

Frequently Asked Questions

Why are you doing this scheme?

The objective of the scheme, which is fully funded by UK Government, is to improve bus journey times and reliability encouraging more people to use this sustainable transport mode. This scheme has been through a rigorous design process and feedback from the council network and safety teams to ensure it delivers on its priorities to improve bus times, whilst minimising disruption to other road users.

Why shouldn't this funding be used for other services or fixing potholes?

This funding has been allocated to Norfolk directly from the Department for Transport and can only be spent on improvements to local bus services. If the project does not go ahead the money will likely be given back to Government as it is ringfenced and cannot be used to support other frontline council services or wider highway improvements.

Any questions regarding the allocation of public funds should be directed to Members of Parliament.

How much will this project cost?

The concept design is in the early stages, and we are currently working with an estimated cost of £450k to deliver and is recognised by government to demonstrate good value for money in terms of the benefits it would deliver for bus services.

The proposed changes are part of Norfolk's BSIP which is backed by approximately £15.9 million in funding for 2025/26 from the Department for Transport (DfT), this is in addition to the £49.5m of funding received in previous rounds of funding from the DfT.

Why do the disabled bays need to be moved?

The current southbound bus stop does not have enough space to handle the 120 daily bus departures. As a result, buses often queue along the road near the roundabout and traffic signals, causing congestion and delays for other road users.

To improve this, the bus stop needs to be extended so that up to three buses can safely pull in and out without blocking the road. The best way to increase capacity is to extend the stop into the area currently used for disabled parking bays.

Why are the taxi parking places being reduced?

To improve access to Dereham town centre for buses, the disabled parking spaces needed to be relocated close to their original location. Church Street and the market area were considered, but these are used for the bi-weekly market every Tuesday and Friday, which would mean the disabled spaces would be inaccessible on those days.

Quebec Street was selected as an alternative location due to its close proximity to the town centre. Upon completion, 30 metres of taxi parking will remain, which is expected to sufficiently meet typical demand.

Will these proposals cause more traffic delays?

Increasing capacity at the southbound bus stop should help reduce congestion by allowing more buses to pull off the road while passengers board.

What do you mean by ‘Gold Standard Bus Stops’?

Gold Standard Bus Stops, as you would expect, feature many upgrades and improvements to your standard bus stop. For this scheme we will build a larger new north bound bus shelter which will allow people to wait more comfortably and provide more space for people travelling along the footway. Two new southbound shelters will be placed centrally within the stop to allow users to access the appropriate bus. Real Time Information screens will give up to date information on bus arrival time.

How will disruption be managed?

We would seek to keep any disruption to a minimum but some temporary changes to traffic management would be needed whilst works take place.

We will be liaising closely with local businesses, residents and relevant groups throughout the projects development to minimise these impacts and this preliminary consultation will help to facilitate those further discussions.

Any temporary impacts would be communicated in advance.

Can the bus timetables be changed rather than doing this scheme?

Bus services are part of a coordinated timetable across multiple stops and routes. Changing one bus time to relieve congestion at a single stop can cause gaps, bunching, or missed connections elsewhere. Also, many services are interworked routes where a bus becomes a different service later in the day. Since the end of March, more buses are serving Dereham which is good news for the local town economy. Even with possible timetable changes the current bus stop infrastructure is inadequate to meet demand and requires improvements to align with Breckland District Council's future plans.

Why not move the bus stops to the Cherry Tree car park?

Cherry Tree car park is considered unfit for conversion into a bus interchange because it is the town's largest and only free all-day parking facility, vital for supporting local businesses and attracting shoppers. Losing it would significantly reduce parking capacity, harming footfall and the local economy. The site was not designed for the heavy wear, turning space, and infrastructure needs of frequent bus operations. It is also located too far from the marketplace, making it unattractive and inconvenient for bus users with mobility issues. Its current role, layout, and strategic importance to the town centre make it impractical for redevelopment as a bus interchange.