



My Ref: FOI 6503
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

I ask that the information be provided broken down for the following period - September 2025 (start of school term) to 20th July 2026 (or end of school term) I request information about short-notice cancellations of home-to-school transport for children and young adults with special educational needs and disabilities (SEND). For this purpose, please use 'short notice' as to mean any time within seven days of the transport due to operate. Please include routes provided 'in house' by the council, and also by contractors if possible. Please include instances where the route didn't operate in the morning, but did operate in the afternoon (and vice-versa). Please do not include cancellations if they were a result of poor weather or an unforeseen school closure (e.g. central heating boiler failure etc).

Please provide:

- a. How many pupils are provided with SEND home to school transport each day, on average, including non-statutory post-16 provision.**
- b. The number of days when at least one SEND home to school transport route did not operate, due to staff shortages**
- c. For the date with the highest number of routes cancelled at short notice: 1. what number of routes were cancelled on this date? 2. how many passengers were impacted? 3. What was the total number of passengers scheduled to travel on that date?**
- d. The number of days where a route has operated as normal, but at least one passenger from that route has been asked to make alternative arrangements, due to a lack of available staff with appropriate training (e.g. passengers requiring suction being asked to make alternative transport arrangements when a travel assistant temporarily covering that route isn't suction trained)**
- e. Discounting weekends and INSET days, what is the longest number of consecutive days that a particular route has been cancelled at short notice?**
- f. What, on average, is the mileage rate offered under a Personal Travel Budget to parents/carers/guardians when their child's home to school transport is cancelled at short notice by the local authority?**

g. For home to school transport provided by private contractor, is there a KPI or monitoring regime for short notice cancellations? Is there something similar for services operated in-house by council staff and vehicles?

We transport 968 children per day.

Historically, the data you are requesting has not been routinely recorded. However, recognising the importance of monitoring this information, the service has recently recruited a Travel Assistance Compliance Officer to establish and maintain processes for recording, monitoring and reporting on this data going forward.

In the unlikely event that transport is unable to operate, the Council is not able to offer ad hoc payments to parents or carers to make alternative travel arrangements or transport their child themselves during this period.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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PO Box 634, Barnsley, South Yorkshire S70 9GG

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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