

9 March 2023



**CAMBRIDGESHIRE  
& PETERBOROUGH**  
COMBINED AUTHORITY

Dear [REDACTED]

**Re: Freedom of Information request ref CA206**

Thank you for your request for information received on 30 January 2023. Please accept our apologies for the late response. The response is given below:

**Question 1**

*Please could you provide a copy of the contract between the Cambridgeshire and Peterborough Combined Authority (CPCA) and Whippet Coaches Limited to operate service 18 from 30th October 2022 to the end of March 2023.*

**Response**

The information requested is exempt from disclosure by virtue of Section 22 of the Freedom of Information Act 2000.

**Section 22 – Information intended for future publication**

The information requested is exempt from disclosure under Section 22 of the Freedom of Information Act because at the time of your request the document is a draft. When the document has been finalised a copy of the contract will be sent to you.

**Question 2**

*Please could you also provide a copy of any CPCA correspondence (including mail and meeting minutes) relating to Whippet not operating the full proposed timetable, cancelling services, and details of what action has been taken.*

**Response**

This information is held. There are 8 email trails. The emails found that fall within the scope of this request are attached and the subject titles are given below.

FW\_Whippet Country Buses  
RE\_(EXTERNAL)\_Bus service 18  
RE\_(EXTERNAL)\_Issues with Whippet Buses  
RE\_(EXTERNAL)\_New Whippet timetable  
RE\_Questions re No 18 Cambridge to St Neots  
RE\_URGENT feedback and enquiries re Service 18\_St Neots to Cambourne  
RE\_Whippet Coaches 18 bus service  
RE\_Whippet Service 18 St Neots to Cambourne

In relation to emails from external sources, the following exemption applies:

**Section 41 exemption**

Section 41(1) of the Act provides that:

**41.— Information provided in confidence.**

(1) Information is exempt information if—

(a) it was obtained by the public authority from any other person (including another public authority), and

(b) the disclosure of the information to the public (otherwise than under this Act) by the public authority holding it would constitute a breach of confidence actionable by that or any other person.

The Information Commissioner's guidance on the application of this exemption is available at:

[information-provided-in-confidence-section-41.pdf \(ico.org.uk\)](#)

The guidance confirms that:

*Information will be covered by Section 41 if:*

- *it was obtained by the authority from any other person,*
- *its disclosure would constitute a breach of confidence.*
- *a legal person could bring a court action for that breach of confidence, and*
- *that court action would be likely to succeed*

*When determining if disclosure would constitute a breach of confidence, the authority will usually need to consider:*

- *whether the information has the quality of confidence,*
- *whether it was imparted in circumstances importing an obligation of confidence, and*
- *whether disclosure would be an unauthorised use of the information to the detriment of the confider.*

[ ... ]

*When determining if an action for breach of confidence would be likely to succeed, the authority will need to consider whether there would be a public interest defence to the disclosure.*

The exemption is designed to give those who provide information on a confidential basis a degree of assurance that their confidences will continue to be respected, should the information fall within the scope of a freedom of information request, unless and until they provide express permission that it may be disclosed. This information is withheld and has been redacted.

Article 5(1)(a) of the General Data Protection Regulation [GDPR] requires personal data to be processed lawfully, fairly and in a transparent manner in relation to the data subject.

In order for processing to be lawful, one of the lawful bases listed in Article 6(1) of the GDPR must apply to the processing, which must also be generally lawful. In the absence of consent, the most applicable basis is Article 6(1)(f) which states:

*“... processing is necessary for the purposes of legitimate interests pursued by the controller or by the third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require the protection of personal data, in particular where the data subject is a child”.*

This information is withheld and has been redacted.

Names of junior members of staff of Cambridgeshire and Peterborough Combined Authority and all personal email addresses have been redacted. Section 40 of the Freedom of Information Act 2000 [“the Act”] includes the following:

### **Section 40 exemption**

Section 40 of the Act provides that:

#### **40.— Personal information**

*(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.*

The Information Commissioner’s guidance on the requests for personal data about public authority employees is available at:

[s40 Personal information \(section 40 and regulation 13\) version2.3 \(ico.org.uk\)](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/section-40)

The guidance confirms that it covers data which can identify individual employees.

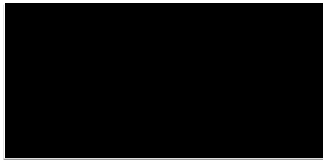
The above exemptions are *absolute*. This means that there is no public interest test to consider when applying the exemption.

I hope this information is helpful but if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review, you should write to us via our contact us email address: [democratic.services@cambridgeshirepeterborough-ca.gov.uk](mailto:democratic.services@cambridgeshirepeterborough-ca.gov.uk) or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, 2<sup>nd</sup> Floor, Pathfinder House, St Mary’s Street, Huntingdon, Cambs PE29 3TN within 40 days of the date of this e-mail.

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: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or via their website: <https://ico.org.uk/>

Generally, the ICO will not undertake a review or make a decision on a request until the internal review process has been completed.

Yours sincerely



**Sue Hall**  
Data Protection Officer

Enc



2<sup>nd</sup> Floor  
Pathfinder House  
St Mary's Street  
Huntingdon  
Cambs  
PE29 3TN

**From:** [Paul Nelson \(Leaver\)](#)  
**To:** [Andy Hunt](#)  
**Subject:** FW: Whippet Country Buses  
**Date:** 24 October 2022 16:31:25  
**Attachments:** [CPCA\\_newlogooptimised\\_31636706-cef1-440f-858f-e9efcc8c5c75.jpg](#)  
[TBB\\_Logosig\\_681b9afe-a177-499e-a961-437a23868ed5.png](#)  
[livingwageoptimised\\_4d0e77c6-45bb-416e-acd3-03d478aee8e0.png](#)  
[2021.07.26\\_step4\\_esignature\\_1708x479\\_150ppioptimised\\_d0a4ed7b-4e18-4b67-a280-3fdcdd11d28a.png](#)  
[REDACTED]  
[20221020 Route 18 emergency timetable.docx](#)  
[REDACTED]

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Hi Andy

Whippet have prepared the attached temporary timetables, for a maximum of two weeks, if they can't get enough drivers for Monday. Far from ideal but can't be helped and hopefully won't be needed...

Thank you

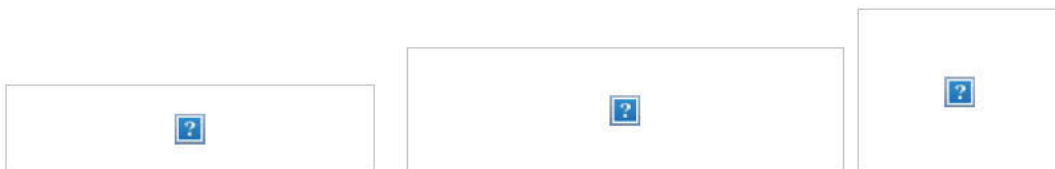
Paul

Paul Nelson  
Public Transport Manager  
[REDACTED]

Paul Nelson  
Public Transport Manager

[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)  
[REDACTED]

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**From:** Gary Forbes-Burns <Gary.Forbes-Burns@ascendalgrou.com>  
**Sent:** 24 October 2022 10:24  
**To:** Paul Nelson <paul.nelson@cambridgeshirepeterborough-ca.gov.uk>  
**Subject:** Whippet Country Buses

Hi Paul

Please find attached timetables for Monday 31st to Sunday 13th as discussed.

Thanks  
Gary

Gary Forbes-Burns  
Operational Support Manager  
Ascendal Group & Whippet Coaches  
Buckingway Business Park, 2 Rowles Way,  
Swavesey, Cambridgeshire, UK  
Tel: +44 781 641 7228 (UK)

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**From:** [Roger Birch](#)  
**To:** [Andy Hunt](#)  
**Subject:** RE: [EXTERNAL]:Bus service 18  
**Date:** 10 January 2023 14:46:42  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)  
[image003.png](#)  
[image004.png](#)

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Good afternoon, Andrew,

It is very difficult to respond without journey specific details

Please see below my response to [REDACTED] on 5 January after she complained to me about the same issue which also affects the X3 services.

We are genuinely sorry about that, but we have seven bus drivers sick now, two hospitalised plus two with COVID another is with her dying mother (now deceased) in Addenbrookes, notwithstanding we are five drivers short anyway. When I left work last night all, but one service was uncovered, and I did instruct my colleagues to ensure the 07:20 ran and if it was more than 15 minutes late to ensure they put out a tweet. Notwithstanding, we have no control over the departure screens in the bus station or traffic congestion caused by roadworks.

When we are so short of drivers the lone duty manager is worked off his feet trying to minimise service losses, dealing with disgruntled drivers who are having to have their duties changed at last minute, including the one that went out to cover the late 07:20 this morning, the situation is further exacerbated by the duty manager being bombarded with abusive customers calls from customers. I was at home this morning when I realised the 07:20 wasn't running so I asked [REDACTED] to try and cover it albeit late, he did this with some difficulty and was still criticised.

[REDACTED] we are doing our best in difficult circumstances and times, COVID and flu is raging and there is a 10% national shortage of drivers that are affecting all local operators as well as us and the CPCA are aware of this and if we had not picked up the service 18 when we did that service would not exist today. Please bear with us a bit longer, as we take all cancellations seriously and do want to provide a good reliable service. Please accept my apologies once more.

Kind Regards  
Roger

Roger Birch – FCILT  
General Manager  
[REDACTED]



**Whippet Coaches**

Registered in England and Wales, Registration Number 00520428

Post 2 Rowles Way, Buckingham Business Park, Swavesey, Cambridge, CB24 4UG

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**From:** Andy Hunt <andy.hunt@cambridgeshirepeterborough-ca.gov.uk>  
**Sent:** 06 January 2023 16:28  
**To:** Roger Birch <Roger.Birch@whippet.uk.com>  
**Subject:** [EXTERNAL]:Bus service 18

Hi Roger,

I have received some complaints about the reliability of the 07:20 journey between Cambridge and Cambourne, via Comberton. For example, I am informed it was 30 minutes late yesterday morning. Concerns about the safety of students have been raised as they are waiting around for long periods in the dark and cold. I would be grateful if you could investigate and respond. I appreciate that there have been factors outside of your control such as traffic volumes and burst water mains over the past few weeks, adding to other difficulties.

I have also received several complaints about the reliability of [REDACTED], but not giving details of specific journeys.

I am aware that Whippet propose to make changes in March 2023 with the aim of improving services, including reliability.

Kind regards,

Andy

**Andy Hunt**  
Public Transport Network Co-Ordinator

[andy.hunt@cambridgeshirepeterborough-ca.gov.uk](mailto:andy.hunt@cambridgeshirepeterborough-ca.gov.uk)  
[REDACTED]

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**From:** [Roger Birch](#)  
**To:** [Oliver Howarth](#); [Gary Forbes-Burns](#)  
**Subject:** RE: [EXTERNAL]:FW: Issues with Whippet Buses  
**Date:** 23 December 2022 10:10:48  
**Attachments:** [image001.jpg](#)  
[image002.jpg](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)

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Good morning, Oliver,  
Thank you for your expeditious response and understanding.

[REDACTED]

Kind Regards  
Roger

Roger Birch – FCILT  
General Manager

[REDACTED]



### Whippet Coaches

Registered in England and Wales, Registration Number 00520428  
Post 2 Rowles Way, Buckingham Business Park, Swavesey, Cambridge, CB24 4UG

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**From:** Oliver Howarth <[oliver.howarth@cambridgeshirepeterborough-ca.gov.uk](mailto:oliver.howarth@cambridgeshirepeterborough-ca.gov.uk)>  
**Sent:** 23 December 2022 09:32  
**To:** Roger Birch <[Roger.Birch@whippet.uk.com](mailto:Roger.Birch@whippet.uk.com)>; Gary Forbes-Burns <[Gary.Forbes-Burns@ascendalgroup.com](mailto:Gary.Forbes-Burns@ascendalgroup.com)>  
**Subject:** [EXTERNAL]:FW: Issues with Whippet Buses

Roger,

Thank you for a really good discussion yesterday. Out of it I have written to [REDACTED] concerned and I think the email should generate much more understanding about the issues Whippet and CPCA are struggling with.

There are two issues which need addressing by Whippet and I have highlighted them in yellow below. Please can you or [REDACTED] suggest timelines for these actions?

[REDACTED]

Kind regards  
Oliver

Oliver Howarth  
Bus Strategy Manager

[oliver.howarth@cambridgeshirepeterborough-ca.gov.uk](mailto:oliver.howarth@cambridgeshirepeterborough-ca.gov.uk)

[REDACTED]

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**From:** Oliver Howarth <[oliver.howarth@cambridgeshirepeterborough-ca.gov.uk](mailto:oliver.howarth@cambridgeshirepeterborough-ca.gov.uk)>

**Sent:** 23 December 2022 09:24

**Subject:** Issues with Whippet Buses

Dear [REDACTED]

As you have raised several issues about bus services I held a long meeting with the General Manager of Whippet yesterday afternoon and in a wide-ranging discussion I think we covered most things.

The prime cause of nearly all the problems is driver shortages causing unreliability of service – that is to say buses failing to operate is the key problem and it is largely due to driver shortage. The position is gradually improving on the Whippet 66, X3 and 18 week on week. It is very hard to recruit drivers with 10% of the driver workforce in England missing. There has been much in the papers about widespread resignations post-Covid by 50-65 year olds. Whippet have lost lots of experienced drivers as have our other bus operators – to trucking, to Stansted, to retire to the sun. Also younger drivers don't want to do evening or Sunday overtime so the bus operators need more drivers than before. Nonetheless with some borrowing of drivers from another operator Whippet reliability is getting better. There are also vandalism problems disrupting services in the evenings, especially on Romans Edge in Godmanchester affecting the X3.

Operators who tendered for extra services which they have then struggled to cover did so at the request of CPCA because if no one tendered for the work there would be services completely and permanently withdrawn. Many of these emergency tenders only had a single bidder because the operators all knew that there would be serious difficulties operating during a chronic national driver shortage. Some operators are taking a lot of flak for taking on contracts in difficult circumstances when they deserve the public's thanks – and I include Whippet in this category.

Whippet have expressed a real wish to work with customers and CPCA to improve matters – but there are no easy solutions to the driver shortage.

Whippet accept that the Grantchester service is not running well. The issues with the 18 & 118 services are acknowledged and we are talking with them about resolving the buses into a single route 18 with better punctuality & reliability

The driver change at Huntingdon delaying service in mid-afternoon. Yes, Whippet accept the problem and it will be altered so changing drivers takes place at the far end of journey in Godmanchester.

[Redacted]

Overloaded sixth-form bus in Huntingdon. This bus is not overloaded, it is busy! Because of the high loadings a full size singledecker is being used instead of a double-decker because a London-spec double-decker is licensed to seat approximately 66 +14 standees = 80 passengers in total, whilst a heavyweight singledecker is licensed to typically seat around 45 +47 standees = 92 in total. Most people don't realise double-deckers are 2 metres shorter than heavyweight singledeckers and the latter consume less space at the front of the bus (no staircase) and at the back (engine is underneath rather than in a separate engine bay). Running a double-decker would mean leaving people behind or using a second bus – and if we ask them to do the latter, which bus service should Whippet cancel to release the second driver?

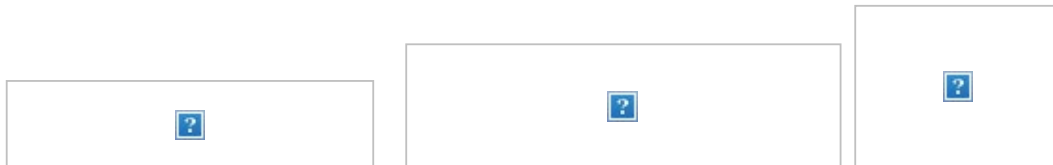
I apologise if there are issues not tackled here but most of those I have seen (late running, buses not turning up) are actually caused by the bus driver shortage, on which I could give chapter and verse. I trust this is helpful and [Redacted]

Kind regards  
Oliver Howarth

Oliver Howarth  
Bus Strategy Manager

[oliver.howarth@cambridgeshirepeterborough-ca.gov.uk](mailto:oliver.howarth@cambridgeshirepeterborough-ca.gov.uk)

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**From:** [Paul Nelson \(Leaver\)](#)  
**To:** [Passenger Transport](#); [Andy Hunt](#)  
**Subject:** RE: [EXTERNAL]:New Whippet timetables  
**Date:** 01 November 2022 11:12:39  
**Attachments:** [image001.jpg](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[CPCA\\_newlogooptimised\\_31636706-cef1-440f-858f-e9efcc8c5c75.jpg](#)  
[TBB\\_Logosig\\_681b9afe-a177-499e-a961-437a23868ed5.png](#)  
[livingwageoptimised\\_4d0e77c6-45bb-416e-acd3-03d478aee8e0.png](#)  
[2021.07.26\\_step4\\_esignature\\_1708x479\\_150ppioptimised\\_d0a4ed7b-4e18-4b67-a280-3fdccd11d28a.png](#)

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██████████

This was always going to be difficult as Whippet weren't sure whether they would need the temporary timetable, and the press release was about what the timetables will be as a result of the procurement exercise for all the services. I agree it would be good to reference the temporary timetable clearer, and that was what I talked to ██████████ about last Tuesday, so will take it up with ██████████ now that ██████████ is no longer helping.

Thank you

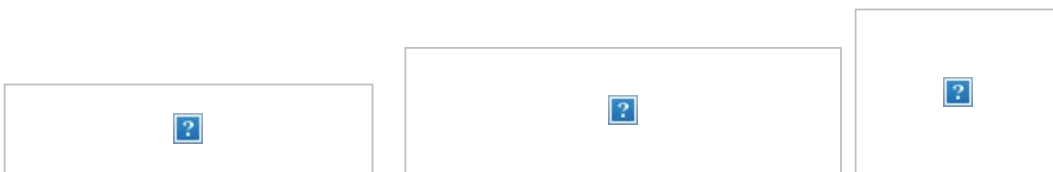
Paul

Paul Nelson  
Public Transport Manager  
██████████

Paul Nelson  
Public Transport Manager

[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)  
██████████

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**From:** Passenger Transport <passenger.transport@cambridgeshirepeterborough-ca.gov.uk>  
**Sent:** 01 November 2022 10:49  
**To:** Andy Hunt <andy.hunt@cambridgeshirepeterborough-ca.gov.uk>; Paul Nelson <paul.nelson@cambridgeshirepeterborough-ca.gov.uk>  
**Subject:** RE: [EXTERNAL]:New Whippet timetables

I think the problem is that a lot of people are looking at and have been looking at for all of last week our press release and the timetables we have up there.

Because there is no mention of this temporary timetable they have no idea it exists and nor did I. So I too have been pointing people to what we have up.

Surely Comms could put up a copy of the temporary one alongside the other explaining what has been agreed.

Not everyone uses social media I hate to say...

If I was this lady I would not be at all happy or impressed I have to say...

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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**From:** Andy Hunt <[andy.hunt@cambridgeshirepeterborough-ca.gov.uk](mailto:andy.hunt@cambridgeshirepeterborough-ca.gov.uk)>  
**Sent:** 01 November 2022 10:45  
**To:** Passenger Transport <[passenger.transport@cambridgeshirepeterborough-ca.gov.uk](mailto:passenger.transport@cambridgeshirepeterborough-ca.gov.uk)>; Paul Nelson <[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)>  
**Subject:** FW: [EXTERNAL]:New Whippet timetables

FYI

Andy Hunt  
Public Transport Network Co-Ordinator

[andy.hunt@cambridgeshirepeterborough-ca.gov.uk](mailto:andy.hunt@cambridgeshirepeterborough-ca.gov.uk)

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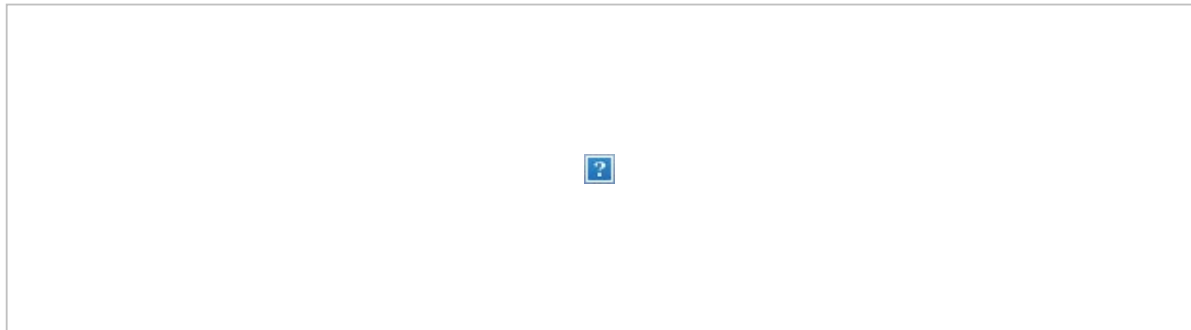


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**From:** [REDACTED]

**Sent:** 26 October 2022 11:41

**To:** Oliver Howarth <[oliver.howarth@cambridgeshirepeterborough-ca.gov.uk](mailto:oliver.howarth@cambridgeshirepeterborough-ca.gov.uk)>; Andy Hunt <[andy.hunt@cambridgeshirepeterborough-ca.gov.uk](mailto:andy.hunt@cambridgeshirepeterborough-ca.gov.uk)>

**Cc:** Paul Nelson <[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)>

**Subject:** FW: [EXTERNAL]:New Whippet timetables

Hi

Just talking with Whippet about this timetable issue for the first couple of weeks. He's mentioned MyTrip, but wanted to check with you that this is a reasonable service? We don't want to point people to something which is not the best option out there.

We can share Whippet service updates on social media etc – generally the idea is to get people looking to operators and journey checking tools.

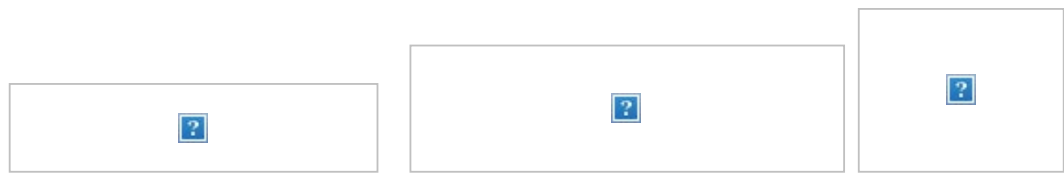


Thanks

[REDACTED]  
Communications

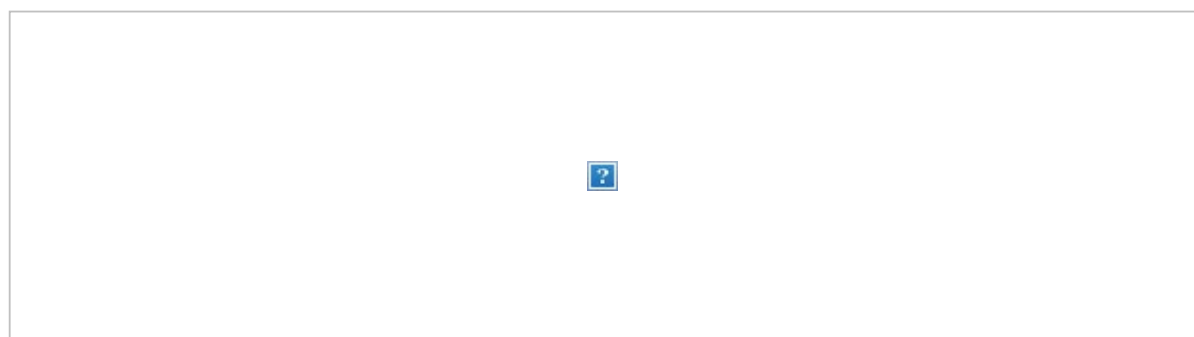
[REDACTED]  
Tel: 01480 277180

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---

**From:** Gary Forbes-Burns [REDACTED]  
**Sent:** 26 October 2022 11:06  
**To:** [REDACTED]  
**Subject:** RE: [EXTERNAL]:New Whippet timetables

Hi [REDACTED]

Thanks so much for your email.

I understand why the timetables that have been published by CPCA have been done so, but it has presented its own issues with knowing that we simply don't have the time to turn around a full service by Monday.

We now have updated timetables for the first two weeks which have been agreed with Paul Nelson and now published on the [whippet.uk.com](https://whippet.uk.com) website. The short link <https://bit.ly/3zfl5he> takes you to the timetable page where I have just uploaded the new timetables with maps. We have also ordered paper

copies but it is touch and go whether they will make it before Monday.

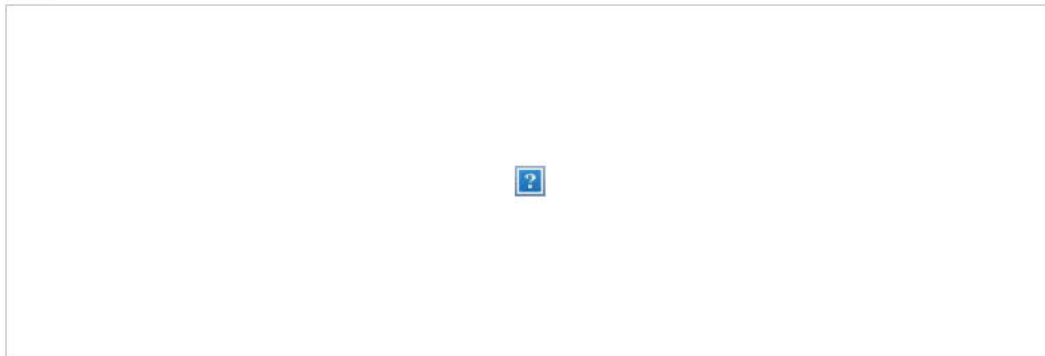
We will have the permanent timetables on line very soon which should reflect what has been posted on CPCA's website – and they will start mid November, expected to be Monday 14 November.

We continue to post the timetables we plan to operate on Twitter @GoWhippet and Facebook as well as our website. We are still hopeful that our new website should be ready soon as well which will give tracking and purchasing abilities online but until then [www.mytrip.today](http://www.mytrip.today) should allow users to download the app which gives similar detail. It also does so for A2B, Delaine, Dews, Stephensons and Vectare so quite useful for a number of the new contracts being let. I'm sure [REDACTED] [REDACTED] would be delighted to do some comms with yourselves – can always ping his number across.

Just shout if you need anything else.

Thanks

Gary



---

**From:** [REDACTED]  
**Sent:** 26 October 2022 10:42  
**To:** Gary Forbes-Burns <[Gary.Forbes-Burns@ascendalgroup.com](mailto:Gary.Forbes-Burns@ascendalgroup.com)>  
**Subject:** [EXTERNAL]:New Whippet timetables

Hi Gary,

We last spoke during the GoAscendal Labs launch.

This time it's about the withdrawn Stagecoach East services in Cambs and Peterborough. You may have seen that we've published timetables to help the public understand what services are coming in their place from October 30. <https://cambridgeshirepeterborough-ca.gov.uk/news/details-released-of-bus-operators-and-timetables-for-withdrawn-stagecoach-routes-from-october-30/>

I'm aware that there's always the chance for some deviation from those intended timetables that and I understand that may well be the case in respect of new Whippet services from October 30.

What I don't want people to do is to expect our timetables to update every time there is a change and instead want to encourage people to check with Whippet through the usual channels for any issues/changes etc. To that end, if you are putting stuff on social media, and have a timetables page (not sure you had these new routes last I checked) we've rather signpost to your channels/retweet/share and so forth.

Sorry, bit of a ramble, but any thoughts let me know.

Thanks

Tel: 01480 277180

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**From:** [Paul Nelson \(Leaver\)](#)  
**To:** [Passenger Transport](#); [Andy Hunt](#)  
**Subject:** RE: Questions re No 18 Cambridge to St Neots  
**Date:** 01 November 2022 10:12:02  
**Attachments:** [CPCA\\_newlogooptimised\\_31636706-cef1-440f-858f-e9efcc8c5c75.jpg](#)  
[TBB\\_Logosig\\_681b9afe-a177-499e-a961-437a23868ed5.png](#)  
[livingwageoptimised\\_4d0e77c6-45bb-416e-acd3-03d478aee8e0.png](#)  
[2021.07.26\\_step4\\_esignature\\_1708x479\\_150ppioptimised\\_d0a4ed7b-4e18-4b67-a280-3fdccd11d28a.png](#)

---

Hi [REDACTED]

The one we have printed is the one that will run, but at the moment for just this week and next Whippet are running a temporary timetable while they get everything in place to provide the new service reliably. It does say this on their website but is hidden a bit under news. [Whippet News - Go Whippet \(go-whippet.co.uk\)](#)

Thank you

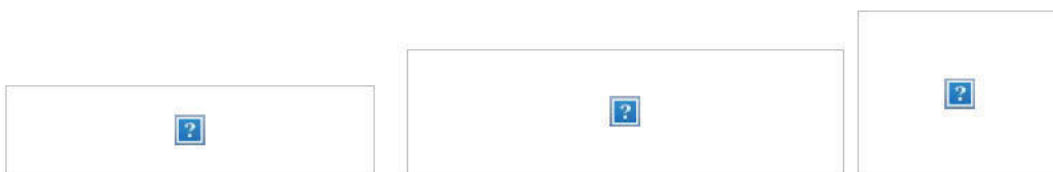
Paul

Paul Nelson  
Public Transport Manager  
[REDACTED]

Paul Nelson  
Public Transport Manager

[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)  
[REDACTED]

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---

**From:** Passenger Transport <passenger.transport@cambridgeshirepeterborough-ca.gov.uk>

**Sent:** 01 November 2022 10:03

**To:** Andy Hunt <andy.hunt@cambridgeshirepeterborough-ca.gov.uk>; Paul Nelson <paul.nelson@cambridgeshirepeterborough-ca.gov.uk>

**Subject:** FW: Questions re No 18 Cambridge to St Neots

Morning both

Sorry to pass this one on but this lady is right...our timetable and the one Whippet have up on their website are different..

Here's Whippet's [20221026-18-temp.pdf \(go-whippet.co.uk\)](#)

Which one do we need to tell her is the right one?

Thanks as always

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

---

**From:** [Redacted]

**Sent:** 31 October 2022 17:31

**To:** Passenger Transport <[passenger.transport@cambridgeshirepeterborough-ca.gov.uk](#)>

**Subject:** Questions re No 18 Cambridge to St Neots

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

**From:** [Passenger Transport](#)  
**To:** [Paul Nelson \(Leaver\)](#); [Andy Hunt](#)  
**Subject:** RE: URGENT feedback and enquiries re Service 18 > St Neots to Cambourne  
**Date:** 01 November 2022 11:30:42  
**Attachments:** [image002.jpg](#)  
[image003.png](#)  
[image004.png](#)  
[image005.png](#)  
[image006.png](#)

---

Lovely – thanks Paul will go back to her with this...

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Paul Nelson <paul.nelson@cambridgeshirepeterborough-ca.gov.uk>  
**Sent:** 01 November 2022 11:29  
**To:** Passenger Transport <passenger.transport@cambridgeshirepeterborough-ca.gov.uk>; Andy Hunt <andy.hunt@cambridgeshirepeterborough-ca.gov.uk>  
**Subject:** RE: URGENT feedback and enquiries re Service 18 > St Neots to Cambourne

Thanks, [REDACTED] a couple of minor typos (which I have changed) but looks good.

Paul

Paul Nelson  
Public Transport Manager  
[REDACTED]

Paul Nelson  
Public Transport Manager

[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)  
[REDACTED]

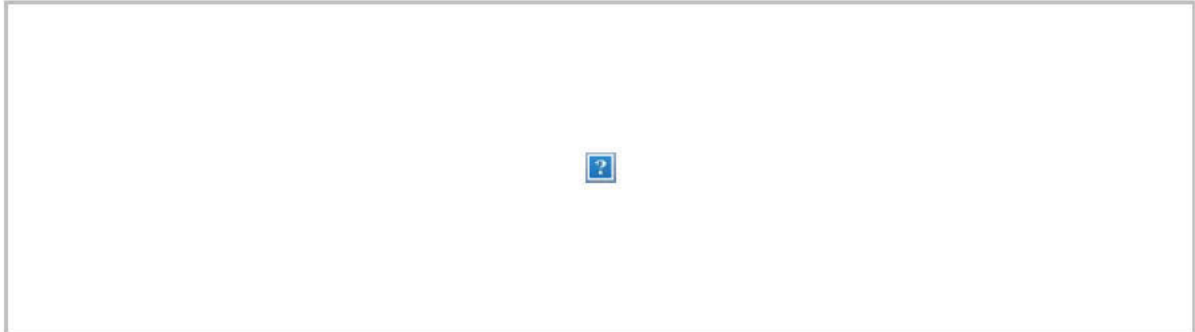
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**From:** Passenger Transport <[passenger.transport@cambridgeshirepeterborough-ca.gov.uk](mailto:passenger.transport@cambridgeshirepeterborough-ca.gov.uk)>

**Sent:** 01 November 2022 11:07

**To:** Andy Hunt <[andy.hunt@cambridgeshirepeterborough-ca.gov.uk](mailto:andy.hunt@cambridgeshirepeterborough-ca.gov.uk)>; Paul Nelson <[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)>

**Subject:** FW: URGENT feedback and enquiries re Service 18 > St Neots to Cambourne

Both

Given what has been agreed with Whippet are you both ok with this response?

Dear [REDACTED]

Thank you for your email and we understand completely where your confusion is coming from.

Due to the late notice the operator had to get replacements sorted following the Stagecoach changes and they are suffering from some teething issues. To aid with this and to ensure they have the time to get their operations in order to run the services as we all want, it has been agreed with Whippet that they can run a temporary timetable on the service 18.

This temporary timetable is for this and next week only. After that they will be operating the timetable which we published on the CPCA website.

For this week and for next the timetable that will be run can be found on this link [20221026-18-temp.pdf \(go-whippet.co.uk\)](#)

We hope that this clarifies the situation.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]

**Sent:** 01 November 2022 09:46

**To:** Passenger Transport <[passenger.transport@cambridgeshirepeterborough-ca.gov.uk](mailto:passenger.transport@cambridgeshirepeterborough-ca.gov.uk)>;  
[info@whippet.uk.com](mailto:info@whippet.uk.com)

**Subject:** URGENT feedback and enquiries re Service 18 > St Neots to Cambourne

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [Oliver Howarth](#)  
**To:** [REDACTED] [Tim Bellamy](#); [REDACTED] [Dr Nik Johnson](#)  
**Cc:** [REDACTED]  
**Subject:** RE: Whippet Coaches 18 bus service  
**Date:** 11 November 2022 13:58:00  
**Attachments:** [image001.jpg](#)  
[image002.png](#)  
[image003.png](#)  
[image004.png](#)  
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[TBB\\_Logosig\\_681b9afe-a177-499e-a961-437a23868ed5.png](#)  
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Dear [REDACTED]

Thank you for highlighting issues with the 18 service.

What has happened is that Whippet has taken over the 18 service at short notice and has been short of drivers - there is a national shortage and SW Cambs is particularly badly hit by the availability of high wage jobs at Stansted.

The hourly 18 bus service requires three buses, and as Whippet have not enough drivers they have registered an emergency timetable for the 18, using 2 buses and not covering the third duty – so typically buses might arrive at 1100, 1300, 1400, 1600, 1700 etc. Whippet publish this interim timetable on their website – the idea is that these are not last minute cancellations but planned cancellations, announced in advance so people are not too badly inconvenienced.

On their website Whippet say that the full hourly timetable will run from Monday 14 November (next Monday). The proof will be in the pudding.

I trust this is helpful

Kind regards

Oliver

**Oliver Howarth**  
**Bus Strategy Manager**

[oliver.howarth@cambridgeshirepeterborough-ca.gov.uk](mailto:oliver.howarth@cambridgeshirepeterborough-ca.gov.uk)  
[REDACTED]

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**From:** Dr Nik Johnson <Nik.Johnson@cambridgeshirepeterborough-ca.gov.uk>  
**Sent:** 11 November 2022 13:31  
**To:** [Redacted]  
**Cc:** [Redacted] Oliver Howarth <oliver.howarth@cambridgeshirepeterborough-ca.gov.uk>; [Redacted]; Tim Bellamy <tim.bellamy@cambridgeshirepeterborough-ca.gov.uk>  
**Subject:** RE: Whippet Coaches 18 bus service

Hi [Redacted]



I will pass your email onto the team at CPCA to help in formalising a reply

Thank you for taking the time to get in touch

Nik

Mayor

Nik Johnson

[Nik.Johnson@cambridgeshirepeterborough-ca.gov.uk](mailto:Nik.Johnson@cambridgeshirepeterborough-ca.gov.uk)

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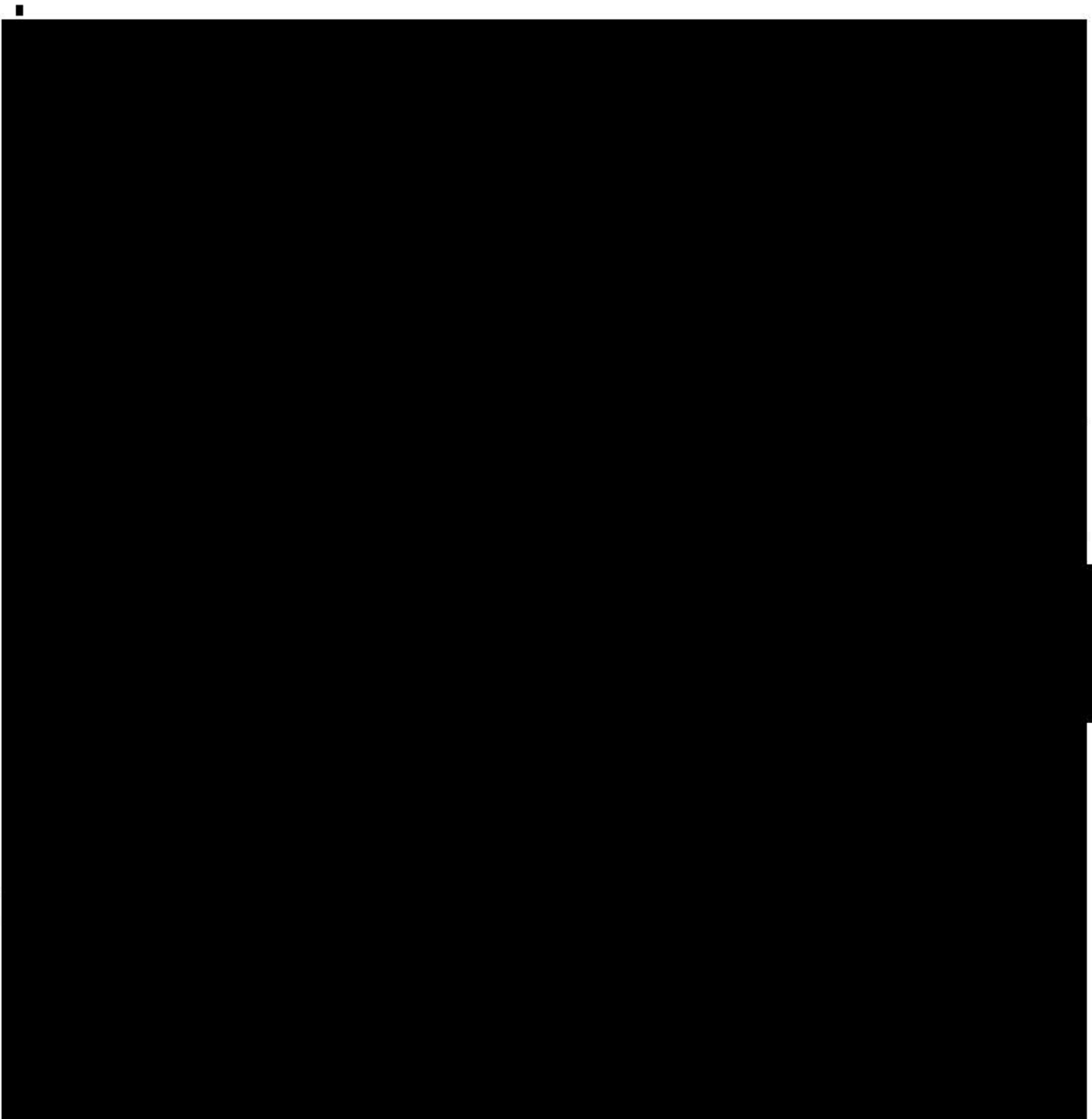
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---

**From:** [REDACTED]  
**Sent:** 08 November 2022 09:10  
**To:** Dr Nik Johnson <[nik.johnson@cambridgeshirepeterborough-ca.gov.uk](mailto:nik.johnson@cambridgeshirepeterborough-ca.gov.uk)>; [info@whippet.uk.com](mailto:info@whippet.uk.com)  
**Cc:** [REDACTED]  
**Subject:** Whippet Coaches 18 bus service



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [Paul Nelson \(Leaver\)](#)  
**To:** [Passenger Transport](#); [Andy Hunt](#)  
**Subject:** RE: Whippet Service 18 St Neots to Cambourne  
**Date:** 14 November 2022 14:33:42  
**Attachments:** [image001.png](#)  
[CPCA\\_newlogooptimised\\_31636706-cef1-440f-858f-e9efcc8c5c75.jpg](#)  
[TBB\\_Logosig\\_681b9afe-a177-499e-a961-437a23868ed5.png](#)  
[livingwageoptimised\\_4d0e77c6-45bb-416e-acd3-03d478aee8e0.png](#)  
[2021.07.26\\_step4\\_esignature\\_1708x479\\_150ppioptimised\\_d0a4ed7b-4e18-4b67-a280-3fdcdd11d28a.png](#)

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Hi 

Sadly, no guarantees as problems ongoing. I suggest:

Unfortunately, Whippet are suffering from the same issue as all operators with driver shortages, but we continue to work with them on how we can manage this. Part of this work involves them operating the temporary timetable as Whippet are not yet able to fully operate the proposed timetable. However, although this was only planned for two weeks it will need to continue for longer and likely to be beyond the 28<sup>th</sup> November. Our options are somewhat limited by the fact that Whippet were the only bidder for the service and the alternative would be no service at all, but despite this I can assure you that we are working with them to improve the reliability.

Thank you

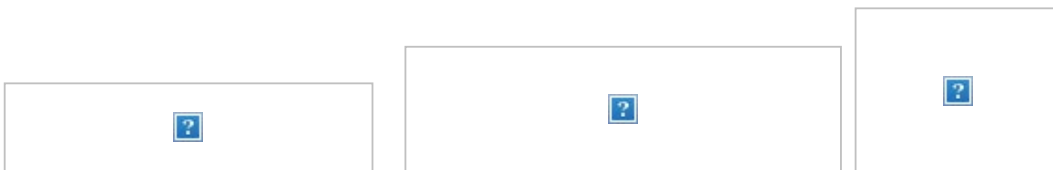
Paul

Paul Nelson  
Public Transport Manager  


Paul Nelson  
Public Transport Manager

[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)  


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**From:** Passenger Transport <[passenger.transport@cambridgeshirepeterborough-ca.gov.uk](mailto:passenger.transport@cambridgeshirepeterborough-ca.gov.uk)>  
**Sent:** 14 November 2022 14:15  
**To:** Andy Hunt <[andy.hunt@cambridgeshirepeterborough-ca.gov.uk](mailto:andy.hunt@cambridgeshirepeterborough-ca.gov.uk)>; Paul Nelson <[paul.nelson@cambridgeshirepeterborough-ca.gov.uk](mailto:paul.nelson@cambridgeshirepeterborough-ca.gov.uk)>  
**Subject:** FW: Whippet Service 18 St Neots to Cambourne

Hi both

Not sure what we can say back to this email but doubt she will get a response back from Whippet....

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 14 November 2022 13:34  
**To:** Passenger Transport <[passenger.transport@cambridgeshirepeterborough-ca.gov.uk](mailto:passenger.transport@cambridgeshirepeterborough-ca.gov.uk)>  
**Cc:** [REDACTED]  
**Subject:** Whippet Service 18 St Neots to Cambourne

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]