



**Bury Older People’s Network**

**Date:** Wednesday 10<sup>th</sup> April 2024  
**Time:** 11 – 12.30pm  
**Venue:** Bury Unitarian Church, Bank St, Bury BL9 0DN

**Attendees:**

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|---|---------------------|
| Joanna Mawdsley (JM) – Chair            | Jan Wiczowski (JW)  |
| Stephanie Boyd (SB) – Bury Council      | Rhoda Myers (RM)    |
| Marie Wilson (MW) – VCFA                | Gill James (GJ)     |
| Sarah Thornton (ST) – VCFA              | Brian Williams (BW) |
| Joanne Betts (JB) – TFGM Strategic Lead | Carol Kemp (CK)     |
| Shirley Waller (SW) - Healthwatch       | Hilary McCall (HM)  |
|   | Lucette Tucker (LT) |
|   | Dorothy Cowen (DC)  |

**Apologies**

Chris Darrack  
 Julie  
 Trish

Item	Action
<p><b>Minutes &amp; Matters Arising from the last meeting</b></p> <p>MW - completed the minutes but the IT system is not working and lost the minutes. She is liaising with IT to check if she can retrieve it. We were able to talk about the last meeting and update.</p> <p>Planning/Regen asked to be deferred until September now due to full agendas.</p> <p>SB – discussed who should be a representative at the board chaired by Adrian Crook – suggested Joanna Mawdsley. Update – They are happy for Joanna to attend but they are in the process of sorting the meeting and need to draft up the terms of reference. First meeting hasn’t happened with the board yet.</p>	

<p>RM - can other members attend the partnership group?</p> <p>SB asked Joanne Smith who is happy to have a deputy, so another member can attend the quarterly meeting in Joanne's absence.</p> <p>It would be useful to have a deputy chair for this group too.</p>	<p>Decide who should be deputy chair for BOPN (All)</p>
<p><b>Transport Discussion</b></p> <p>Joanne Betts – We got a lot of useful information at the previous BOPN meeting. Changes made:</p> <ul style="list-style-type: none"> <li>- We were told bus services to Fairfield were unreliable and we made some changes to the strategy due to this. SW – they have changed times and updated the bus network near the hospital. Please be aware of this when going to the hospital. JM noted the services near Fairfield have improved.</li> <li>- We have focused on personal safety and antisocial behavior at bus stops and the interchange. Bury and Radcliffe have had funding for community safety and we have linked in the Prestwich Circle volunteer scheme.</li> </ul> <p>Since the strategy has been created, there has been the launch of the Bee Network (GM Mayor ambitious plan to bring together bus, tram and active transport – rail will not be part of this but by 2030 will become part of this).</p> <p>Within the transport strategy, we wanted to give assurances that we don't want to force people out of their car, but rather to make it easier to make short trips for cycling and walking. We want to give the choice to use the car, transport and cycling and improve public transport.</p> <p>A final version of Bury's strategy for transport was in October/November 2023 and is now on the Bury Council website. There is also a 12 page summary</p>	<p>JB to give brochures to MW</p>

<p>brochure which has details for more information – you can find this in the Interchange. Colleague had copies of this but unable to give to you today.</p> <p>TFGM has 6 Commitments</p> <ul style="list-style-type: none"><li>- safe and secure</li><li>- accessible</li><li>- affordable</li><li>- reliable</li><li>- accountable</li><li>- sustainable (greener travel system).</li></ul> <p>There have been three ‘tranches’ of changes and two have been completed. Changes made in Stockport, Tameside and Trafford are part of Tranche 3.</p> <p>TfGM have been in consultations with groups during these tranches. We have worked on accessible ramps, wheelchair spaces, voice and written announcements. There will be (or is) a Bee Any Bus and Tram ticket to make it cheaper. We are looking at a touch in and out system for the bus too.</p> <p>There is also a longer term Transport Strategy – How the transport will develop up to 2030. There will be network reviews which are bigger reviews of the network to see what substantial improvements will be made.</p> <p>There will be consultations on proposed changes and the process will take 12 months. There is a GM Bee Network committee meeting on a monthly basis which monitors the Bee Network. There is a councilor from each LA – Eamonn O’Brien is deputy chair.</p> <p>Any changes to services will be published on the website. For example: Bus 97 Manchester- Prestwich now has two buses rather than one an hour.</p> <p>Bus franchising – The vehicles are new (yellow) and meet best specifications. Stops/bus stops and stations will turn yellow. We now own bus depots in Oldham with 51 electric charging points.</p>	<p>MW/ST to pass on brochures to the group.</p>
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TfGM entered into contracts with operators so that they are accountable for bus services in terms of punctuality and reliability. We want to gradually improve all services across GM. It has been difficult to measure anything as they have had no data from the private bus companies so they had no baseline. Now we are in control, we will have more information on improvement. Performance data is published for bus services on a weekly basis on Twitter. It is also on the website in more detail. Most buses are on time under the franchise. 73% Bee Network buses are on time.

Complaints are centralized rather than going to private businesses. We need to know if services are not running properly. If you want to get in touch to put comments forward or complaints – Use the TfGM website, app, telephone (on the leaflet) or go to the Interchange. You can ‘Rate your Journey’ on this. There will be a live bus tracking feature soon – they have now resolved issues with accuracy. They are continuing to monitor issues and they should improve.

**Comments made by the group**

- TFGM’s track record has not been good.
- The announcements on buses (visual and auditory) are very helpful.
- Older people have been missed out of the priorities – trying to balance on the bus is hard. I feel worried when I get on a bus if I will get a seat or not. (471 bus)

**Questions asked by the group**

SB – Are you able to feedback this to TfGM?  
JB – I can pass this onto TfGM. I cannot say yes to the things you have asked but I can pass the information on and get some feedback.

1. Has anything been done about bus passes for early appointments? What about showing the letter to prove the appointment?

BOPN members contact TfGM for comments and complaints on transport services.

MW/ST – Send questions to JB

JB – get feedback and send feedback to MW/ST to provide feedback to the group

2. I live on a road 4 bus routes – we are waiting 2 hours for buses at times, due to a number of factors such as traffic, road works or busy buses. What can we do about this?
3. Many passengers do not seem to offer even minor curtesy – they have feet on the chairs, do not offer their seat for less able people, throw metro newspapers on the floor. Is there anything that can be done about this?
4. Can drivers wait for passengers to sit down? JB – bus drivers should do this anyway. What about having an announcements or timer to remind the bus driver about this?
5. Toilets at the Interchange do not open until 10am and the disabled toilet is behind a shutter. The sign says to use the ones in the Millgate but they don't open until 10.30am on a Sunday. We have written to TfGM/Andy Burnham but had no response. This should be considered when changing the Millgate too.
6. The poles help to keep balanced and the tipped up seats mean I do not need to climb the stairs. Also, mothers with buggys' cannot sit with their children like before. Why have we moved the tip up seats and the poles?

JB – This is an unintended consequence as there has been consultation. Not every bus is a brand new bus.

7. What is the position on standing passengers – how many standing passengers are allowed on a bus now? It is sometimes very hard to get off the bus or tram and some people have missed their stop.
8. I can catch 97 and 95 bus which travels on one road, but they have different bus stops. I either miss one bus or the other – why can't they all be together?
9. When are they going to fix the escalator at the Bury Interchange?

**These questions were answered during the discussion:**

10. Can we have an Oyster bus pass like in London?

JB – We are intending to have an oyster style bus card eventually.

11. Why have you given franchises for Stagecoach and Diamond?

JB – Between the 1980s until recently, the public body had no say in reliability etc. Tickets/availability/design of the network/maintenance were up to the operator. Now Stagecoach and Diamond bid to TfGM to run bus services. There were teething issues as some bus companies didn't want it to happen and there was a judicial review. There needed to be new laws and consultation before any changes could be made.

Now TfGM are in charge and there is accountability. Franchising is the only way to get buses under control. Bus operators deliver the services they have been told to deliver.

12. How many franchises are there?

JB – 3 small local contracts (school services). 10 large contracts and 25 small ones across GM. Go North West, Stagecoach, and Diamond....Large contracts are 5 years to extend for 2. Small contracts are for 3 years.

13. Who is setting the fare? How are you going to make an affordable system if the operators pay drivers different rates?

JB – We want to keep the fares as low as we can. TfGM takes the risk if this does not work. I cannot say how long it will last, but it is one of the commitments to keep it affordable. Operators decide how much to pay their staff, and is accounted for within the amount of money they ask for when bidding for services.

## Future Event Planning

- Age-Friendly Launch – April

SB – Spoke to Joanne Smith about Bury joining Age Friendly community and Take A Seat campaign. Joanne is keen to do a formal launch and has been liaising with the Mill Gate and agreed to do an event on 24<sup>th</sup> April. Discussion was had on who could join at what times and it was agreed:

10-11am - Marie

11-1pm Joanna

1-2 pm Lucette

2-3 pm Rhonda/Jan

**The date has since been changed to 8<sup>th</sup> May to avoid Purdah. SB has asked if anyone can attend and to let her know. Rota is now 10-11am or 1.30-3pm.**

Members of the group asked what commitment was needed. SB – No expectations, just have a chat and mingle, and talk about the BPON. Photo opportunity at 11am with Jon Hobday, Will Blandermere and Adrian Crook. Businesses have been encouraged to attend. Joanne Smith will have a press release.

- **Prestwich Clough – 19<sup>th</sup> May**

We can talk about this more in the May meeting. We have 500 cards, pens (being delivered), banner, gazebo, table and two chairs. We need to decide on logistics of bringing this to Prestwich.

JW asked about using a questionnaire, including age brackets.

- **Green Café Event – June**

SB - the drop in session at Clarence Park replaces June meeting on 12<sup>th</sup> June. Members agreed to be there between 10-2pm.

Let SB know if they can attend timeslots

JW and JM to attend event  
Deferred to May Meeting

MW to develop a questionnaire and give to JW and JM

<p>SB has been working with Stephen, the Aging in Place Project Manager. This session is to promote his project and BOPN in that area.</p> <p>Discussed what food option to offer people. Decided to discuss taking the banner and a rota in the next meeting.</p>	<p>Marie W to check budget for food. Steph B to speak to Stephen about the food options</p>
<p><b>NW Social Care - People Power Program Update</b></p> <p>JM gave an update on NW Social Care. The woman who has been consulted fosters two children with additional needs. She wanted to get them used to the local community but social workers were too worried about safeguarding. There need to be a change to the narrative on this.</p> <p>It is coming to the end of the programme and they hope to change social care by changing the narrative. They have developed 5 points for Social Care Future. Not sure what they do after this.</p> <p>National Influencers committee – next week meeting.</p>	
<p><b>Members Updates</b> Ran out of time</p>	
<p><b>Any other Business</b></p> <p>MW – We agreed expenses form last meeting – thank you. Also Thank you for agreeing the new BOPN logo.</p> <p>GM – need to book a space</p> <p>MW – There was an enquiry about the digital switch over. Andover met with 2 MPs to discuss about those who cannot use digital devices.</p> <p>SB – There is a new digital inclusion officer in the council. She is keen to support BOPN.</p> <p>JW - Bury cancer centre will be attending next month. Next meeting date – 8<sup>th</sup> May, 10-12.30pm</p>	



Agenda items for May meeting Adam Fitton from VCFA - volunteering Social Prescribing team will attend Prestwich Clough day logistics June meeting at Green Cafe	
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