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Your Ref:  
Date: December 2025

My Ref: PBA044/CS/TL  
Tel No.: 0344 800 8020  
Email: [tfnorfolk@norfolk.gov.uk](mailto:tfnorfolk@norfolk.gov.uk)

Dear Residents and Businesses,

### **PBA044 – Dereham Market Place Gold Standard Bus Stops**

Earlier this year, we asked for your feedback on a set of proposals to improve how buses serve Dereham Market Place. The proposals aim is to increase capacity, enhance safety and accessibility at busy stops, reduce congestion, and make it easier for people to cross the Market Place to access shops and services.

Overall, most respondents were supportive of the plans, however, some concerns were raised regarding the necessary relocation of disabled parking bays to Quebec Street, which required reducing the size of the taxi rank to accommodate this. Following a thorough review of your feedback, we have amended the proposals: the disabled bays will now be relocated to Church Street, rather than Quebec Street, and the taxi rank will remain unchanged. These changes reflect our commitment to listening to your feedback and ensuring the plans are improved in response to the issues you raised while continuing to deliver the positive improvements to Dereham Market Place.

#### **Summary of Revised Scheme**

- Disabled parking bays will be relocated to Church Street, providing closer access to the High Street.
- Cycle stands currently on Church Street will be redistributed around the Market Place area to accommodate the new disabled bay locations. Motorcycle parking will be repositioned along Church Street for the same reason.
- Taxi parking bay on Quebec Street remains unchanged.
- Motorcycle parking moved along Church Street for the same reason.
- The bus stop outside the NatWest Bank will be extended to accommodate three buses.
- Three new, larger bus shelters will be installed on both sides of the Market Place, each equipped with Real Time Information (RTI) screens displaying live bus arrival updates.

- Market Place, the Market, and Church Street will be resurfaced.
- An improved raised-table zebra crossing with tactile paving will be installed to enhance pedestrian safety.

This scheme forms part of our **Bus Service Improvement Plan** and serves as a first step towards Breckland District Council's future plans and long-term vision for the area.

## Works Starting January 2026

Works are scheduled to begin on **12 January 2026** and are expected to take 10 weeks to complete, weather permitting. Every effort will be made to progress the works efficiently and to maintain full access to all shops throughout the construction period. However, minor delays may occur during essential phases of the programme.

## Traffic Management and Road Closures

To carry out the works safely, temporary closures and a one-way system will be introduced:

- Full closure of the market area between Market Place and Ruthen Place for the duration of works, including public parking and loading bays. The market will still operate on Tuesdays and Fridays, with access for traders maintained.
- Full closure of Market Place (High Street to Wellington Road):
  - 12/01/26 to 16/01/26
  - 02/03/26 to 20/03/26
- Full closure of High Street (Norwich Street to Market Place):
  - 16/02/26 to 20/02/26
- Full closure of Church Street (Quebec Street to Market Place):
  - 02/03/26 to 20/03/26
- One-way northbound on Market Place between High Street and Wellington Road for the duration of works (except during full closures).
- Bus stops and disabled bays on Market Place suspended for the duration; temporary bus stops will be provided in Cherry Tree car park.
- Parking/loading bays in the market suspended for the duration of works.
- Motorcycle and bicycle bays on Church Street suspended for the duration of works.
- All parking and disabled bays on Church Street (Market Place to Quebec Street) suspended from 02/03/26 to 20/03/26.

We have worked with the bus operators serving Dereham town centre to minimise disruption to services as much as possible. Bus services will be relocated around Dereham town centre, with most operating from Cherry Tree car park. Notices will be published before works begin to confirm temporary bus stop locations.

We have carefully planned the timing of these works to take place after the Christmas season to minimise disruption to everyone as much as possible.

## Next Steps

Further information about these works will be shared with you nearer the time, and updates will also be posted in bus shelters and on advance warning signs. If you have any access requirements during the works, please contact me using the email address or telephone number provided above.

These enhancements have been made possible thanks Norfolk's Bus Service Improvement Plan (BSIP). Norfolk County Council has secured £15.9 million in funding for the 2025/26 financial year from the Department for Transport (DfT). This is in addition to the £49.5 million received in previous rounds, all aimed at transforming bus services across the county. Breckland Council has also provided a contribution towards these improvements, helping to support the delivery of better bus services in the district.

Yours faithfully,



Christopher Steil  
Designer - Highway Design Team 1



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