

County Hall
Martineau Lane
Norwich
NR1 2SG

Tel: (01603) 222143
Fax: (01603) 222144
Minicom: (01603) 223833
Email: ian.hydes.pt@norfolk.gov.uk

Please ask for: Mr I Hydes

Your Ref:

Contact Number: 01603 224357

My Ref: T/N/2/1/GEN/IRH/SJB

January 2002

Dear Headteacher

Home to School Transport

I am writing to clarify for you how the Passenger Transport Unit (PTU) deals with home to school transport so you are able to contact the best person to deal with your query.

If no pupils attending your school currently use home to school transport, please keep this for future reference.

Admissions

Firstly, the PTU does **not** deal with admission queries, including when the designated school is full. These should be directed to the Admissions team at County Hall, King's Lynn or Great Yarmouth.

Vehicle Hire

The Passenger Transport Unit **do not** hire out vehicles. The hiring of the Council's own vehicles is dealt with by Norfolk County Services. Please contact Margaret Saul on 01603 728810.

Entitlement to Transport

Entitlement to transport is dealt with in the PTU by the administration team. Any child/student wishing to use transport must fill in an application and return it to the PTU. Application forms are available from February for the next academic year. A supply will be sent to you. It is important the correct application form is used to avoid delays. Children are not generally allowed to use transport before we have received and processed the application form.

Continued....

Headteacher
Norfolk Schools

Organising Transport

The transport is organised by the Network Team. This team is split into two teams, "BigBus" which deals with transport in vehicles of 12 or more seats to all mainstream schools and colleges, over 16 seats to all other schools, and the "Small Vehicle Team" which deals with transport by all other vehicles.

These teams are split into areas. Maps showing the areas, which are different in each team, are enclosed. If there are operational problems, you should contact the appropriate assistant co-ordinator in the first instance.

Behaviour

Any behavioural matters of either pupil or driver are dealt with by the Customer Services Manager who should be contacted on 01603 223404.

Contact with Parents

If parents wish to contact the unit regarding any matter relating to transport they should contact the Customer Services Team on 01603 223800. On no account should they be advised to call any other number.

Temporary Passes

Temporary passes may be issued to pupils attending High Schools who have lost their pass. They should only be issued to PUPILS WHO ARE ALREADY IN RECEIPT OF A PASS FROM COUNTY HALL and are valid for a maximum of 14 days only on the bus they are allocated to. If a pupil has lost a pass they should be given an application form for a replacement, which currently costs £5.

If a pupil using transport changes address they need to advise us in writing of the new address and return their existing pass. They should be advised to obtain a temporary pass for their existing travel to permit them to return their existing pass in good time. If in doubt they should contact our Customer Services Team on 01603 223800.

As from September 2002, we will be issuing travel passes on an annual basis for all pupils instead of the current five year passes as used at most High Schools. We plan to distribute these before the end of the current academic year whenever possible.

Pupil Lists

As you are aware we distribute lists of pupils travelling on transport and appreciate your assistance in advising us of any pupils who have left or no longer require transport. We are now able to e-mail lists to you. If you wish to take advantage of this quicker and more efficient method, please advise us of the address you require lists to be e-mailed to.

I trust this letter contains useful information which will make it easier for you to contact us in future. I hope to produce an information sheet which gives the details in a more concise form in the near future and will let you have copies of this when it is available.

Contact with PTU

Staff from the Network Team would be happy to come and discuss any transport matters with you and/or any of your colleagues. Please do not hesitate to contact me to arrange such a meeting if you feel it would be helpful.

Yours sincerely



Passenger Transport Unit

BIG BUS TEAM AREA SPLIT

WEST AREA

Co-ordinator: Chris Limbach tel 01603 224352

NORTH & EAST

Ass't Co-ordinator: Judith Powles tel 01603 224362

NORTH AREA

Co-ordinator: Sue Forkes tel 01603 224360

EAST AREA

Co-ordinator: Andrew Coleman tel 01603 224359

WEST & SOUTH

Ass't Co-ordinator: Sarah Hewitt tel 01603 223817

SOUTH AREA

Co-ordinator: Peter Cook tel 01603 224354

© Crown Copyright 2000
All Rights Reserved
NORFOLK

NORFOLK

SMALL VEHICLE TEAM AREA SPLIT

NORTH-WEST AREA

Co-ordinator: Salmead Wild tel 01603 222991

NORTH-EAST AREA

Co-ordinator: Colin Penny tel 01603 224355

NORTH-EAST

Ass't Co-ordinator: Liz Edwards tel 01603 222922

NORTH-WEST & SOUTH

Ass't Co-ordinator: Jacky Penney tel 01603 223828

NORWICH

Co-ordinators: Della Platt tel 01603 224358
& Pam Kew tel 01603 224361

NORWICH

Ass't Co-ordinator: Tania Hogg tel 01603 224356

SOUTH AREA

Co-ordinator: Jenni Burton tel 01603 224353

with Detailed Bathymetry

Produced by
NORFOLK

NORFOLK