



Ref: HB/sg  
3 October 2017

Dear Parent/Carer

**CT Travel Bus Service (530/532)**

I am well aware of the poor timekeeping of the CT Travel bus service at present (530/532).

I share your frustration as parents and am equally concerned about the poor quality of timing and reliability. The school however, is committed to ensuring that until we have a suitable resolution, all students are safe and have a means to travel home or to school. On evenings after school, colleagues and myself are on 'bus duty' with the students who wait for either the 532 service or the 610 service. Staff are regularly waiting with children beyond 4 pm – which is not a great use of their time either; however we insist on a staff presence to ensure student safety. When the services appear late we make contact with them directly to ascertain the reasons why and we share this information with students. There is a huge raft of reasons which we have been given for the late arrival of these services.

As Headteacher, the safeguarding of students is paramount to me. We have ensured that students are never left stranded at school - using the school minibus and staff to drive students home. On 3 mornings, prior to school starting, we have additionally sent the minibus out to collect children who have been left 'stranded' due to the late arrival of the service bus. I believe this is another example of us going above and beyond the expectation to ensure our students are safe.

I feel I must clarify for all parents that these bus services are not 'ours'. We do not contract these services and we have no control over the tender being awarded. We do not have jurisdiction over the details of any contracts in relation to buses. In fact, the school and the local authority are not at all at fault; we have shared our dissatisfaction with the services both with WYCA (West Yorkshire Combined Authority) and CT Travel at the highest levels. If this was indeed a contract which we had control over, I can assure you that we would be dealing with this directly and with a much more immediate resolution. It is certainly not in our best interests either to have students late for school or waiting for up to an hour for a bus service to arrive.

I have communicated the need for additional, punctual services to the leaders of WYCA and CT Travel and I am still awaiting a response despite reminder calls. We call CT Travel each day and have been in regular email contact with both the agencies mentioned. We did message parents last week providing contact information for each of the above bodies. If you did not receive this communication we can ensure that it is resent.

Yours faithfully

**Hellen Bolton  
Headteacher**



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