



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

10 June 2024

██████████
████████████████████

Dear ██████████

Re: Freedom of Information request ref CA325

Thank you for your request for information received on 13 May 2024. The response is given below:

Request

I would also like to request information under the FOIA regarding payments being made to operators that do not operate services. On the 1st May Vectare did not operate the 22 Service in its entirety, on the 1st May and the 7th May Vectare suspended Services 23/24 until after the peak morning rush-hour, this information can be seen publicly on their X (Twitter) feed for the month of May – there are many more in past months if you wish to look at their social media sights. I asked one of your colleagues a few months ago as to whether this operator deleted these days from their invoice and he was unable to advise whether they did or not. Can I request from yourself whether this is the case please? I would like to add that I feel this a flagrant disregard to the good people of Cambridgeshire and CPCA yet Vectare is once again offered a service (61) that they cannot service in the first instance thus CPCA has to ask the incumbent to continue until they get organised. I am sure you can feel the frustration in all this, it is most disappointing for all of my staff who continue to work diligently and conscientiously every day to fulfil the obligation of Ron W Dew & Son Ltd when there are those around us who take our services for pence per day and then do not operate them correctly.

I look forward to your thoughts, comments and detail regarding tax payers contributions to invoices.

Response

The two dates mentioned in your email, 1st May and 7th May, are covered by period 2. Period 2 runs between 28/04/24 and 25/05/24 so invoices are yet to be received.

An examination of invoices received from Vectare over the past financial year does not show any deductions made due to lost mileage.

2nd Floor
Pathfinder House
St Mary's Street
Huntingdon
Cambs
PE29 3TN

There is a requirement for all contractors to report in writing to Cambridgeshire and Peterborough Combined Authority indicating which journeys did not operate in accordance with the contract in the previous four weeks and the reasons for such failure. The Combined Authority is currently undertaking a review of the performance regime for its contracts and part of this work will involve greater adherence to reporting this information.

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 or write a letter to Complaints, Cambridgeshire and Peterborough Combined Authority, 2nd 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



Susan Hall
Data Protection Officer

A decorative graphic in the bottom left corner consisting of several overlapping, curved, leaf-like shapes in shades of purple, blue, green, and brown.

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