



STOUR VALLEY
— COMMUNITY SCHOOL —

Stour Valley Community School
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Headteacher Mrs Rachel Kelly BA (Hons)

Dear Parent/Carer

19 January 2024

We have been contacted by Hedingham and Chambers regarding the 236 service. They are concerned that a number of students are attempting to use the bus without a valid pass or offering payment leading to the bus being overcrowded. Legally the loading limit is for 93 students. Based on the number of students with passes plus the number who pay on the day this should be enough capacity.

Particular concerns raised are that students who have a pass for the 703 service run by Stephenson's are attempting to use the 236 as an alternative service. The passes are specific to a service so this is not something that should be happening.

I have asked for clarification regarding the students who previously used the 237 and I have been told that their passes will be accepted on the 236 and no further action is required by the parents/carers of those students.

From **Monday 22 January** Hedingham and Chambers drivers will be under instructions from their company not to accept any student who does not offer a valid pass or payment method.

Could I please ask that **parents/carers of 236 users:**

- Check that your child knows where their pass is and has this on Monday
- If they do not have their pass, please visit [Suffolkonboard - School Travel](#) and report this as lost. Please could you ensure your child has a copy of the confirmation email so they have evidence this has been requested
- If your child pays for this service please ensure they have a valid payment method daily.

Could I ask that **parents/carers of students with a pass for the 703:**

- Remind your child that they should only use this service and that their pass is not valid for other services.

If a student does forget their pass, they can speak to reception regarding a temporary one as early as possible in the school day. This will be for a specific period of time and will only be issued if we have evidence from Suffolk County Council to support that they should have a pass.

Although contact has come through the school due to necessity, this is not a decision we have taken as a school. Should you have any questions regarding this could you please direct them to Hedingham and Chambers and not the school.

Your faithfully

Mr Sims - Assistant Headteacher

