



My Ref: FOI4940
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: -

Taxi/ mini bus spend and unused((no show) journeys

1. for each of the last three financial years (and year to date 2025/26 if available), please provide total gross spend on taxi/private hire/mini bus transport commissioned by BMBC, broken down by service area
a)home to school (including SEND)

2022/23 £7,342,630
2023/24 £8,747,818
2024/25 £9,327,639

b)adult social care / day center transport

2022/23 £235,052
2023/24 £226,899
2024/25 £248,268

c)any other BMBC taxi use (please specify)

N/A

2. for the same periods, please provide the number of booked individual journeys and separately the number recorded as;
a) unused passenger did not travel (vehicle attended)

This data is not held by service

b) cancelled late (inside cancellation window)

This data is not held by service.

c) cancelled i time (2a)-(2b), please also state the gross costspaid to suppliersand the amount recharged to families/service users under policy paragraph 3.77 (or successor)

This data is not held by the service.

3. please provide a copy of the standard contract terms/KPI, used under the current Road Transport Services DPS (find a tender 2025/S000-006096) that define no show, late cancellation, the cancellation window, and any charge rules.

1. Route Cancellation

Cancellation in the event of inclement weather

- 1.1. In the event of inclement weather (E.g. snow, severe ice, flooding or extreme heat) it is up to the professional drivers to determine if it is safe to undertake the journey and inform transport of their decision. If drivers deem it safe to take pupils to school in the morning they must be prepared to collect pupils in the afternoon. Sometimes the Transport department or a school will make up their mind to cancel before the day having consulted the forecasts. This will be communicated to providers by transport.. Once the decision is made Transport will communicate this to the providers, passengers, parents/carers, schools and settings. A record of the agreement will be made for the purpose of a temporary cancellation or part cancellation of the service and/or specification.
- 1.2. Any such cancellation action must follow a decision made by the Council's Transport Operating Procedures. The Council reserve the right to suspend all travel if the conditions dictate.
- 1.3. The Provider shall co-operate with the Council, if requested, to assist in notifying parent(s), carer(s) of Passenger(s), schools/settings of the non-delivery of the service/or part of service;
- 1.4. In the case of the severe weather conditions prevailing beyond 24 hours, the Provider shall be advised by Transport if there will be an extension to the suspension of the temporary cancellation or part cancellation of the specification;
- 1.5. Should the severe weather conditions improve during the working day, enabling the specification to be re-introduced the Council shall initiate the reintroduction of the specification at the earliest opportunity;
- 1.6. There will be no payment for a service cancelled owing to adverse weather.
- 1.7. Providers shall be aware that during inclement or severe weather conditions additional assistance shall be required by some Passengers and support may be required in prioritising the service. Also, considerations when accessing schools/settings or parking must take into account Passengers' individual circumstances and the choice of parking site and access/egress points.

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Cancellation due to non-delivery of Service

- 1.8.** In the event of the Provider not providing the service either in part or in whole, the Provider shall immediately notify the Council, giving reasons for non-provision of the service; Providers must submit reasons for the non-delivery of service.
- 1.9.** This must be confirmed in writing (via e-mail to schooltransport@barnsley.gov.uk).
- 1.10.** The purpose of this is to assist with the on-going monitoring of the service by the Council and to inform the decision of the Council with regard to a potential default notice and financial penalty to the Provider.
- 1.11.** In the event of non-delivery of service as described above the council shall carry out any investigation. If the findings of the investigation show that there is an unjustified reason for the non-delivery the council will start proceedings to either develop an action plan to improve the quality of the service delivered by the Provider, or terminate the contract

Schedule 7 – Summary of Deductions and Administrative Charges

BREACH OF CONTRACT		DEDUCTION	ADMINISTRATIVE COST
1	Failure to operate.	Deduction of journey cost, plus Supplier to bear and additional cost incurred in the Council providing the service. Lost mileage as a result of the Supplier failing to operate the whole route or any part of it or failing to follow the route and any stops detailed in the Specification. The sum deducted will be calculated pro rata to the amount of Contract not operated or not conforming to the Specification	£20

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13	failure of the Supplier to pick up or deliver a Passenger to the specified location within fifteen (15) minutes of the time specified in the Specification	deduction of forty (40%) per cent of the journey rate	£20
14	failure of the Supplier to pick up or deliver a Passenger to the specified location within thirty (30) minutes after the time specified in the Specification	deduction of sixty (60%) per cent of the journey rate	£20

4. please provide the last 12 months of any monthly/quarterly performance reports you hold that include the above metrics (you may redact personal data if this request exceeds the appropriate cost limit, please prioritise .item 2 for SEND home to school for the last complete financial year then items 1 totals by service area for the same year.

This data is not held by the service.

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

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PO Box 634, Barnsley, South Yorkshire S70 9GG

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

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

Kind regards,

Information Requests Team, Barnsley MBC

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