



Councillor Tim Prater

Sent via email:

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Peter Osborne
Cabinet Member for
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Reference: 65949706

Dear Tim,

Thank you for your enquiry on behalf of Susan received on 21 July 2026, about the location of the newly installed bus shelters and bus stop poles on West Road, Sandgate/Folkestone, and when Stagecoach will begin serving the new stops.

I have investigated your concerns with our Public Transport team who confirmed the following:

The bus stop poles were installed by Kent County Council to provide waiting points for residents while the development progressed and before the developer's required infrastructure, including bus shelters, was expected to be delivered. At the time, it was understood that the development was still some way from reaching the stage where the shelters would be installed.

Unfortunately, the shelters were installed sooner than anticipated, resulting in two different parties delivering elements of the bus stop infrastructure within a short period. This has led to the current situation where the newly installed shelters are located a considerable distance from the existing bus stop poles.

I appreciate that this is confusing and far from ideal, and I am sorry for the inconvenience this has caused. We are currently working with the developer to rectify the issue and arrange for the bus stop poles to be relocated so that they align correctly with the shelters and remove any uncertainty for passengers.

In relation to bus services, we have been liaising with Stagecoach regarding the new stops. We have been advised that the stops are currently being added to their systems and that services are expected to begin serving them imminently.

I hope this provides the clarification and reassurance you were seeking.

Thank you for taking the time to raise Susans concerns.

Yours sincerely,

Peter Osborne

Cabinet Member for Highways & Transport
Kent County Council