

Building Better Transport Links (BBTL)

Meeting Summary – 13th October 2026

1. Welcome and Meeting Aims

The Chair welcomed attendees and outlined the purpose of the meeting. Members were reminded that transcription software was in use to support minute-taking and that personal information should not be shared during discussions.

2. Enhanced Partnership (EP) and Network Accessibility Review

WSP provided an update on the review of Gloucestershire's Enhanced Partnership arrangements following publication of revised Department for Transport guidance. The review is intended to strengthen governance, monitoring, stakeholder engagement and accessibility arrangements within the partnership.

Stakeholder Engagement Findings

Feedback from the recent stakeholder questionnaire was presented. Key priorities identified by respondents included:

- Maintaining and enhancing network coverage.
- Improving reliability and punctuality.
- Improving accessibility and inclusivity.
- Protecting socially necessary services.
- Enhancing passenger information and engagement.

The findings were considered consistent with issues regularly raised through stakeholder groups and lived-experience networks. Members welcomed proposals to strengthen stakeholder involvement and formalise the role of BBTL within future governance arrangements.

Bus Network Accessibility Plan (BusNAP)

WSP introduced the new Bus Network Accessibility Plan (BusNAP), which Gloucestershire must publish by April 2027. The plan will assess bus network accessibility and identify improvements for disabled passengers.

Discussion focused on:

- The importance of co-design rather than relying solely on consultation.
- Considering the whole passenger journey, including journey planning, access to bus stops, changing services and obtaining assistance.
- Ensuring representation from a broad range of disability and accessibility groups.
- Producing accessible engagement materials and using existing community networks to reach a wider audience.

Several organisations and attendees indicated an interest in supporting future co-design activities and suggested additional groups that could contribute lived experience and accessibility expertise.

3. Actions from Previous Meeting

An update was provided on actions from the July 2026 meeting. Most actions were reported as completed, including:

- Consideration of wheelchair accessibility issues on rural services.
- Sharing Passenger Forum responses.
- Exploring inclusion of community transport awareness within operator training.
- Sharing LCWIP consultation information.
- Ongoing dialogue regarding lived-experience input into staff training.

4. Facilitated Discussion: Community Transport and Public Transport Integration

Discussion question: *"What integration is there between community transport and public transport? How can we ensure that passengers are aware of transport options to meet their needs?"*

Key Discussion Points

Understanding Community Transport's Role

Community transport providers explained that their services often support people who cannot independently access conventional public transport, particularly where door-to-door support is required. Members noted that awareness of these services is often limited until individuals reach a point of significant need.

Accessibility Beyond the Bus Journey

Members highlighted that accessibility challenges often occur before reaching a bus stop, particularly for people with mobility impairments, hidden disabilities or low confidence travelling independently. Discussion emphasised the importance of considering the entire journey rather than focussing solely on the public transport service itself.

Rural Transport Challenges

Rural connectivity remained a significant theme throughout the discussion. Participants highlighted difficulties experienced by residents in areas with limited or no public transport provision and discussed the role community transport and demand-responsive services can play in addressing gaps in provision.

Information and Awareness

A recurring theme was the need for better information about available transport options. Members discussed opportunities to improve signposting between services and provide clearer information so people can identify the most appropriate transport solution for their needs.

Confidence and Travel Support

Examples were shared of travel training and supported journeys helping individuals gain confidence in using public and demand-responsive transport services. Participants recognised the value of practical support in helping people overcome confidence, accessibility and digital barriers.

Linking Transport and Service Planning

Members suggested transport should be considered earlier when designing or commissioning services, with accessibility and travel requirements incorporated from the outset rather than treated as separate considerations.

5. Any Other Business

An update was shared on ongoing work to involve people with lived experience in the design of active travel infrastructure. The project is developing principles for incorporating accessibility considerations throughout the design process and may have wider applicability across transport projects. A fuller update will be brought to a future BBTL meeting.

The next BBTL meeting will be held in January 2027 (date to be confirmed). Additional workshops relating to the BusNAP co-design process will take place before then.

Action Log

Action	Lead
Prepare and circulate information about the BusNAP co-design opportunity to assist organisations in identifying suitable participants.	GCC / WSP
Members to submit expressions of interest for the BusNAP co-design workshop, including details of their role/organisation, and suggest any additional groups or representatives who should be involved. Expressions of interest should be sent to public.transport@gloucestershire.gov.uk	All members
Provide an update on the accessibility co-design work being undertaken with active travel colleagues at a future BBTL meeting.	Barnwood Trust