Freethorpe Primary School

01493 700215
office-freethorpe@aimfederation.org
School Road, The Green, Freethorpe, NR13 3NZ

AIM Federation: Small schools, big opportunities

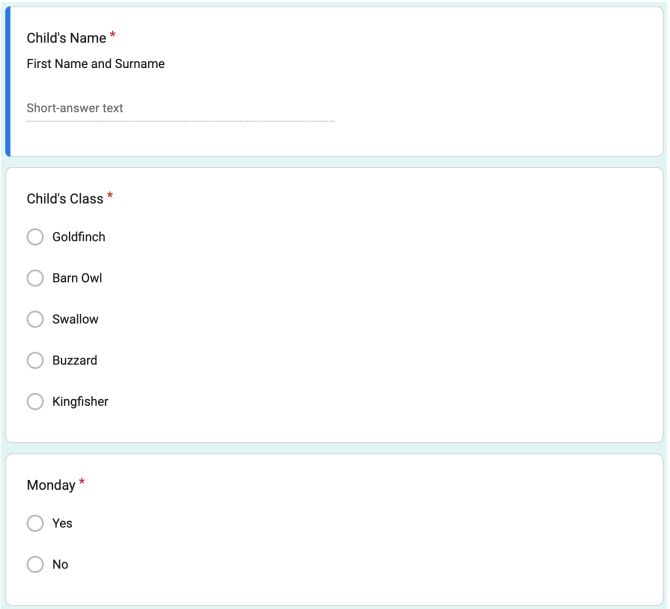
Thursday 5th November 2026

Dear Parents and Carers,

Changes to Reporting Use of the Ambassador Travel Bus Service

We are making a change to the way parents and carers inform school when their child will be using the Ambassador Travel bus service to travel home. This change is being introduced to ensure that all information is communicated directly to the school office, allowing us to coordinate end-of-day arrangements more effectively and ensure that all relevant staff are informed.

How will the new system work?



Every Thursday, a survey (example pictured) will be shared with parents and carers. The survey will ask you to provide:

- Your child's name.
- Your child's class.
- A simple Yes or No response for each day of the following week to confirm whether your child will be using the Ambassador Travel bus service.

The survey will close at 8.45am on Monday morning. This will allow the office team to collate the responses and communicate the arrangements to staff ahead of the school week.

What if arrangements change during the week?

We understand that circumstances can change. If you need to make any amendments to your child's bus arrangements after submitting the survey, please contact the school office directly on **01493 700215**.

Please do not record changes in your child's communication book or pass messages directly to teaching staff. This is important as it ensures that all amendments are received and recorded centrally by the office.

Important: If we have not received confirmation through the weekly survey or direct communication with the school office, your child will not be placed on the bus.

Collection from the Ambassador Travel Bus

We would also like to take this opportunity to remind parents and carers of the importance of being present at their child's designated bus stop to collect them at the end of the school day.

It has come to our attention that there have been occasions when a parent or responsible adult has not been present to meet their child when the bus arrives. For the safety and wellbeing of all children, ***if no adult is present to collect a child at their designated stop, the child will remain on the bus and be brought back to school.***

This procedure is in place to ensure that children are not left without appropriate supervision or dropped off at home without an adult available to support them in accessing their property.

Thank you for your support and cooperation in helping us make these changes. We hope that the new system will provide a clearer and more reliable way of sharing transport arrangements, ensuring that everyone has the information they need to keep children safe at the end of the school day.

Kind regards,

Mrs Kathryn Andrews
Head of School and SENDCo

Mrs Sarah Collier
Head of School and Class Teacher