

KEYNSHAM TOWN COUNCIL

Minutes of the Bus Services Committee meeting held on
Thursday 5th February 2026 at 7.00 p.m.
in the Town Council Office, 15 – 17 Temple Street, Keynsham

PRESENT: Councillors M Burton, E Cannon and H MacFie

IN ATTENDANCE: Dawn Drury - Town Clerk and online Colin Morris of Big Lemon

Cllr Andy Halliday attended as a member of the public.

46. APOLOGIES FOR ABSENCE

RESOLVED:

To receive and note apologies from Cllr D Biddleston and Terry Hopkins of Keynsham & District Dial-A-Ride.

47. NOT PRESENT

Councillors D Brassington and S Leach (formerly Alenshasy),

48. NOTES & MINUTES OF LAST MEETINGS

RESOLVED:

That the minutes of the meeting of the Bus Services Committee held on 28th October 2025 and the notes of the meeting held on 1st December 2025 be confirmed as a true record and signed by the Chairman.

49. REPORT FROM THE BUS OPERATOR

Colin of Big Lemon reported as follows:

- It was reported that the service was running well.
- Numbers were still good each month, however January had a dip in passenger numbers.
- There have been a few minor issues (breakdowns) with the buses, but these had been rectified quickly.
- The notice of the Contract with WECA ending at the end of March has been received by Big Lemon.

- Big Lemon put in a competitive tender before the deadline of 30th January 2026 but they have been given no indication as to when the contract from April – end of July 2026 will be awarded.

Question: Had the free travel for children during the Christmas period helped with passenger numbers?

Answer: The uptake of the offer was not as good as the summer holiday offer but there had been some uplift on the previous month, and the data had been submitted to WECA.

Question: Was there a danger of the Big Lemon drivers being made redundant and whether they had been put on notice of redundancy?

Answer: Times are very precarious at the moment, but there has been no need to put their drivers on notice as Big Lemon have services that have not been impacted by the WECA change of contract and tendering. Also, this organisation is under the threshold for having to give notice.

Question: Was there any fear of drivers leaving Big Lemon and then the company having to undertake recruitment?

Answer: Big Lemon are currently fully staffed, and they intend to keep it this way. They are always actively looking for new contracts.

Question: Are Big Lemon worried about the tender process?

Answer: It is believed that not many bus companies would want to tender for a contract of only four months.

Colin thanked the Council for paying their invoices on a couple of occasions prior to the Town Council receiving the grant funding from WECA. He will keep the Town Council updated in respect of the contract award.

50. UPDATE ON KEYNSHAM BUS SERVICE SINCE THE LAST BUS SERVICES COMMITTEE MEETING ON 1st December 2025

- a) Infrastructure – B&NES are working closely with the developer and hopefully the Bus Gate issue will soon be resolved.*
- b) Use of the Bus – no update, data provided.*
- c) Promotion of the K1 Bus Service – no update as the Town Council's involvement in the service is coming to an end at the end of March 2026 (for the period April – September).*

51. REPORT FROM DIAL-A-RIDE

A written report from Keynsham & District Dial-A-Ride was received (report below) and the Town Clerk read this out:

Keynsham & District Dial-a-Ride
Notes for KTC meeting Thursday 5th February 2026

Since the beginning of December once again it has been a busy time especially with Group Bookings taking people to Christmas lunches.

Our Members Christmas Party once again was a success with over 80 members attending and enjoying the entertainment and the buffet that was laid on.

On returning to work after the Christmas break there has been a steady increase of members on average of 2 per week.

Number of passengers overall has also increased.

We are now planning for different events to promote Keynsham & District Dial-a-Ride throughout the year.

RESOLVED:
To receive and note the report.

52. FINANCIAL DATA SUBMITTED TO WECA IN RESPECT OF NOVEMBER & DECEMBER 2025

This remains consistent.

RESOLVED:
To receive and note the information.

53. COMPLAINTS AND COMPLIMENTS LOG

There was one complaint regarding the 3.13 p.m. from Ashton Way and the driver not stopping to pick up passengers. The passenger in question was wanting to go the doctors' surgery at Somerdale. It was explained the 3.13 p.m. bus does not go to the Somerdale estate as it does a school run to Wellsway and Chandag.

54. HIGHLIGHT REPORT QUARTER 3 OCTOBER – DECEMBER 2025 (In SharePoint file)

RESOLVED:

To receive and note the Highlight Report that was submitted for quarter 3.

55. ARCADIUS BUS STOP – SOMERDALE

RESOLVED:

To receive and note the information.

56. WECA/WESTLOCAL INFORMATION ON FUNDING SUPPORT FROM APRIL 2026

RESOLVED:

To receive and note the information.

Note that Keynsham & District Dial-A-Ride is also having issues with funding from WECA. The Town Clerk will seek data from this organisation and will write a letter in support of the service to the Mayor of WECA.

57. REVIEW OF WESTLOCAL PROJECT INITIATIVE FOR THE WEST OF ENGLAND COMBINED AUTHORITY (WECA)

The Town Clerk reported that she had met online with an independent assessor from WESTOne. The purpose of the meeting was for the assessor to understand any issues and problems regarding the working relationship and the data exchange between the Town Council and WECA.

The Town Clerk reported the following:

- Incidents of non-payment of invoices when the Town Council had had to pay Big Lemon's invoices in advance of receiving the grant funding from WECA.
- Lack of any training in the initial stages as to the data requirements and what information should be submitted each month.
- Notice of awards of funding for collaborative promotion of the K1 service and then no further action being taken by WECA in respect of the spending of the funds.

RESOLVED:

(i) To receive and note the information in the email.

(ii) To receive an update from the Town Clerk in respect of a Teams meeting held with Ian Withers of WESTOne on 3rd February 2026.

(iii) To recommend that the Town Clerk write to WECA on behalf of the Town Council including details:

- *of the success of the K1 service including back up data*
- *describing how the success of the service could be attributed to all the promotional effort that Councillors and staff put in making our community aware of the service (e.g. handing out timetables at the Farmers Markets)*

- *the strong relationship that the Town Council has with the bus service provider making resolving issues instant*
- *the recording of complaints and compliments ensuring that the K1 service runs smoothly*
- *how the introduction of the service has encouraged people to use public transport rather their own vehicles*
- *how the loss of the service (should it happen) will deeply affect the socialisation of numerous members of our community. Making it difficult for some residents to get to school, visit their GP or dentist, get to church or seek essential advice provided by the One Stop Shop in the centre of town.*

58. DATE OF NEXT MEETING

RESOLVED:

To note that a Doodle Poll will be sent out to ascertain the date and time for a meeting in early/mid-March 2026 for the next Bus Services Committee meeting.

The meeting finished at 7.42 p.m.

Signed: (CHAIR)

Date:

DRAFT