	0	(13)	(13)
(Gains)/Losses on sale of non-current assets	0	8	8
Capital grants & contributions	0	(1,113)	(1,113)
(Surplus)/Deficit on the Provision of Services	0	(825)	(825)

Notes to the Accounts (continued)

7. Property, Plant & Equipment

The following table contains details on the movements on the Property, Plant & Equipment assets contained in the Balance Sheet.

	2023/24 Vehicles £000	2024/25 Vehicles £000
Cost or Valuation		
At 1 April	3,234	2,370
Additions	0	1,113
Revaluations	(681)	(537)
Disposals	(182)	(199)
At 31 March	3,234	2,747
Accumulated Depreciation at 1 April	(1,954)	(1,349)
Charge for year	(322)	(293)
Write Back on Disposal	176	188
Write back on Revaluation	751	554
Accumulated Depreciation at 31 March	(1,349)	(900)
Net Book Value at 31 March	1,022	1,847

Depreciation

Depreciation has been provided for on non-current assets with a finite useful life, which can be determined at the time of acquisition or revaluation. The depreciation methods and useful lives used within each category of non-current assets have been determined on an individual asset basis. Vehicles are depreciated on a straight-line basis over up to 12 years.

8. Usable Reserves

Movements in the Transport Partnership's usable reserves are detailed in the Movement in Reserves Statement, the Partnership does not hold any usable reserves.

9. Unusable Reserves

Capital Adjustment Account

The Capital Adjustment Account absorbs the timing differences arising from the different arrangements for accounting for the consumption of non-current assets and for financing the acquisition, construction or enhancement of those assets under statutory provisions. The Account is debited with the cost of acquisition, construction or enhancement as depreciation, impairment losses and amortisations are charged to the Comprehensive Income & Expenditure Statement. The Account is credited with the amounts set aside by the Partnership as finance for the costs of acquisition, construction and enhancement.

	2023/24 £000	2024/25 £000
Balance at 1 April	(1,197)	(945)
Assets Disposed of during the year	0	8
Depreciation of non-current assets	252	267
Capital grants & contributions credited to the Comprehensive Income & Expenditure Statement	0	(1,113)
Balance at 31 March	(945)	(1,783)

Revaluation Reserve

The Revaluation Reserve contains the gains made by the Council arising from increases in the value of its Property, Plant & Equipment. The balance is reduced when assets with accumulated gains are:

- revalued downwards or impaired and the gains are lost,
- used in the provision of services and the gains are consumed through depreciation,
- disposed of and the gains are realised.

	2023/24 £000	2024/25 £000
Balance at 1 April	(83)	(77)
Assets Disposed of during the year	6	0
Upward Revaluations of assets	(70)	(13)
Difference between fair value depreciation and historical cost depreciation	70	26
Balance at 31 March	(77)	(64)

10. Payments to Members

No payments were made to Members of the SWestrans Board during 2024/25 or 2023/24.

Notes to the Accounts (continued)**11. Audit Fees**

The external audit fee payable for 2024/25 was £12,800 (£12,560 in 2023/24). There were no fees paid for non-audit services.

12. Grant Income

The Partnership credited the following grants and contributions to the Comprehensive Income & Expenditure Statement:

	2023/24 £000	2024/25 £000
Credited to Taxation and Non-Specific Grant Income		
Capital grants & contributions	0	(1,113)
Total	0	(1,113)
Credited to Services		
Scottish Government grants	(575)	(1,084)
Dumfries & Galloway Council service funding	(4,001)	(4,281)
Total	(4,576)	(5,365)

13. Related Parties

The Transport Partnership is required to disclose material transactions with related bodies – bodies or individuals that have the potential to control or influence the Transport Partnership or to be controlled and influenced by the Transport Partnership.

Central Government

Central Government is responsible for providing the statutory framework, within which the Transport Partnership operates, provides some of its funding in the form of grants and prescribes the terms of many of the transactions that the Transport Partnership has with other parties. Details of Central Government Grants received are contained in Note 12 (grant income).

Other Public Bodies

Dumfries & Galloway Council is responsible for providing the funding for the day-to-day operation of the Transport Partnership under the Transport (Scotland) Act 2005. In 2024/25, the Council provided £100k (£100k in 2023/24) as match funding to a Scottish Government grant for core running costs, £404k (£399k in 2023/24) for the use of the public bus service to transport pupils to school and a further £3.777 Million (£3.502 Million in 2023/24) was requisitioned by the Transport Partnership to cover the operating costs for 2024/25. SWestrans does not employ its own staff and during 2024/25 Dumfries & Galloway Council charged SWestrans £268k (£290k in 2023/24) in respect of staff support, supplies and other support services, see note 15 Key Management Personnel for further details. NHS Dumfries and Galloway contributed £78k (£70k in 2023/24) to a specific bus contract. At the year-end £4k (£402k in 2023/24) was outstanding for payments to Dumfries and Galloway Council and £188k (£190k in 2023/24) in relation to sums held in the Dumfries and Galloway Council Loans Fund.

14. Leases

Partnership as Lessor

SWestrans purchased 7 buses in 2024/25 (0 buses in 2023/24) and 40 (34 in 2023/24) buses are leased to private bus operators as part of specific route tenders. No income is received from these operating leases.

Notes to the Accounts (continued)

15. Key Management Personnel

SWestrans do not directly employ any staff and Dumfries and Galloway Council recharge SWestrans for staff and operational support during the year. Included within this recharge is an estimate of the share of the Lead Officer's time on SWestrans activities. The Lead Officer left the post in May 2024. Their remuneration for short term benefits is set below (note share of pension movements is unavailable):

	2023/24 £000	2024/25 £000
SWestrans' charge of wages and salaries	44	5

16. Financial Instrument Balances

Financial instruments are contracts which create a financial asset in one entity and a financial liability in another. They are recognised at fair value or amortised cost, or where no reliable measurement exists, measured at cost. The following categories of financial instruments are carried in the Balance Sheet. These are all current:

	Current – Amortised cost	
	2023/24 £000	2024/25 £000
Financial Liabilities		
Short term creditors (current)	(384)	(115)
	Current- Amortised cost	
	2023/24 £000	2024/25 £000
Financial assets		
Short term debtors (current)	361	375

There were no gains and losses recognised in the comprehensive Income and Expenditure Statement in relation to financial instruments during 2024/25 (2023/24: £nil).

Financial Liabilities

A financial liability is an obligation to transfer economic benefits controlled by the Transport Partnership and can be represented by a contractual obligation to deliver cash or financial assets or an obligation to exchange financial assets and liabilities with another entity that is potentially unfavourable to the Transport Partnership. The Transport Partnership Financial liabilities were short term creditors held at amortised cost.

Financial assets

A financial asset is a right to future economic benefits controlled by the Transport Partnership that is represented by cash, equity instruments or a contractual right to receive cash or other financial assets or a right to exchange financial assets and liabilities with another entity that is potentially favourable to the Board. The financial assets held by the Transport Partnership during the year are accounted at amortised cost and comprise short term receivables.

Financial instruments classified at amortised cost are carried in the Balance Sheet at amortised cost. Their fair values have been estimated by calculating the net present value of the remaining contractual cash flows at 31st March 2025. The fair value of short-term instruments, including trade payables and receivables, is taken to be the invoiced or billed amount.

Nature and Extent of Risks Arising from Financial Instruments

All Treasury Management is carried out on the Partnership's behalf by Dumfries and Galloway Council. The Council, on behalf of the Transport Partnership, has overall risk management procedures that focus on the unpredictability of financial markets, and implementing restrictions to minimise these risks.

Market risk - the possibility that financial loss might arise for the Transport Partnership as a result of changes in such measures as interest rate movements is considered immaterial because the finances of the Transport Authority are such that during the year there was no interest payable or receivable.

Credit risk - the possibility that other parties might fail to pay amounts due to the Transport Partnership is considered insignificant on the basis debt payable to the Transport Partnership is due from other public bodies.

Liquidity risk – the risk that the Transport Partnership might not have funds available to meet its commitments to make payments is considered immaterial given its statutory responsibility to have a balanced budget and that constituent authorities have to fund the Transport Partnership's activities.

Price and foreign exchange risk - the possibility that fluctuations in equity prices or fluctuations in exchange rates has a significant impact on the value of financial instruments held is considered immaterial because of the nature of financial instruments held.

SWESTRANS CAPITAL PROGRAMME OUTTURN REPORT 2024/25 AND CAPITAL PROGRAMME 2025/26 UPDATE REPORT

1. Purpose for Report

1.1 This report provides Members with a financial outturn position and progress status for the projects and programmes included within the 2024/25 SWestrans Capital Programme. The report also provides an update on the SWestrans Capital Programme for 2025/26.

2. Background

2.1 This report provides details of spend to the end of financial year 2024/25 for projects and programmes included within the 2024/25 Capital Programme, as agreed by the Board on 28 June 2024.

3. Outturn Report 2024/25

3.1 The outturn position for the financial year 2024/25, which included a net spend of £1,632,497 funding received from Dumfries & Galloway Council, and a summary of all Capital Expenditure including external funding is provided in Table 1 below.

SWestrans Capital Programme 2024/25	Total Budget Allocated 2024/25	Net Expenditure 2024/25
Dumfries and Galloway Council funding		
Local Bus Network (including bus stops)	1,461,000	1,271,181
Rail Station Parking	149,934	149,211
Active Travel Infrastructure Projects	811,000	212,105
TOTAL	£2,421,934	£1,632,497
External Funding		
Active Travel Tier 1 funding from Dumfries and Galloway Council	350,000	348,752
Active Travel Infrastructure Tier 2 External Funding	420,000	231,096
Local Authority Direct Award (LADA) for Active Travel Behaviour Change Capital Element	38,713	38,713
Active Travel Behaviour Change People and Place Programme Capital Element	432,480	481,544
TOTAL	£1,241,193	£1,100,105
TOTAL	£3,663,127	£2,732,602

Table 1. Table to show summary of 2024/25 SWestrans Capital Expenditure split by Dumfries and Galloway Council Capital Expenditure and External Funding Capital Expenditure

A short commentary on each element of the 2024/25 programme is given below:

Local Bus Network (including Bus Stops)

3.2 Nine Low Floor Euro 6 Diesel Buses were delivered towards the end of 2024. Seven of those buses were replacements for existing buses leased by bus operators from SWestrans. Additional buses were purchased that are now deployed within the DGC Buses fleet, which are not included within the SWestrans asset allocation.

In 2024/25, 10 bus stops were replaced, 4 new bus stops installed and 2 bus stops removed. This activity led to a total spend of £119,240 for the 2024/25 bus stop programme.

Rail Station Parking

3.3 Phase 3 of Lockerbie Railway Station car park at Sydney Place was completed, at a cost of £149,211.

Active Travel Infrastructure Projects Completed in 2024/25

The following projects were completed in 2024/25 with a net spend £212,105:

- Gretna to Stranraer Coastal Path Feasibility study
- Stanctuary Bike Skills Course Detailed Plan and Drawings
- Closeburn to Thornhill RIBA Stage 0-2 Report
- Dumfries train station forecourts - concept designs
- New Abbey to Shambellie grant funded path
- Moffat pump track – grant award to part-fund the project

3.4 A number of the 2024/25 Active Travel Infrastructure projects shown below have been delayed, leading to a c.£600k budget underspend. A description of those projects is outlined below along with a brief explanation of the slippage and why. SWestrans is confident that these projects will be delivered in 2025/26.

3.5 The 'All Roads Lead to Whithorn' project is receiving a development grant to carry out early negotiations with landowners for 40km of coastal paths from their original funding grant of £300k agreed for the 2024/25. Once path agreements have been agreed by landowners then the remainder of the grant will be released for construction.

3.6 Sanquhar Development Trust is in negotiations with the landowner for the preferred route to confirm a path agreement for the Sanquhar to Crawick Multiverse.

3.7 The Southern Upland Way GravelTrax, construction and wayfinding for a GravelTrax Biking Path running parallel with the Southern Upland Way is behind

schedule. The delay has been caused by resource challenges for SWestrans' delivery partner but this has been resolved and the project is expected to now complete in 2025/26.

3.8 Design and installation of a new bridge on the popular riverside core path 37 between Kingholm Quay and Glencaple. Final negotiations with the adjacent landowner are ongoing and a resolution is expected very soon to issues relating to the route alignment and land ownership.

3.9 Detailed plans and drawings for the Crossmichael to Castle Douglas Path (RIBA Stage 3-4) are in development, in order to have the project construction ready for future external funding to cover construction costs. This project is now underway and will complete by the end of 2025.

3.10 SWestrans will have the Leswalt to Stranraer Path (RIBA Stage 3-4), with detailed plans and drawings construction ready for any future external funding that becomes available for construction costs. The contract for this will be awarded in June 2025, with most of the project being delivered in 2025/26.

3.11 Feasibility Studies for the Springfield to Gretna, Dalbeattie to Castle Douglas, Wigtown to Newton Stewart, Dumfries to Caerlaverock, Ecclefechan to Annan and Canonbie to Langholm (RIBA Stage 0-2) projects are now live and a series of positive public engagement sessions have been carried out. Stage 2 Reports are expected by 31 December 2025.

3.12 The rail station forecourts at Dumfries and Lockerbie rail stations are at concept design stage to identify improved accessibility for walking, wheeling and cycling. A collaborative approach with Network Rail and Scotrail is ongoing to develop plans. No further SWestrans funding has been allocated at present.

3.13 A new multiuse off-road link path connecting Criffel core path to New Abbey core path network is being developed, to create a safe off-road route avoiding the A710 road. Dumfries and Galloway Council Environment team is in negotiations with Forestry Land Scotland (FLS) on finalising the preferred route and timing with planned felling.

3.14 An Active Travel experience assessment of Dumfries & Galloway is being carried out with a Wayfinding and Signage review still to be procured along with a Core Path review. SWestrans is waiting for further input into the specification from the relevant council departments before publishing both tenders.

3.15 Funding for the above projects from 2024/25 is being carried over and we are working closely with those delivery partners to monitor progress and help them in the event they need any additional support to achieve delivery of the projects in 2025/26.

Active Travel Infrastructure Tier 2 External Funding

3.16 Transport Scotland released £10m funding in November 2024 for construction ready Active Travel Infrastructure projects that could be completed by 31 March 2025.

3.17 SWestrans contacted Keir and Penpont Development Trust (KPDT) to notify them of the available funding and asked them if they would like us to apply for funding to help them complete the next phase of the KPDT Community Path from Penpont to Thornhill. KPDT confirmed the cost and their confidence that they could complete phase 1(b) by the end of March 2025.

3.18 On the basis of this, SWestrans applied for £420k funding, and KPDT successfully delivered Phase 1b on time and under budget. The total amount £405k has now been claimed from Transport Scotland, and SWestrans is in receipt of an initial payment of £231,095 for the first quarter of 2025

Local Authority Direct Award (LADA)

3.19 In 2023/24, Dumfries and Galloway Council received £130k revenue grant funding from the Paths for All administered Smarter Choices Smarter Places (SCSP) Local Authority Fund, which is targeted at behaviour change interventions. This was replaced with a Local Authority Direct Award (LADA), of a capital and revenue grant up to £116,141 (£77,428 RDEL, £38,713 CDEL) in 2024/25.

3.20 The LADA capital fund was pooled with SWestrans People and Place fund and the capital element was used to specifically to cover the costs of a dedicated van for Dumfries and Galloway Council's Bikeability programme to enable expansion of delivery to the west of the region. The remainder of the capital funds were utilised in the overall capital fund of SWestrans People and Place fund in the Schools Cycle Parking element.

4. Active Travel Behaviour Change People and Place Programme

4.1 There was a capital overspend of £49,064 in the inaugural year of the programme. A report is being brought to the 27 June 2025 Board Meeting to provide further information on the reasons for this overspend.

5. SWestrans Capital Programme 2025/26

3 Year Programme 2025/26 to 2027/28

The proposed Capital Programme for this year and the following two years is detailed in Table 2 below:

<u>SWestrans Capital Programme 2025/26 – 2027/28</u>	Total Budget Allocated 2025/26	Indicative Allocated Budget 2026/27	Indicative Allocated Budget 2027/28	Total
Dumfries and Galloway Council Funding	£	£	£	£
Local Bus Network	-	-	400,000	400,000
Rail Station Parking	-	-	-	-
Active Travel Tier 1	219,759	-	-	219,759
Active Travel Network	900,000	400,000	400,000	1,700,000
TOTAL	1,119,759	400,000	800,000	2,319,759
External Funding (Transport Scotland)	£	£	£	£
Active Travel Infrastructure Tier 2 Funding	444,000*	-	-	-
Active Travel Behaviour Change People and Place Programme Capital Element	597,541	-	-	-
Local Authority Direct Award to Dumfries and Galloway Council	43,131	-	-	-
TOTAL	1,084,672*	-	-	1,084,672*

Table 2 – SWestrans Capital Programme 2025/26 – 2027/28

*tbc – SWestrans is waiting for confirmation from Transport Scotland to hear the outcome of Active Travel Infrastructure Tier 2 applications.

5.1 SWestrans Active Travel Projects are selected through interaction with Communities and Local Place Plans and must attain a minimum score using a prioritisation tool that considers Need, Demand, Benefit, Usage, Health, Design, Behaviour Change, Scale, Pace, Deliverability, Risk and Cost. Through previous projects, lessons have been learned with more due diligence on public engagement and land ownership being carried out before any projects are proposed for approval by the SWestrans Board.

5.2 To qualify for external funding, generally from Transport Scotland, projects need to follow the Cycle by Design 2021 guidance and follow RIBA Stages 0-2 where a feasibility study is carried out to qualify the demand and need. Stages 3-4 are where detailed plans and drawings are carried out to make the project construction ready. This process is for the higher standard paths, which are usually tarmacadam 4m wide and cost approximately £1m per km. This means SWestrans must rely on external funding to carry out construction works along with all other Scottish Local Authorities.

5.3 This whole process can take between 3-5 years minimum from feasibility study to construction and relies solely on external funding due to significant costs. For these Active Travel projects to be eligible for external funding they must focus on connectivity and promote modal change.

5.4 SWestrans recognises that not all paths need to be of a higher standard path but can still be of a good standard to meet the service level requirement of the community. The material used does not need to be tarmacadam and are often required to be more in keeping with the environment. This may be over coastal, woodland or greenbelt land. The cost is considerably lower and delivery is considerably faster.

5.5 The funding for these paths comes from Dumfries and Galloway Council and they are not subject to the Cycle by Design 2021 guidance which Transport Scotland generally applies to projects it wishes to fund. SWestrans is keen to develop good standard paths in collaboration with communities and Dumfries and Galloway Council Core Path Team to help connect settlements and improve the health and wellbeing of communities and encourage tourism to the region. The prioritisation tool is still used to select projects, and due diligence on landownership still applies before proposal for inclusion into the SWestrans Capital Expenditure Programme.

Gretna to Stranraer Coastal Path (£200k)

5.6 Members are asked to agree to the addition of the above path to SWestrans Capital programme. A separate item updating Board Members on the Gretna to Stranraer Coastal Path and coastal gateway sites as part of the Solway Coast and Marine Project – Landscape Connections (SCAMP- Landscape Connections project) will be presented at the 27 June 2025 Board.

Lochmaben to Lockerbie Community Short Path RIBA Stage 2 Feasibility Study (£20-30k)

5.7 Board Members are asked to agree to the addition of the above path to the SWestrans Capital programme. This path had previously been included with a Stage 2 report completed for the 2 preferred routes identified by both the community and the contractor. Unfortunately, land negotiations with the landowner where both the paths cross proved unsuccessful. An alternative route has been identified that

connects two core paths and the land is believed to be owned by Crown Estates who have previously allowed core paths and active travel projects to pass through their properties. This route was not included in the original stage 2 feasibility report and will be required to undergo the deliverables expected for a RIBA Stage 0-2 as per the Cycle by Design framework.

External Funding

5.8 Active Travel Infrastructure Tier 1 Funding from Dumfries & Galloway Council – As part of the Verity Agreement with the Scottish Government, Dumfries & Galloway Council receives a block grant for active travel infrastructure in its annual settlement agreement. For 2025/26, the council received £733,000 and has agreed to allocate SWestrans £219,759 for active travel infrastructure projects. Only local authorities are eligible for Active Travel Infrastructure Tier 1 Funding in 2025/26.

5.9 Active Travel Infrastructure Tier 2 External Funding – Two applications have been made to Transport Scotland's Active Travel Infrastructure Tier 2 Funding in early January for RIBA Stage 3-4 detailed technical design. One for the Crossmichael to Castle Douglas route and also the Shakespeare Street to Dumfries Railway Station, part of the 'Better Streets' Dumfries city centre project. SWestrans hopes to have these projects construction ready by the middle of 2026. A decision is due to be made by Transport Scotland at the end of June 2025. Local Authorities, Regional Transport Partnerships and National Parks are eligible for Active Travel Infrastructure Tier 2 funding for 2025/26.

5.10 Active Travel Behaviour Change People and Place Programme Capital Element – The programme for 2025/26 has been developed and approved by Transport Scotland and the Board and the grant offer letters are with Dumfries & Galloway Council Legal team at present. Collaborative working last year with Dumfries and Galloway Council Schools Service and the Active Lives Pathway team has allowed us to expand the cycling and walking offering across the whole of the region. 16 grants have been awarded to community organisations.

5.11 Local Authority Direct Award (LADA) - Following the success of the previous years 'People and Place' Programme, Transport Scotland will continue to deliver this in the same way, with most of the funding being distributed to the seven Regional Transport Partnerships. New for this year, the fund has been expanded to include a specific 'People and Place Local Authority Fund' that will be subject to the same monitoring and evaluation as the wider RTP fund and will be managed by SWestrans. Dumfries and Galloway Council has been awarded £129,300, which is split £86,200 (revenue) and £43,100 (capital) and is an increase from the previous year's award that this replaces. This is aimed at increasing capability and capacity for local authority delivery. Working closely across the Council, it is the Active Lives Pathway Programme under the banner of #DGDoingmore and school cycle parking that were identified as the best fit with this fund. Other Council directorates are also applying to SWestrans for appropriate funding

5.12 UK Government Levelling Up Fund – Transport Bid - The £13.8 million will deliver three key projects that will further connect our communities providing a network of routes for multi-modal transportation use:-

- Multi-modal transport hubs – providing access to car club EV hire cars, EV hire bikes and charging infrastructure. Situated to link with bus and rail transport infrastructure at convenient locations across the region.
- Bus improvements – new electric buses and charging infrastructure, including upgrades to bus stops and passenger real time information. The focus will be on routes serving our transport hubs.
- Cycle route improvements – upgrades to long distance Kirkpatrick Coast to Coast cycle route and 3.5km of new active travel path between Penpont and Thornhill.

5.13 The Memorandum of Understanding (MOU) for the programme of three projects was signed by the Department of Transport on 1 May 2025.

5.14 The programme was subject to a successful review at Gateway 2 stage by the Capital Investment Programme Board on 13 May 2025 with the recommendation for Members to progress to Gateway 3 (review of Full Business Case).

5.15 Planned contract award and construction starting is scheduled for July/August to ensure Dumfries & Galloway Council meets the strict deadline for spending the Levelling Up funding and concluding the projects by 31 March 2026. At the June meeting of the Economy and Infrastructure Committee, members agreed to the progression to contract award and construction during recess with the caveat that the project will be within the approved funding which will be further scrutinised by the Capital Investment Programme Board through Gateway 3 (Full Business Case) Review. This is scheduled for mid-July 2025 where checks will include ensuring compliance and value for money.

5.16 At the same meeting members also pre-approved the allocation of up to £878,482 from the Levelling Up Funding provided to Dumfries and Galloway Council to be awarded via a grant to Kier, Penpont and Tynron Development Trust (KPTDT) to deliver phases 1b2 and 1c of the Penpont to Thornhill active travel path pending Gateway 3 scrutiny by the Capital Investment Programme Board when updated project cost plans will be known. The Board will receive a progress update on the Levelling Up Fund projects in September 2025.

6. Implications	
Financial	Regular reports will be brought to the Board on the progress with the capital programme during 2025/26.
Policy	This work fulfils SWestrans policy objectives in the Regional Transport Strategy

Equalities	Provision of good quality infrastructure will enhance travel choice and experience for those with protected characteristics.
Climate Change	Provision of good quality infrastructure that enhances opportunity for increased uptake of active and sustainable travel will have a positive impact on climate change.
Risk Management	Progression of the Capital Programme relates to two known risks: <ul style="list-style-type: none"> • R02 – Public image. • R04 – Capital Funding.

7. Recommendations

Members of the Board are asked to:

- 7.1 note the 2024/25 Outturn Position of the Capital expenditure allocation to SWestrans, included within Table 1;
- 7.2 note the Capital Programme for 2025/26 to 2027/28 as outlined in the report and included in Table 2; and
- 7.3 approve funding for the Gretna to Stranraer Coastal Path in 7.6 and the Lochmaben to Lockerbie Path Stage 0-2 Feasibility Study in 7.7.

Report Author – Grant Coltart Date of Report: 17/06/2025 File Ref: SW2/Meetings/2025	Approved by: Simon Bradbury Lead Officer South West of Scotland Transport Partnership Cargen Tower Garroch Business Park Dumfries DG2 8PN
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INTERNAL AUDIT ASSURANCE FOR 2024/25 AND PLAN FOR 2025/26

1. Reason for Report

To advise the Board of Internal Audit work during 2024/25 and planned work for 2025/26.

2. Background

This is an annual report which provides assurance for the previous financial year and advises of the work planned to provide assurance for 2025/26.

3. Key Points

Global Internal Audit Standards

3.1 Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organisations' operations. It helps an organisation accomplish its purpose by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, internal control and governance processes.

3.2 Revised Global Internal Audit Standards (GIAS) were introduced on 1 April 2025. These globally recognised standards help to ensure consistent practice across the profession. Much of the day-to-day practice of undertaking audit engagements will not change, with the internal audit team making sure all engagements fulfil the new standards. The Council's Internal Audit Charter has however been updated, and an Internal Audit Strategy agreed, in line with the new standards. These were taken to the Council's Audit, Risk and Scrutiny Committee on 12 June 2025. The provision of assurance to SWestrans is part of the role of the Council's Internal Audit Team and this is reflected in the Charter, Section 9.

Internal Audit Mandate

3.3 The Council's Scheme of Delegation to officers (adopted by Full Council on 28 March 2024) states that in relation to Internal Audit work being carried out, the Internal Audit Manager and any member of the Internal Audit section has the authority to:

- Enter at all reasonable times and without notice any premises or land of the Council, provided that where such premises or land are leased to a third party the terms of the lease are observed.
- Have access to, and remove, all records (both paper and electronic), documents and correspondence within the possession or control of any officer of the Council, relating to any transactions of the Council.
- Have authority to access, hold and process personal data held anywhere in the Council in connection with the evaluation of controls.
- Require and receive explanations concerning any matter under examination from any employee, including Chief Officers, and request such explanations from any Member;
- Require any employee of the Council to produce cash, stores or any other Council assets under their control.

Internal Audit Work for 2024/25

3.4 A governance audit of SWestrans was reported to the Board on 22 March 2024. An update on this audit has been done, outlined in **Appendix 1**. Please note that Internal Audit only follows up actions considered as medium and high priority. SWestrans uses

Council systems for much of its activities. Internal Audit work during 2024/25 has not identified any significant concerns with those systems.

Annual Assurance Report

3.5 The Public Sector Internal Audit Standards require that:

- The Chief Audit Executive (CAE), the Council's Internal Audit Manager, must deliver an annual internal audit opinion, a report that can be used by the organisation to inform its governance statement.
- The annual internal audit opinion must conclude on the overall adequacy and effectiveness of the organisation's framework of governance, risk management and control.
- The annual report must also include a statement on conformance with the Public Sector Internal Audit Standards and the results of the quality assurance and improvement programme.

3.6 The overall opinion is that generally sound systems of internal control were in place during 2024/25, **Appendix 2**.

Planned work for 2025/26

3.7 The main focus of Internal Audit work during 2025/26 will be on contract management. SWestrans are looking to agree new contracts with bus operators with effect from 4 August. An Internal Audit in the fourth quarter of the year will consider the effectiveness of the contract monitoring arrangements in ensuring that contracts are being adhered to.

3.8 The National Fraud Initiative is a counter-fraud exercise which aims to prevent and detect fraud. The exercise operates across the UK public sector and includes 132 public bodies in Scotland including councils, NHS bodies, colleges and larger central government bodies such as the Scottish Government, Revenue Scotland and Transport Scotland. The NFI takes place every second year. One of the exercises available is to match concessionary travel passes for older people against records of deaths and to ascertain whether any cards have been used after the stated date of death. This exercise will be completed during 2025/26.

4 Implications	
Financial	There are no financial implications from this report.
Policy	There are no policy implications
Equalities	No equalities implications from this report
Climate Change	No climate change implications from this report
Risk Management	Internal audit work is risk based
Impact Assessment	The report does not propose a change in policy, the formal adoption of a plan, policy or strategy or propose a service change and it is therefore not necessary to complete an impact assessment

5 Recommendations

Members of the Board are asked to:

- 5.1 receive the Internal Audit Manager’s assurance report for 2024/25; and
- 5.2 note and comment on planned work for 2025/26

Report Author: Richard Fox	Approved by:
Date of Report: 2 June 2025	Simon Bradbury Lead Officer South West of Scotland Transport Partnership Cargen Tower Garroch Business Park Dumfries DG2 8PN

- Appendices – 2**
- Appendix 1 – Follow-up of Governance Review
 - Appendix 2 – Controls Assurance Report for 2024/25

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Priority	Definition
High	Urgent - Key controls absent, not being operated as designed or could be improved. Urgent attention required.
Medium	Needed to raise the level of assurance provided by the control system to acceptable levels

	Audit Action points	Priority	Original Management Response	Follow up (June 2025)	Timescale
1	A Service Level Agreement, (including data sharing arrangements) should be agreed between SWestrans and the Council.	Medium	Subject to Board agreement, the Lead Officer will approach the Council to develop an appropriate Service level Agreement which would be agreed by both organisations.	On hold – SWestrans Lead Officer agreed draft SLA with Council Legal team. SLA now on hold pending consideration of structural arrangement with Council department.	December 2024 revised to December 2025
2	A privacy agreement should be developed for SWestrans.	Medium	The Lead Officer will work with the Council's Information and Governance Manager to develop and complete the privacy agreement.	Complete – the Data Controller for processing personal data is Dumfries and Galloway Council. A link to the relevant page is provided on the SWestrans website.	Not applicable
3	The Financial Regulations and Codes used by SWestrans should be updated.	Medium	The Board's Finance Officer is currently working with senior Council colleagues to bring our Financial Regulations more into line with the most recent Council Financial Regulations and Codes.	On hold – awaiting agreement from Council senior Finance officers.	September 24 revised to December 2025
4	Updated Procurement Standing Orders should be presented to the Board for consideration and approval.	High	The Standing Orders have been updated in partnership with the Council's Procurement Manager and are the subject of a report to the March Board.	Complete - Approved at March 2024 meeting.	Not applicable
5	A scheme of delegation should be established.	Medium	The anomaly of the Lead Officer's signing privileges within the Council requires to be addressed. It is not appropriate for a senior Council Officer with no responsibility to the SWestrans Board to be counter signing	On hold – awaiting agreement from Council senior finance officers.	March 25 revised to December 2025

Audit Action points	Priority	Original Management Response	Follow up (June 2025)	Timescale
		SWestrans financial transactions. A solution will be developed with the Council's Head of Finance.		
6 The Board should be updated on Risk Management at least twice a year.	Medium	This will be actioned for the Board in May 2024.	Complete – risk management plan updated and presented to March Board. Next update scheduled for September Board agenda and twice a year from then.	Not applicable
8 The delivery plan, performance indicators and a business plan should be updated and considered by the Board for approval. Thereafter these documents should be reviewed on a regular basis.	High	This will be a key focus once the Regional Transport Strategy is approved by Scottish Ministers with a RTS Delivery Plan brought to the Board as soon as possible.	Complete – Delivery Plan considered and approved by SWestrans Board in June 2024. Business Plan considered and agreed by Board in March 2025. 2025/26 Delivery Plan alongside a 2024/25 annual report scheduled for June 2025 Board agenda. Key milestones for SWestrans RTS delivery to be included in 2025/26 Service Plan.	Not applicable
9 The Board should be provided with regular updates on SWestrans own assets including the Asset Register.	Medium	Regular reports (twice per year) will be added to our agenda.	Complete – SWestrans asset register included as an appendix to Capital Expenditure report on June 2025 SWestrans Board agenda.	Not applicable

APPENDIX 2**To: The Board of South-West of Scotland Transport Partnership (SWestrans)**

This is Internal Audit's assurance report about the adequacy and effectiveness of SWestrans internal control system for the financial year ended 31 March 2025.

Introduction

The Public Sector Internal Audit Standards require that:

- The Chief Audit Executive (CAE), the Council's Internal Audit Manager, must deliver an annual internal audit opinion, a report that can be used by the organisation to inform its governance statement.
- The annual internal audit opinion must conclude on the overall adequacy and effectiveness of the organisation's framework of governance, risk management and control.
- The annual report must also include a statement on conformance with the Public Sector Internal Audit Standards and the results of the quality assurance and improvement programme.

Statement of the responsibilities of management and internal auditors in relation to internal control

It is Management's responsibility to design and maintain proper risk management, governance and internal control processes and systems to ensure probity in systems and operations, including the prevention, detection and resolution of fraud and irregularities. Management is also responsible for checking that the arrangements and controls are operating effectively. These are known as the first and second lines of defence, which are not fixed but evolve as an organisation changes.

Internal Audit, as the third line of defence, is an independent appraisal function established for the review of the internal control system as a service to SWestrans. It objectively examines, evaluates and reports on the adequacy of internal control as a contribution to the proper, economic, efficient and effective use of resources and the management of risk.

The Internal Audit activity adds value to the organisation (and its stakeholders) when it considers strategies, objectives, and risks; strives to offer ways to enhance governance, risk management and control processes; and objectively provides relevant assurance.

The work of Internal Audit

Internal auditing is an independent, objective assurance and consulting activity designed to add value and improve an organisation's operations. It helps it accomplish its purpose by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, internal control and governance processes.

The Internal Audit Charter for 2024/25 was agreed by the Council's Audit Risk and Scrutiny Committee at its meeting on 16 April 2024.

The Internal Audit Charter ensures the Internal Audit Team has unrestricted access to all information, systems and personnel needed to undertake the independent evaluation of control adequacy and effectiveness. It ensures there are no scope impairments to the delivery of Internal Audit's remit. No issues arose during the 2024/25 year which need to be reported in this regard.

Opinion on the systems of Internal Control and Governance

My opinion is that generally sound systems of internal control were in place during 2024/25.

Basis for the opinion

Internal Audit's evaluation of the control environment that operated during 2024/25 is informed by:

- Our knowledge of the SWestrans governance, risk management and performance monitoring arrangements.
- Any disclosures about internal control or governance issues communicated by management to Internal Audit.
- A follow-up review of the governance arrangements in place including assurances provided to auditors by management.

The Lead Officer has disclosed possible areas for improvement in the arrangements for contract management which are being addressed. Internal Audit does not otherwise have concerns about the adequacy of the control environment.

Conformance with the Public Sector Internal Audit Standards (PSIAS)

An external assessment of Internal Audit's compliance with PSIAS was done during 2023/24 by another Scottish Local Authority on a peer review basis. The report noted general compliance with five areas of the standards and partial compliance in the remaining nine areas. A self-assessment of compliance with the Public Sector Internal Audit Standards during 2024/25 has been done by the Internal Audit Manager. This suggests general compliance with all standards.

OBSERVERS UPDATE

1. Reason for Report

As advised at the board on 28 March 2025, this report provides an update on the review of Observers to the SWestrans board.

2. Background

In accordance with the legislation, Observers are appointed by the board for a period of 4 years. Observers can be appointed to the board at any meeting, as and when required. However, as most current Observers were appointed on 25 June 2021 a review was due to be undertaken.

3. Key Points

3.1 The Transport (Scotland) Act 2005 provides for observers to the Regional Transport Partnership. Observers being persons that may participate in the proceedings of the partnership but may not hold office in it or participate in its decisions. In accordance with the legislation, each Partnership may appoint such numbers of observers as they consider appropriate to the Partnership.

3.2 The guidance on Membership of Regional Transport Partnerships provides further information on the role of Observers, referring to them as advisers, and that the RTP should consider appointing individuals who can make a valuable contribution.

3.3 As it is an individual and not an organisation that is appointed as an observer, to be considered it is not a requirement to be a representative of a group. However, it is common that an observer would be put forward on the basis that they are a member of an organisation that is a stakeholder in the work of the board – such as a public transport operator, sustainable travel representative or Youth Council.

3.4 In accordance with the legislation, official guidance and as reflected in the SWestrans' Guidance for Observers, the Board when appointing observers to the Board should consider the following:

- Will the proposed individual have a useful input and make a valuable contribution?
- Does the individual represent a specific interest group?
- Does the individual bring a particular knowledge or expertise?

3.5 There is a clear difference in legal and formal status between Board Members and observers. Observers do not carry any responsibility and are likely to be drawn from either specific interest groups or to bring a particular knowledge or expertise. They may therefore not be expected to participate in all discussions or all meetings,

only those for which their particular knowledge or interest is relevant. It is for the RTP to specify in Standing Orders the roles and rights of observers at Board meetings.

3.6 Standing order 24 of SWestrans Standing Orders provides the following detail:-

“An observer may only address a meeting of the Transport Partnership on the invitation of the Chairperson.

An observer may not vote on any matter

An Observer may not attend any part of meeting of the Transport Partnership from which the press and the public are excluded.”

3.7 The SWestrans’ Guidance for Observers has been refreshed (**Appendix**). As the provisions are set out in legislation, there have been no substantive changes made. For example, administrative amendments were made to correct references to the Regional Transport Strategy, board membership and officer contact details.

Update on existing observers

3.8 It would be appropriate for the Board to thank all those stepping down from their observer roles, for their commitment in providing support and advice to SWestrans over many years..

3.9 The following observers, having all been appointed by the Board over many terms, all indicated their wish to step down from their role when their appointments end on 25 June 2025. June Hay (Outdoor Access Forum), Fraser Smith (Stagecoach), and Hugh McCreadie (Lochside and Woodlands Community Council) all attended many board meetings and made valued contributions over many years.

3.10 Emma Watson (Network Rail) was appointed as an observer on 25 June 2021 for four years. She has indicated that she does not wish to pursue a reappointment, as she has not attended a meeting for a number of years.

3.11 Alasdair Mashall (Dumfries and Galloway Youth Council) was appointed as an observer on 24 June 2022 until June 2026. While he was a member of the Youth Council he was a regular board attendee. He advised on 18 June 2025 that he wished to resign from the role of observer given that he is no longer a member of the Youth Council.

3.12 Laura Moodie (Dumfries and Galloway Bus Users Group) was appointed as an observer on 27 September 2024 and is a regular attendee at board meetings. She is appointed as an observer until September 2028.

New appointments

3.12 Information has been received to support the appointment of four individuals as observers to the Board.

3.13 Luke Graham**Will the proposed individual have a useful input and make a valuable contribution?**

I have always had an interest in Transport from a young age and care passionately about improving transport in this region. In my short time as a Youth Councillor, I have attended and contributed to several meetings within Dumfries and Galloway Council including Full Council, area committee and ward meetings with my ward's Elected members.

Does the individual represent a specific interest group?

Dumfries and Galloway Youth Council - Annandale East and Eskdale Youth Councillor

Does the individual bring a particular knowledge or expertise?

I have followed SWestrans various projects for over a year now, including its active travel projects, consultations and have an understanding of how the bus network is split between the commercial services and those funded by SWestrans. I understand the challenges faced by SWestrans with a large region, lack of funds, especially for maintenance and improvement projects, and a lack of resources.

3.14 Max Heughan**Will the proposed individual have a useful input and make a valuable contribution?**

Yes, as a Youth Councillor I can bring invaluable information, such as young peoples thoughts and opinions, the wider youth council's opinions, and anything else requested from the board.

Does the individual represent a specific interest group?

Dumfries and Galloway Youth Council

Does the individual bring a particular knowledge or expertise?

Yes, I am extremely interested in education, as well as Child Poverty, so could bring useful insights to the board, as well as other things which I would not class directly as my 'expertise'

3.15 Douglas Kirkpatrick**Will the proposed individual have a useful input and make a valuable contribution?**

Yes, I had 38 years of work experience covering all aspects of Transportation strategy, policy and delivery across Dumfries and Galloway and represented both SWestrans and Dumfries and Galloway Council at a national level.

Does the individual represent a specific interest group?

No.

Does the individual bring a particular knowledge or expertise?

I have detailed knowledge and expertise on all areas of the work undertaken by SWestrans.

I was involved in the initial development and establishment of SWestrans in 2005/06 and successfully delivered the activities of the organisation through some significant challenges until my retirement as Lead Officer in 2024. I led on the development of the current Regional Transport Strategy and believe I can provide a unique, critical and positive input to the Board as an Observer.

3.16 Stewart Walker**Will the proposed individual have a useful input and make a valuable contribution?**

Yes, as I spend approx 4+ hours per day using our public transport network. Additionally, as a representative of the Youth Council I have a high amount of communication with young folk in Dumfries and Galloway allowing for better representation and ability to inform the board of these views and experiences.

Does the individual represent a specific interest group?

Dumfries and Galloway Youth Council – Dee and Glenkens

Does the individual bring a particular knowledge or expertise?

Yes, from time spent attending various committees, groups, and initiatives I have knowledge of young folk in Dumfries and Galloway's circumstances regarding public transport and what would make them more likely to use the transport services.

Next steps

3.17 It is proposed that further work is done by the Secretary on the observers review. At the request of the Chair, all Dumfries and Galloway councillors have been contacted with regards to any individuals or organisations that could be approached about an interest in becoming an observer to the board. It is anticipated that there may be a further report for appointments presented to the September board.

4. Implications	
Financial	None.
Policy	None.
Equalities	None
Climate Change	None
Risk Management	None.

5. Recommendations

Members of the Board are asked to:-

5.1 agree the refresh of the SWestrans' Guidance for Observers (Appendix);

5.2 thank former observers June Hay, Hugh McCreadie, Alasdair Marshall, Fraser Smith and Emma Watson for their valued contributions to the SWestrans Board over many years;

5.3 agree to appoint Luke Graham, Max Heughan, Douglas Kirkpatrick and Stewart Walker as observers to the SWestrans Board for a period of four years; and

5.4 note that it is anticipated that there may be a further observers update report presented at the September board meeting.

Claire Rogerson - Report
Author

Date of Report: 19 June 2025
File Ref: SW2/meetings/2025

Claire Rogerson
Secretary to the Board
The South West of Scotland Transport Partnership
English Street
Dumfries
DG1 2DD

Appendices – 1

Appendix – SWestrans Guidance for Observers

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The South West of Scotland Transport Partnership

Guidance for Observers

1 Foundation

The Transport (Scotland) Act 2005 placed a duty on Scottish Ministers to create Regional Transport Partnerships (RTPs). The South West of Scotland Transport Partnership (SWestrans) is one of seven RTPs across Scotland. The others are:

- Strathclyde Partnership for Transport (SPT)
- South East Scotland Transport Partnership (SESTRAN)
- Tayside and Central Transport Partnership (Tactran)
- North East Scotland Transport Partnership (Nestrans)
- Highland Transport Partnership (Hitrans)
- Shetland Transport Partnership (ZetTrans)

SWestrans is an independent statutory body but operates in close cooperation with Dumfries and Galloway Council, NHS Dumfries and Galloway, and South of Scotland Enterprise. The SWestrans area is contiguous with that of Dumfries and Galloway Council.

2 Functions and Responsibilities

Under the provisions of the Transport (Scotland) Act 2005 the following transport functions have been transferred from Dumfries and Galloway Council to SWestrans:

- Formulation, consultation and publishing of policies;
- Promotion of passenger transport services;
- Procurement, management and administration of service subsidy agreements;
- Management and administration of concessionary travel schemes;
- Quality Partnership schemes;
- Ticketing schemes;
- Provision of information

SWestrans is a Model 3 RTP. This means that one of the functions transferred to it from Dumfries and Galloway Council is responsibility for procuring socially necessary public transport services

The Act also allows SWestrans to share responsibilities with Dumfries and Galloway Council in what is known as a “concurrent powers” arrangement. Interventions that could be undertaken on this basis include those where the Council and SWestrans share responsibility, such as promotion of Traffic Regulation Orders to introduce bus priority measures on the Council’s roads. Other passenger transport functions, notably schools transport, remain the responsibility of Dumfries and Galloway Council.

SWestrans and Dumfries and Galloway Council work in close cooperation to continue delivering passenger transport in an integrated fashion to ensure economies of scale and value for money.

3 Regional Transport Strategy and RTS Delivery Plan

A statutory requirement of the Transport (Scotland) Act 2005 is that each Regional Transport Partnership produces a Regional Transport Strategy (RTS). SWestrans Regional Transport Strategy.

Approval for the Regional Transport Strategy for South West of Scotland 2023-2042 received approval from the Cabinet Secretary for Transport on 7 March 2024

[SWestrans regional transport strategy | SWestrans](#)

The RTS delivery plan is reported to the Board.

4 Governance

The South West of Scotland Transport Partnership is governed by a Board consisting of seven members.

Five of these are local councillors (with five substitutes) nominated by Dumfries and Galloway Council.

The other two are referred to as ‘external members’. One member each is nominated by Dumfries and Galloway NHS Board and Scottish of Scotland Enterprise. The appointment of the external Board Members is subject to the approval of Scottish Ministers.

5 Role of Observers

The terms of the *Transport (Scotland) Act 2005* provide for the appointment of:

“one or more observers, that is to say, persons who may... participate in proceedings of the Partnership but who may not hold office in it or participate in its decisions.”

Scottish Statutory Instrument 2005 No. 622, The Regional Transport Partnerships (Establishment, Constitution and Membership) (Scotland) Order 2005 states that:

“Each of the Partnerships and the Scottish Ministers may appoint such number of observers as they consider appropriate to the Partnership.”

Regional Transport Partnerships – Guidance on Membership gives further advice on the role of Observers, where it prefers the term ‘Adviser’:

- The Act makes provision for the appointment of observers. That suggests a passive role but RTPs should consider appointing individuals who, as advisers, can make a valuable contribution. The provision enables a small RTP with a limited number of other members to provide additional seats at the table and allows a means for RTPs to bring to its discussions people with a useful input to make but who were not appointed as other members (an example might be transport operators where the risk of conflicts of interest may be high if the RTP has operational responsibilities for public transport). The term “adviser” seems a more accurate representation of this more active role and therefore, for their day-to-day business RTPs may prefer to use the

term *adviser* in preference to the legal term *observer*, and the remainder of this guidance observes that principle.

- There is a clear difference in legal and formal status between board members and observers. Observers do not carry any responsibility and are likely to be drawn from either specific interest groups or to bring a particular knowledge or expertise. They may therefore not be expected to participate in all discussions or all meetings, only those for which their particular knowledge or interest is relevant. It is for the RTP to specify in Standing Orders the roles and rights of advisers at Board meetings.
- An RTP can choose not to appoint any observers at all.
- The Scottish Ministers can also appoint observers but this is intended to be used sparingly, if at all, and most likely only if it is felt strongly by Ministers that a particular view should be heard by the RTP and that this cannot be facilitated in any other way.

Scottish Ministers can appoint an observer to SWestrans to provide liaison with the Scottish Government.

6 Conduct of Observers

Observers should keep in mind that they are invited into that role by the Board as advisers to assist them in making decisions which are in the best interest of the general public. When making a contribution Observers should have in mind the good of the whole community, not just that of the sector or interest group they represent.

During meetings of the Board it is the Members who bear responsibility for the decisions they make. Observers make their contributions at the invitation of the Chair.

Although observers cannot hold office on the Board, they should nevertheless familiarise themselves with the standards which apply to Members, and endeavour to conform to that standard in their own behaviour. In particular, observers should be aware of SWestrans' own Members' Code of Conduct.

[SWestrans board members code of conduct | SWestrans](#)

7 Protocol for the Appointment of Observers and duration of Membership

All appointments of observers require agreement of the Board.

When appointing Observers, the Board will take note of the Guidance on membership, and consider:

- Will the proposed individual have a useful input and make a valuable contribution,
- Does the individual represent a specific interest group,
- Does the individual bring a particular knowledge or expertise.

The Board will consider how the appointment of an individual as an Observer will affect the reputation of SWestrans.

Observers to the Board are appointed for 4 years.

Legislation provides the following guidance regarding resignation of observer status of removal by the Board:-

- An observer may resign at any time by written intimation to that effect to the Secretary of the Partnership
- The Board can remove observers if it is satisfied that they have been incapacitated by physical or mental illness, have been absent from the Partnership for a period longer than 3 consecutive months without permission of the Partnership, or is otherwise unable or unfit to continue as an observer.
- In practice as the SWestrans Board does not meet every month, the board determined that 3 consecutive months will be interpreted as 3 consecutive meetings.

8 Support

The SWestrans Board is supported by a number of officers. These are all provided by Dumfries and Galloway Council and include the Lead Officer, Policy and Projects Officers, Proper Officer (Finance). Other officers of the partner organisations may attend on an ad hoc basis to give advice on specific areas of expertise.

Observers may contact the SWestrans Support Unit for help or advice, or if they have any queries on 01387 260372, or by emailing swestrans@dumgal.gov.uk.

9. Interested in becoming an observer – more information

For further information on becoming an observer please contact the Secretary to the SWestrans Board who will provide more detail on the appointment process. The Secretary also arranges the reports to the Board for any observer appointments.

Contact

Claire Rogerson, Secretary to the SWestrans Board, Dumfries and Galloway Council Headquarters, English Street, Dumfries, DG1 2DD

Email - claire.rogerson@dumgal.gov.uk

Or swestrans@dumgal.gov.uk

CALENDAR OF MEETINGS

1. Reason for Report

This report asks the Board to agree the calendar of meetings for 2026.

2. Background

2.1 The Board agreed the schedule of Board meetings for 2025 on 28 June 2024 as follows:-

- 31 January 2025
- 28 March 2025
- 27 June 2025
- 26 September 2025
- 28 November 2025

3. Key Points

3.1 The schedule and frequency of meetings have been reviewed, and it is considered that the current pattern of board meetings services the business needs of the board.

3.2 The proposed dates for 2026 are as follows and have been shared with our colleagues at Dumfries and Galloway Council who deal with the "Council Diary", and it has been confirmed that there are no clashes.

- 30 January 2026
- 27 March 2026
- 26 June 2026
- 25 Sept 2026
- 27 Nov 2026

3.3 Board meetings will continue to start at 10.30am at Dumfries and Galloway Council Offices, English Street, Dumfries with online attendance also facilitated via MS Teams.

3.4 The Lead Officer and the Finance Officer have been consulted and agree with the terms of the report.

4. Implications

Financial	There are no financial implications.
Policy	There are no policy implications.
Equalities	There are no equalities implications
Climate Change	There are no climate change implications.
Risk Management	There are no risk management implications.

5. Recommendations

Members of the Board are asked to agree the Calendar of Meetings for 2026 as set out at paragraph 3.2

Report Author – Claire Rogerson

Date of Report: 11 June 2025

File Ref:

Approved by: Claire Rogerson

Secretary to the Board

South West of Scotland Transport Partnership

English Street

Dumfries DG1 2DD

Appendices - None