



1. The total number of times Wigan Council has cancelled their transport service for day care service users in the last 12 months.
2. A breakdown of these cancellations by month.
3. The number of cancellations affecting independent service providers compared to the council's own day care provisions.

Covering points 1 - 3

	Routes Cancelled	Users Cancelled
Feb 24	6	26
March 24	18	52
April 24	2	8
May 24	19	67
June 24	24	86
July 24	13	46
Aug 24	3	5
Sept 24	21	67
Oct 24	18	69
Nov 24	7	13
Dec 24	16	67
Jan 25	41	190

On 9<sup>th</sup> January 2025, 19 routes were cancelled affecting 36 passengers attending council day care provision and 47 passengers attending independent day care provision.

These numbers are included in the table above. All other routes cancelled are for independent service providers.

4. The reasons given for these cancellations, categorised (e.g., staff shortages, vehicle maintenance, weather conditions).
5. The average notice period given to service users when cancellations occur.
6. Any policies or procedures in place for prioritising transport services when resources are limited.

Other than due to the adverse weather conditions experienced on 8/1/2025, the routes were cancelled due to high staff absence levels within the service.

Most cancellations occur on the day that the transport is due to go ahead. Transport plans are put in place on the week prior including moving passengers to other vehicles and sourcing cover drivers. If a staff member calls in sick that day, and there is no cover available then the transport is cancelled.

The staffing team who covers transport have been advised by adult social care to prioritise transport to the 4 council day care provisions.

7. The number of complaints received regarding transport service cancellations in the last 12 months.

There has been 1 complaint and 2 member enquiries for transport service cancellations.

8. Any measures taken to mitigate the impact of cancellations on service users.

We have a bank of relief drivers and passenger assistants who are contracted 5 days a week to cover routes should the permanent staff be off due to sickness or annual leave. We also utilise the wider council workforce when the service has high levels of sickness including drivers who may be available from waste services.

9. The total number of day care service users relying on council transport services.

	In House	Taxis
Monday	93	43
Tuesday	92	50
Wednesday	89	52
Thursday	83	55
Friday	91	45

10. Any data on the financial impact of these cancellations on independent service providers.

No data on this