

September 2019

Dear parents and carers

I hope you are all well and the school year has started well from your perspective. I will have a few more words to say to mark the beginning of the year in the forthcoming edition of the school newsletter but, in the meantime, I want to address some issues we have been having with school buses.

Although the buses are private services and the school does not have any kind of formal contract with Warrington's Own Buses, we obviously work with the company as best we can to ensure the service is as good as it can be without prices having to rise further. We have been tracking the situation and representatives from the Warrington's Own Buses were on the school site last week. They will also be here every day this week to monitor the situation.

The biggest issue seems to be buses arriving late in the morning. This has long been an issue, but has been particularly acute so far this term. **At this stage, it looks as if the most sensible approach will be to change bus timetables such that all (or most) services are scheduled to start and arrive 10 minutes earlier.** We would not ask the bus company to make such changes without giving parents and carers the chance to offer feedback, so **please let us know by Friday 4th October if a change to bus timetables would cause any significant problems by emailing Mrs Moge (amoge@lymmhigh.org.uk).**

In fairness to the bus company, they have a tiny margin of error at the moment. Most services are due to arrive at 8.15am and it only takes some poor weather and a bit more traffic than usual or a badly parked car to make a bus late enough to mean students are late for tutor time. Most people understand that the roads are always going to be busy at this time of the morning and, given our proximity to motorways, there is also always a chance of longer delays on occasions. Moving times ten minutes earlier should, we hope, solve the majority of the problems. School is open from at least 7.45am and there is plenty of space for students to wait before school starts – including the canteen, which serves a range of hot and cold breakfast food.

More broadly, I have promised Warrington's Own Buses that I will take this opportunity to make the following points:

- It is inevitable that buses will be late from time to time; this is unavoidable. However, the advice from both school and bus company is that students should wait at the bus stop – these are school services and will never be cancelled outright. In the worst case scenario, such as a bus breaking down, a replacement service will *always* be sent.
- Please remind children to wave clearly to indicate they want a bus to stop. Sometimes there are children going to other schools waiting at stops and it is not always obvious to a driver that Lymm High students need to be picked up.

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- If you ever have any concerns about anything else relating to the bus journey, please contact the bus company directly; they want feedback and will always do their best to respond.
- If your children do not use buses, but you drop them off in your car, please show respect for others by not parking in the bus bays or on Oughtrington Lane in a way that will block buses from getting through; this is often a contributory factor in buses being late.

Finally, please bear in mind that we expect all students to behave properly on buses at all times and we are quite prepared to issue sanctions in school if they are not behaving as the socially responsible citizens we expect. If your child witnesses poor behaviour, please ask them to let us know and we will deal with it. Any information can be treated in confidence, not least because most buses have CCTV and there are almost always lots of people around to enable us to gather the evidence needed to take action.

Yours faithfully

A handwritten signature in black ink, appearing to read 'G. Williams', with a stylized flourish extending to the right.

Gwyn Williams
Headteacher