

Principal: Richard Spencer



# ELY COLLEGE

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Dear Parent/Carer

## School Buses

We have recently had a number of issues relating to students losing their bus passes, this has resulted in students being refused access by the bus companies. We share the concerns some parents have expressed with regard to this approach, and with respect to students not being allowed access. The local authority's current position with respect to students not having their cards is:

*"the Council has officially followed a "no pass, no travel" policy for a number of years, although I appreciate it may not always have been firmly applied. All parents are advised that their son/daughter should have a plan as to what to do if they're unable to board the school bus, for whatever reason – it could be that the vehicle breaks down, or that a road closure prevents it accessing certain stops, for example".*

We are keen to support our students and prevent them from finding themselves in this position. If a bus pass is lost, then the student must report this to their house office and/or Claire Lucas (Attendance Officer) where a temporary bus pass can be provided immediately. This should then rectify the matter swiftly and reduce any concern and/or anxiety.

**If a bus pass is lost, then the process to replace this is outlined in "The Home to School travel assistance policy and Travel Code of Conduct": -**

<http://www.cambridgeshire.gov.uk/education/transport>

If you have a **concern or a complaint** to make with respect to the performance of the buses/bus company then please use the email and contact details of the local authority Passenger Transport Team below.

### Toby Parsons

Transport Policy & Operational Projects Manager

**Cambridgeshire County Council**

Passenger Transport Team

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**Ely College is not responsible for the operation of buses or the service they provide.** We do, however, have a shared responsibility with respect to ensuring high standards of behaviour to and from school, and will always act when we receive reports or concerns about students' conduct while on the buses. If you ever have such a concern, then please contact your respective House.

Yours faithfully

Lee Mawby  
Vice principal

