



Alderman Peel High School

A Specialist Sports College

Headteacher: Mr Alastair Ogle

Market Lane, Wells-next-the-Sea, Norfolk NR23 1RB

Telephone: 01328 710476 Fax: 01328 710767

email: office@aldermanpeel.norfolksch.uk Website: www.aldermanpeel.norfolksch.uk

Q. Why has APHS changed the bus times?

APHS does not have any control over the public bus service timetables. They are operated by Stagecoach (formerly Norfolk Green) and regulated by the National Traffic Commissioner. We have, however, had very good lines of communication with Stagecoach over the past few years and have managed to negotiate greater consideration for timetables, pick up points and fares. Unfortunately there has been a recent change of personnel in local management who was not aware of some of these arrangements. A meeting has been scheduled with them to discuss all of these issues on behalf of parents now that we have become aware of recent problems.

Q. Who do I talk to about this?

While registering complaints with the school about public bus provision is useful for us to know that there is a problem, doing so will not actually solve the issue. Details of the complaints and feedback procedure for the Kings Lynn depot can be found on the stagecoach website at:

<https://www.stagecoachbus.com/help-and-contact/national/im-not-happy-how-do-i-make-a-complaint>

You can telephone on 01553 776 980 or email at norfolk.enquiries@stagecoachbus.com.

Q. Why were we not told about the cancellation of the 434 service to/from Dersingham?

Despite being reassured by Stagecoach that all parents had been made aware of the issue related to the cancellation of the 434 service, it is clear that there was miscommunication about this decision and APHS were not aware of this change until long after it had been made. Upon receiving this information, Mr Ogle personally circulated the new timetable for the replacement service provided by Lynx at the start of the academic year for students to take home to parents.

Q. Why did Stagecoach allow me to purchase an expensive annual pass for a service that was not going to be running?

Stagecoach has recognised their mistake and apologised profusely for this situation. The operations teams had not communicated this decision to cancel this service to their commercial teams which led to tickets being mis-sold. Stagecoach are issuing refunds to parents who have been placed in this situation upon presentation of the purchased annual pass.

Q. What do students do if they need to catch the earlier departure time of the No. 29 Bus from Fakenham (07:33) and arrive really early in Wells-next-the-Sea (08:00)?

The later service (08:33) unfortunately arrives at school too late (09:00). Any students arriving to school at this time will be marked as late and may affect their attendance. Students will be welcome to come into the school canteen when they arrive at school and breakfast is available from 08:15. Our longer-term aim is to re-negotiate the timings of this service back to the previous time (around 07:50 for an 08:20 arrival) to be more convenient for parents and students.



Alderman Peel High School

A Specialist Sports College

Headteacher: Mr Alastair Ogle

Market Lane, Wells-next-the-Sea, Norfolk NR23 1RB

Telephone: 01328 710476 Fax: 01328 710767

email: office@aldermanpeel.norfolksch.uk Website: www.aldermanpeel.norfolksch.uk

- Q. What do students do if they need to catch the earlier departure time of the Coasthopper service from Hunstanton (07:05) and arrive really early in Wells-next-the-Sea (07:56)?**

The later service (08:05) unfortunately arrives at school too late (08:56). Any students arriving to school at this time will be marked as late and may affect their attendance. Students will be welcome to come into the school canteen when they arrive at school and breakfast is available from 08:15. Our longer-term aim is to re-negotiate the timings of this service to be far more convenient for parents and students.

- Q. Are students allowed to go to the local shop once they get off the bus and before they come to school?**

Students are expected to be in morning registration at 08:40. While we do not condone students going to the shop before the school day we recognise that some students may wish to buy lunch for the day. There is no real need to do this as our school canteen provides a range of food and drinks before the school day, at break time and lunch time at very reasonable prices. Parents must be clear what their children are permitted to do before the school day and be clear about what arrangements are agreed. Consumption of sugary sweets, drinks and even energy drinks do not constitute a healthy breakfast and do have wider proven effects on health and well-being. As a healthy school we would prefer that this is not the case.

- Q. Will my child be allowed to catch the bus at 15:05 or will they be made to wait until 16:05?**

As stated in previous correspondence, we would prefer not to have to allow students out early at the end of the day as it disrupts lessons and can affect learning. We do provide a range of after school clubs and activities, including homework clubs so that students can make good use of their time if waiting for the later service and avoid having to wait at the roadside. However, we also operate a pass system for students who catch the Fakenham bus and now, in response to recent changes to the timetable, the Coasthopper services towards Hunstanton. Students must return the relevant reply slip to school reception and passes to leave 5 minutes early from period 5 will be issued. If students do not have a pass or cannot produce one, then they will not be permitted to leave.

- Q. My child stays later for after school sports clubs, activities, or revision sessions, but has been told by the bus company that they cannot use their return ticket on a later service?**

We have been made aware this week that students who are using the new Lynx service in place of the 434 service to Dersingham have had tickets refused on the return home as tickets have been purchased for a different service. We are going to discuss this with the bus companies at an upcoming meeting to determine a solution. In the meantime, where students are looking to take part in an after school activity it may be necessary to purchase a single outward journey ticket with Lynx a single return journey ticket from Stagecoach. We recognise that this may prove more costly and are therefore seeking to try and overcome this with the bus companies.

If students are travelling on a later service home, which is operated by the same company (i.e. Stagecoach) please express your concerns with them to try and gain permission to travel on



Alderman Peel High School

A Specialist Sports College

Headteacher: Mr Alastair Ogle

Market Lane, Wells-next-the-Sea, Norfolk NR23 1RB

Telephone: 01328 710476 Fax: 01328 710767

email: office@aldermanpeel.norfolksch.uk Website: www.aldermanpeel.norfolksch.uk

either a 3pm service or later at no extra cost. As the operators of the service, they are the only ones who can grant this.