

## Questions from Members of the Public

Questions are listed in the order in which they were received.

<p><b>1. CITY COUNCILLOR JAMES TAYLOR</b></p> <p>As a local councillor for Headington Hill &amp; Northway, I have repeatedly attempted to contact Cllr Gant's office about the possibility of a new zebra crossing on Westland's Drive but have unfortunately got no response. Can the Cabinet Member please respond to my inquiries about the possibility of a zebra crossing on this road?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>Apologies you have not had a response to this, and can confirm I will pass on the relevant officer's details for you to contact directly and discuss the process and costs for the potential of a zebra crossing on this road.</p>
<p><b>2. JOHN SKINNER</b></p> <p>How many applications for a frequent hospital patient congestion charge permit uploaded hospital appointment letters containing sensitive medical data as part of their application, and what has since been done with the contents of those letters?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p><b>Response to follow</b></p>
<p><b>3. PHILIPPA GIBBONS</b></p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p>

<p>Will the temporary congestion charge equality impact assessment regarding “age” be updated to note that two sets of OCC safety consultants (WSP and M Group) warned of collisions outside the Swan School in Marston, and recommended moving the Marston Ferry Road filter? This risk is likely to predominantly affect children, and so therefore I think should be noted in the equality impact assessment as a negative impact by reference to age.</p>	<p>The council followed the safety audit process in the normal way. Safety risks at all sites have been mitigated through the design where possible. Any remaining risks have been assessed by the council to be acceptable (no road layout is ever risk-free). Like all new road layouts, the Marston Ferry Road congestion charging point will be safety audited again once the scheme is in place and monitored carefully thereafter.</p> <p>The congestion charge scheme as a whole is expected to have a positive effect on road safety, with a forecast reduction of 28 collisions per year, which 22 are pedestrian or cycle collisions. This will benefit all age groups, including the large number of school children who walk or cycle to school in Oxford.</p> <p>The equality impact assessment is a ‘live’ document and will be reviewed and updated as new information becomes available.</p>
<p><b>4. KOSTANDIA ISIDOROS</b></p> <p>For those seeking an unpaid carers congestion charge permit, what mitigations are in place for applicants who are not eligible for a carer's allowance, but have not yet been able to successfully register as a carer with their GP?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>Unpaid carers can prove their eligibility in three different ways:</p> <ul style="list-style-type: none"> <li>• Carer's allowance</li> <li>• GP registration</li> <li>• Oxfordshire Carer's ID</li> </ul> <p>Details are available on our website</p>
<p><b>5. LINDA ELMS</b></p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p>

<p>What do Oxford business owners need to do, to show that “business cars used as goods vehicles” for goods, tools and equipment “cannot reasonably be transported by foot, cycle, or public transport”? How does Oxfordshire County Council make this evaluation, or is the decision (effectively) completely arbitrary?</p>	<p>Details of the requirements for this permit are available on our website Applicants will be asked to confirm they meet the eligibility criteria, including that they regularly use their car to carry goods, tools or equipment that are necessary for operational business purposes and cannot reasonably be transported by foot, cycle, or public transport.</p>
<p><b>6. RICHARD PARNHAM</b></p> <p>Explain why comparative modelling has been undertaken by reference to “flow by vehicle types” and “congested speed (kph)” / “free flow speed (kph)” in a “do nothing” / “do something” scenario, as was disclosed by OCC in 25762 EIR? Did OCC ever ask for this modelling to be undertaken, either by reference to the traffic filters or the congestion charge?</p> <p>I am trying to determine if a whole bunch of modelling regarding the congestion charge / traffic filters was undertaken, including traffic speeds and type of vehicles coming into Oxford, then why did only some of that information</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>As we have mentioned, strategic transport models are used to assess the broad impacts of transport schemes.</p>

<p>ultimately get published (i.e. showing traffic flow reductions), and not the rest of it (i.e. data showing no improvements in road speeds, or a mass - and frankly implausible - switches from cars to vans).</p>	
<p><b>7. BERNADETTE EVANS</b></p> <p>Which shopping neighbourhoods will have their SME with a shopfront turnovers monitored by way of Mastercard spend data (not including the city centre)?</p> <p>Please can you list each neighbourhood separately and break it down into which roads are being included and the number of businesses included on each road. For example, Jericho: Walton Street : number of businesses.</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>The council will be using a system called Huq Lighthouse to monitor footfall and spend. This system allows the council to examine footfall and spend changes in any part of the city, with the proviso that the areas selected cannot be too small, because the sample size would then be too low, particularly over short time periods (one or two months). Smaller geographical areas may become feasible over longer periods.</p> <p>Areas of interest do not need to be defined in advance, so officers will be happy to work with business to look at whichever parts of the city are of interest (subject to the limitations of the data).</p> <p>Once the scheme starts officers will begin to examine the data and publish updates (monthly where possible).</p>
<p><b>8. SARA NIXON</b></p> <p>Why are only certain types of people who are disabled - specifically those with a blue badge - eligible for a special type of disability-related congestion charge permit? Other types of</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>The hospitals are all accessible without passing a congestion charging point. The congestion charging points nearest the hospitals operate at peak hours only. Residents of Oxford and Oxfordshire can apply for a permit providing free travel through the congestion charging points on 100 The hospitals are all accessible without passing a congestion charging point. The congestion charging points nearest the hospitals operate at peak hours only.</p>

<p>disabilities exist but are not catered for under this scheme. For example, I currently have extremely limited mobility, but do not have a blue badge. This scheme directly discriminates against me, by limiting my ability to drive in Oxford by the most direct route for hospital and clinic appointments"</p>	<p>Residents of Oxford and Oxfordshire can apply for a permit providing free travel through the congestion charging points on 100 or 25 days respectively. We have sought to accommodate a range of different needs through other permits offered. For those with mobility difficulties, the following permits may be relevant:</p> <ul style="list-style-type: none"> <li>• Blue Badge holder</li> <li>• Disability benefit recipient</li> <li>• Frequent hospital patient</li> </ul> <p>Volunteer drivers who provide hospital transport (as part of a formal scheme) and unpaid carers may also be eligible for permits.</p>
<p><b>9. CITY COUNCILLOR AJAZ REHMAN</b></p> <p>Regarding the congestion charge equalities impact assessment: How is "monitoring" an effective mitigation for those whose journeys to places of worship will be lengthened as a result of the congestion charge, due to the limited number of permits available to them?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>Most places of worship will remain accessible without passing a congestion charging point. The congestion charging scheme and associated permits have been designed (through a series of consultations and equalities impact assessments over several years) to reduce traffic in the city whilst still preserving car access to a wide range of destinations, Most places of worship will remain accessible without passing a congestion charging point.</p> <p>The congestion charging scheme and associated permits have been designed (through a series of consultations and equalities impact assessments over several years) to reduce traffic in the city whilst still preserving car access to a wide range of destinations, including places of worship. One of the scheme's central objectives is to improve the city's public transport system and active travel infrastructure, both of which will improve access to places of worship for those travelling by non-car modes.</p> <p>Monitoring is an important part of equalities impact assessments, and we will be keen to hear about people's experiences once the scheme starts.</p>
<p><b>10. INGA NICHOLAS</b></p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p>

<p>When will the congestion charge monitoring and evaluation dashboard go live, and what metrics will it include?</p>	<p>The dashboard is planned to go live in early December 2025, once the first full month of monitoring data is available.</p> <p>The metrics included are shown in the monitoring plan published in September with the cabinet papers.</p>
<p><b>11. JENNY WELLS</b></p> <p>On what date and why did OCC update the 'personal car used as a goods vehicle permit' congestion charge eligibility criteria to include a unique taxpayer reference number, official business bank statement or self-employed tax return as proof of eligibility.</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>This was updated on or around 25 September 2025, following user feedback.</p> <p>We aim to accept forms of evidence that are relevant and available to users and are happy to respond to user suggestions.</p>
<p><b>12. KAJSA WILHELMSSON</b></p> <p>Why are there no congestion charge repeater signs in the half mile between the top of St Giles and the Hythe Bridge Street congestion charge filter that aren't a) hidden behind scaffolding or b) hidden behind a wall? Does Councillor Gant believe this signage is adequate?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>The scaffolding is temporary and the secondary sign at the top of Worcester Street is not hidden behind a wall. There is another sign in Hythe Bridge Street in advance of the filter.</p>

<p><b>13. NICHOLAS HARDYMAN</b></p> <p>Using the "Swift" data we know is available to the Council, can Councillor Gant clarify whether buses got quicker or slower travelling southbound, between the Wolvercote roundabout and First Turn, since the bus lane direction was switched from southbound to northbound?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>Since the reversal of the bus lane on Woodstock Road, journey times for buses are slower southbound between Wolvercote Rbt and First Turn. However, as expected, bus journey times, are now faster northbound on Woodstock Rd since the change.</p> <p>The modelling undertaken to inform both the temporary congestion charge and the trial traffic filters suggests that under these scenarios, it will be more strategically important to have a northbound bus lane on the approach to Wolvercote roundabout. The bus operators requested the change regardless of the aforementioned schemes. The bus lane reversal will continue to be monitored.</p> <p>The bus lane reversal is a trial with a decision expected early in the new year on whether to keep the current arrangement</p>
<p><b>14. MEHMET KARAKUS</b></p> <p>Across all permit types, how many congestion charge permit applications for have been:</p> <p>a) started but not finished (because the applicant halted the process?)</p> <p>b) Accepted?</p> <p>c) Rejected?</p> <p>d) Not yet been fully assessed? by Oxfordshire County Council?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>At the time of writing:</p> <p>Approved – 46,362</p> <p>Pending – 6567</p> <p>Declined – 1293</p> <p>Cancelled - 773</p>
<p><b>15. ROBIN HAGUES</b></p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p>

<p>Why does Oxfordshire County Council's unpaid carers congestion charge regime discriminate against people who care for someone who lives at the same address as the person they care for, but only have one car? If they apply for a regular residents permit, they can use their car to drive through any congestion charge location on 100 days, which often isn't enough for someone with caring responsibilities. But they cannot apply for a carers permit for the same car, even though it would help them continue to care the same way as they did before. What are they supposed to do?</p>	<p>This permit type was added following previous consultations for those needing to travel to or from an address in Oxford to care for someone to provide unpaid care. Those caring for a person who lives with them will not need to travel by car as frequently as someone who cares for a person they do not live with. If the person they are caring for has a blue badge, disability benefits, is a student with special educational needs or a disability, or needs to attend frequent hospital appointment, they may be eligible for a permit which can be used for any two cars. All parts of the city will remain accessible without passing a congestion charging point, except a small area of the city centre where residents are exempt and are eligible for visitor permits.</p>
<p><b>16. GEOFFREY SUTTON</b></p> <p>With reference my email dated 27th October about the apparent failure in the Oxfordshire Strategic Model to model the traffic flow in and out of the John Radcliffe Hospital, can Councillor Gant please explain the consequences of this failure?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p><b>Response to follow</b></p>
<p><b>17. PETER WEST</b></p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>• We have sought to accommodate a range of different needs through other permits</li> </ul>



<p>How can you claim that 'monitoring' is an effective mitigation by reference to disability, where the affected persons are not entitled to a Blue Badge or a regular hospital visitor when a longer journey or public transport may involve pain or discomfort?</p> <p>In my particular case, and I suspect there are others in a similar predicament, I do not have a blue badge, yet I have recently had to have an injection in my spine such that I cannot sit comfortably for any long periods, walk long distances or stand in one place for any length of time due to pains in my legs and back. A car is my ideal mode of transport, and I support the local bowls club located on Marston Ferry Road attending several times a week. (as many others do!).</p>	<p>offered. For those with mobility difficulties, the following permits may be relevant:</p> <p>Blue Badge holder</p> <ul style="list-style-type: none"> <li>• Disability benefit recipient</li> <li>• Frequent hospital patient</li> </ul> <p>Volunteer drivers who provide hospital transport (as part of a formal scheme) and unpaid carers may also be eligible for permits.</p> <p>All destinations in Oxford (except a small area of the city centre) remain accessible by car without a permit. Residents of Oxford and Oxfordshire can apply for 100/25 day passes respectively.</p>
<p><b>18. CITY COUNCILLOR ANNE STARES</b></p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>At the time of writing: Approved – 46,362</p>

<p>How many congestion charge permit applications for unpaid careers have been:</p> <p>a) Started but not finished (because the applicant halted the process)?</p> <p>b) Accepted?</p> <p>c) Rejected?</p> <p>d) Not yet been fully assessed by OCC?</p>	<p>Pending – 6567</p> <p>Declined – 1293</p> <p>Cancelled - 773</p>
<p><b>19. SAM HARDAKER</b></p> <p>Why were so many congestion charge warning signs installed in locations where they are obscured by trees, shrubs, or existing signs? Do you accept that the quality control regarding the signage positioning wasn't good enough?</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>Signage for Oxford's temporary congestion charge scheme has been installed in locations that are operationally necessary to ensure the scheme is both effective and legally enforceable. These placements are guided by national standards and regulations, and take into account road layout, safety, visibility, and environmental constraints. Following installation, an officer-led audit was carried out to assess compliance and visibility. Of approximately 90 sign locations, six were identified as being partially obscured from a driver's point of view. Vegetation clearance was then undertaken with care to minimise environmental impact. We can confirm that all six locations have now been attended to, and full visibility of signage has been restored ahead of the scheme's launch. Oxfordshire County Council remains committed to maintaining clear, safe, and compliant signage throughout the life of the scheme, and will continue to monitor and respond to feedback from residents and stakeholders.</p>
<p><b>20. PAUL PETRILLO</b></p> <p>Can councillor Gant please tell me how many cars have driven through the congestion charge</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p><b>Response to follow</b></p>

<p>permit locations without a congestion charge permit, specifying in his answer the total number of cars to do so by each permit location, since the congestion charge went live. Ideally up to and including Sunday 2nd November?</p>	
<p><b>21. STEPHEN LONGTHORP</b></p> <p>What does Councillor Gant advise that carers who only own one car do about applying for a congestion charge permit?</p> <p>If they apply for a resident's permit, they won't have enough permits each year to do their job. If they apply for a carers' permit, they won't be able to drive through any congestion charge permit area for any other reason than for work. This puts them at a short term disadvantage to residents who have a residents' permit, who can drive through any permit area for the first one hundred days.</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>Residents in this situation can apply for both permits – a resident's permit and a carer's permit. The same car can be added to both permits.</p>
<p><b>22. ZACK IQBAL</b></p> <p>I am writing to submit the following question to Councillor Andrew</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>The placement and design of congestion charge signage are governed by national standards and regulations, including the Traffic Signs Regulations and General Directions 2016, which</p>

<p>Gant, for him to answer at the Oxfordshire Council meeting on 4th November. I do not plan to ask a follow-up question at this stage, either in person or online.</p> <p>"Why are so many congestion charge signs unlit and high up on poles, where they are not lit by car headlights during the hours of darkness?"</p>	<p>outline when illumination is required. Signs within 20mph zones, for example, are not mandated to be lit.</p> <p>All signs have been manufactured using retro-reflective materials, ensuring visibility during hours of darkness by reflecting vehicle headlights.</p> <p>Following an officer-led audit, the contractor has been instructed to adjust mounting heights to the required 2.50 metres above the adjacent footway or verge level, in line with works specifications. The Council remains committed to ensuring signage is clear, compliant, and safe for all road users.</p> <p>While some poles may appear higher than usual, this was done to futureproof for the forthcoming Traffic Filters scheme, which will require larger signage.</p>
<p><b>23. DR ANNE GWINNETT</b></p> <p>At the Full Council meeting on 7 November 2023, Oxfordshire County Council affirmed that it is 'proud of our history of welcoming people seeking safety in our county' and committed to becoming a recognised 'Council of Sanctuary'.</p> <p>How does the Council reconcile that commitment with the congestion-charge residents' permit criterion, which effectively excludes Ukrainian refugees whose vehicles remain lawfully registered in Ukraine rather than with DVLA. This appears to</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>Under UK law, imported vehicles must be registered and taxed in the UK if used in the UK for longer than six months. Owners of imported vehicles are strongly encouraged to do this.</p> <p>The council can accept permit applications for imported vehicles, provided the applicant can provide proof of ownership (registration documents for their country of origin, for example), and proof of address in Oxford. These will be treated the same as any other application but should only be used for short-term imports unless a special concession has been granted by the Department for Transport.</p>

amount to indirect discrimination under the Equality Act 2010.	
<b>24. AMIR STEVE ALI</b>  Why is there no congestion charge signs along either Cowley or Iffley Roads  Both Main Approach Roads to the St Clements Filter.	<b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b>  Advance warning of the filter in St Cross Road is covered by signage at the exit from The Plain Roundabout towards the High Street, which serves traffic from both Cowley Road and Iffley Road. The filter in St Clements is doubly signed on the island at the exit from the roundabout into St Clements St which provides ample warning to use an alternative exit or turn back.
<b>25. MATTHEW BROADWAY</b>  How does Councillor Gant respond to the April 2025 ITP report "Oxfordshire bus network: Alternative delivery options", commissioned by Oxfordshire County Council, which claimed that the introduction of 20mph zones and low traffic neighbourhoods in Oxford had "the impact of slowing down buses" (p15)? Was ITP wrong in their analysis?	<b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b>  The section of the report referred to in the question is a summary of discussions with bus operators and therefore reflects the opinions of bus operators and not any analysis by ITP of this point. The safety benefit of 20mph is well documented and any impact on wider council objectives is considered when making individual scheme decisions. In respect of LTNs, the bus operators have previously stated that public that comments around LTNs is in respect of the timing of other associated measures with the Oxford Transport strategy - which works as a package, and the lack of progress with some of these. This has now been partially addressed by the introduction of the temporary congestion charge scheme.
<b>26. LAURA JANSSON</b>  I am eligible for and have obtained both a carer's Congestion Zone permit and Oxford city resident's Congestion Zone permit. I require both because, while I am an	<b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b>  Whichever permit is set as default will take precedence. Therefore, if a carer's permit is set as the default, a resident's permit on the same account will not count down.  If the resident's permit is set as default, it will count down when used. Users can use this setting to ensure they are using the right permit for the right purposes.

<p>unpaid carer from Marston caring for my mother with Alzheimer's in Cowley, not all of the car journeys I make are in a caring capacity. Will the number-plate-recognition system know which of my permits to invoke for a given journey, and if so how? If the system automatically invokes my resident's permit (100 per year) then it will fine me for journeys beyond that even if made for care purposes; if the system automatically invokes the carer's permit then it will cause me to abuse my carer status for journeys not made for care purposes.</p>	
<p><b>27. ERIC JANSSON</b></p> <p>My family lives in Marston, within the Cherwell School catchment area, and our 11-year-old child attends that school, which is 1.9 miles away from our house by road. She cycles usually, but when weather is especially wet, windy, or otherwise dangerous for her cycling, I deliver her to school by car, and this is part of my important care for her. Given the location of the Congestion Zone,</p>	<p><b>COUNCILLOR ANDREW GANT, CABINET MEMBER FOR TRANSPORT MANAGEMENT</b></p> <p>The school run is a significant contributor to traffic congestion in Oxford and other places. Exempting school run journeys from the congestion charge would therefore be counter-productive, and would inevitably cause commuters and those making trips for a wide variety of other purposes to seek a similar exemption.</p> <p>Cherwell School is served by frequent buses, which will become quicker and even more frequent once the congestion charge is in place. A "Get Around for a Pound" card is available to under 19s, allowing them to make a single journey anywhere in the city on Oxford Bus Company or Thames Travel buses for £1.</p> <p>Residents of Marston can apply for residents' permits providing 100 days of free travel per year and up to 3 permits per qualifying address. These are designed for those occasional</p>

<p>that important car journey will now either be subjected to a £5 charge or will count against our 100-journey annual permit. As a Marston parent I will therefore be penalised for safely delivering my children to her local school. Will the Council exempt journeys made for care of children from the Congestion charge?</p>	<p>days when driving is deemed essential. Car pooling may also be an option, and would make day passes go further.</p> <p>All schools in the city will remain accessible without passing a congestion charging point, so taking a different route is another option.</p>
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