

Freedom of Information Request

Ref: 25-572

11 August 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

I am writing under the Freedom of Information Act 2000 to request the following information regarding the staff shuttle bus services operated by UHBW during the 2024 calendar year (January 1, 2024, to December 31, 2024):

1. Service Operation Data

- How many scheduled journeys were planned for the A and B Bus shuttle service over the year?**
- How many of those journeys were cancelled?**
- What percentage of the scheduled A and B Bus services were successfully operated?**

A Bus scheduled journeys for the calendar year 2024 = 3780

A Bus completed journeys for the calendar year 2024 = 3402

B Bus scheduled journeys for the calendar year 2024 = 1560

A Bus operated 90%

B Bus operated 60%

2. Cost Information

- What was the total annual cost of running the A and B Bus shuttle service during 2024?**

£330,284.60

- Please provide a breakdown of the costs, including staffing, fuel, maintenance, vehicle leasing or purchase, and any third-party contractor fees.**

Running costs 2024			
CURRENT STAFFING	Hours per week		£
Bus shift 1	37.5		23,177.00
Bus shift 2	37.5		23,177.00
Bus shift 3	18		11,091.00

Bus shift 4	37.5	9.5	29,030.90
Bus shift 5 (Weston)	37.5		23,177.00
Bus shift 6 (weston)	37.5		23,177.00
Shift 2	27.5		16,945.50
Shift 4	19		11,707.80
bus spare	37.5		23,177.00
Total	289.5	9.5	
Band 2			
ODS		88	81,338.40
Annual Costs			265,998.60
NON PAY COSTS	FUEL USED		FUEL COST
FUEL			50,000.00
MAINTENANCE	PMI		3,300.00
MOT			2,800.00
VEHICLESX4	RESIDUAL		49,000.00
TYRES EVERY 6 MONTHS			16,000.00
BRAKE PADS EVERY 6 MONTHS			
ENGINE IF REQUIRED			20,000.00
UNIFORMS			1,800.00
TOTAL FOR HOSPITAL FREE BUS SERVICE			408,898.60
Above and Beyond contribution			78,614.40
Cost to department			330,284.60

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust