



Name

Address line 1
Address line 2
Address line 3
Address line 4
Address line 5

Contact: Travel Assistance Service
Date: 14 June 2023
Our ref:
Your ref:
Email: transport@doncaster.gov.uk

Dear Parent/Guardian

Transport Issues

The transport service provided over the last few months has on occasion fallen short of the levels we aim to provide.

Over the last few months, we have had a number of drivers and escorts leave their positions. The posts have been out for recruitment, however each time we have recruited to vacant posts over the last few years, we have not received the number of applicants that we used to receive pre Covid. This has impacted on our ability to recruit to the vacant relief posts. We simply have not had enough people applying to the posts available. As a result, these posts have remained vacant, and this has impacted on our ability to cover staff when they have been off work.

When we are made aware that a member of staff is unable to work, we try to arrange cover using the few remaining relief drivers and escorts we have. If they are not available to cover, we try to cover these runs using the taxi and minibus firms on the Councils Home to School Transport framework. When cover is required for long periods, we tend to find that our contractors show interest in this work and submit bids to cover the routes whilst our staff are unavailable. We do not get the same level of interest for short term cover, generally receiving no bids to cover these routes.

In addition to the staffing issues, we're aware that some of the buses we are using are getting ready to be replaced. An order for some new buses has been made and we are awaiting delivery of these new vehicles. At present we have no estimated delivery date.

Some buses have already been decommissioned from service and have been covered by hire vehicles. Unfortunately, when issues arise with these vehicles, it can take a few days before a replacement vehicle can be obtained.

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Floor 3, Civic Office, Waterdale, Doncaster, DN1 3UB

In cases when a bus cannot be provided to transport you child to and from school, the Council will pay mileage to parents who transport their child to school. Additionally, we have asked staff who are working to go back out and collect pupils who need transport to get to and from school. Whilst I appreciate that a short day at school is not ideal, we will endeavour to get your child to school so that they can access their education.

I apologise for any inconvenience these issues may have caused you over the last few months and would like to thank you for your care and understanding, we are working hard to resolve this. I trust that this explanation gives some background in to the issues we are currently facing. Should you have any questions, please don't hesitate to contact the Travel Assistance Service at Doncaster Council by emailing transport@doncaster.gov.uk or by calling the transport team on (01302) 737321 / 736080 / 736081 / 736359 / 737281 / 736081 / 737127.

Your Sincerely

Mrs Samantha Scott

Mrs Kate Chorlton

Transport Team Managers

Travel Assistance Service

Floor 3, Civic Office, Waterdale, Doncaster, DN1 3UB