



Looe Community Academy

Specialising in the Performing Arts,
Maths and Computing
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Headteacher: Mrs H R Jenkins BSc

Reference: SPG/Transport

10 September 2015

Dear Parent/Carer

School Transport – Issues with the Pelynt Plymouth City Bus

Firstly may I apologise on behalf of the Academy for the inconvenience and worry caused by the issues with the school bus from Pelynt; I can assure you that all of the concerns raised have been conveyed to Cornwall Council's Pupil Transport Unit, who have been in robust discussions with the managing director of Plymouth City Bus. The company recognises the seriousness of their shortcomings and have taken internal action to improve their service; they have provided Cornwall Council with assurances that there will be no repeat of the issues we have experienced this week.

I have just heard from the Pupil Transport Unit that the outcome of their discussions is that there will be a change to the way the service is delivered by Plymouth City Bus, although this is not able to commence until Monday 21 September 2015. From that date the bus will come straight from Plymouth to Pelynt and then on to the Academy. In the evening the bus will start in West Looe, go to Looe Bay Holiday Park, on to the Academy and then to Pelynt.

In the meantime, given recent concerns, the bus will be driven by a senior manager tomorrow to ensure the appropriate standard of service for our students, and for next week, all drivers have been briefed once more on their route and on their responsibilities and will be closely monitored by the managers at Plymouth City Bus.

The Academy will be monitoring the quality of service and welcomes feedback from parents, carers and students. However, the responsibility for providing daily transport for students has to remain with Cornwall Council. You can of course contact the Pupil Transport Unit direct on 0300 1234 100 should you still have any concerns about the quality of provision or about the proposed improvements to the service.

Yours faithfully

Steve Green CMgr FCMI
Business Manager