



Cheadle Hulme School

Travel news and update on coach services – FAQ

I recognise that transport to and from school is an important issue which needs to fit in with parents' increasingly busy lifestyles, I hope that the future plans will work out well.

Ctrl+Click on any of the following frequently asked questions to find out more:

Why will Coach Services no longer working with CHS?

What if I have a contract with Coach Services?

What will happen in September?

Will any of the existing routes change?

Will there be any change to prices?

Is there a Shuttle bus?

Are there any changes to the late bus?

How can I discuss my concerns in more detail?

Will there still be a pay-as-you-go option?

What are the enhanced services offered by Elite Services Limited?

Is there an age restriction on using the bus?

Will Hulme Hall Grammar School moving have any impact on coaches?

Why will Coach Services no longer working with CHS?

Cheadle Hulme School invited Elite Services Limited and Coach Services to be “preferred suppliers” of services. These services are provided under a contract between the operator and parents/carers but in October 2016 we drew up a service level agreement with the two operators and started to establish a minimum standard and expectation. Coach Services did not meet a number of important obligations and were given notice of a termination to the agreement.

In March 2017 Coach Services decided not to fulfil their agreement with Cheadle Hulme School and discontinued the services at the end of the Spring Term.

What if I have a contract with Coach Services?

Parents with an annual contract with Coach Services will need to take advice on the breach of any contract. It is expected that existing contractual arrangements with parents will be fulfilled until 31st March 2017. If your contract isn't fulfilled please contact the School's Senior Operations Manager.

What will happen in September?

We will negotiate with Elite Services Limited to establish a plan for delivering an improved route plan across the existing student/parent arrangement so that services remain undisrupted, but are still viable. All parents will be invited to consider setting up a contract with Elite Services Limited from 08th September 2017. Information about what will be available, including how to make arrangements to use the student coaches will be on our travel webpage.

Will any of the existing routes change?

We will plan with Elite Services Limited that services remain undisrupted, but we will examine each route to see if there are any changes which could be made to accommodate requests for shorter routes – so existing routes may change.

The principles I have agreed with them are that any changes to stops should be no more than 0.8 miles from where students are currently getting on.

Will there be any change to prices?

We have compared coach costs and determined that they are comparable with other Schools nearby. Whilst we acknowledge that the routes have to be viable and sustainable, Elite Services Limited will outline any flexible payment options to make the costs more manageable.

Elite Services have not published their prices online, but you can liaise directly with their helpful School Transport Manager Joe Nickson (schooltransport@eliteservicesltd.com or 0161-480-0617) to discuss their contract fees. Broadly speaking, student coach contracts are for “a seat on the coach”, and so costs take that all-year-round/termly arrangement into account. It works at roughly £2.50 a journey.

Is there a Shuttle bus?

A shuttle service to and from train stations is something we are looking at as there are already routes which pass by Handforth, Davenport, Bramhall and Poynton stations – we hope to make these more accessible.

Are there any changes to the late bus?

Elite Services Limited already offer a successful late bus service and are keen to explore adding new late buses where there is a demand.

How can I discuss my concerns in more detail?

If you have other questions or would like to discuss your concerns in more detail, you are invited to contact our Senior Operations Manager who is responsible for promoting and encouraging the use of travel modes other than the car and to promote the initiatives within our Travel Plan.

Will there still be a pay-as-you-go option?

Although Coach Services offered a “service bus” on a pay-as-you-go option, this wasn’t practical to continue running (as you will know from Coach Services cancelling this in December) as the irregular use of the bus wasn’t manageable/viable.

Student coach providers do not operate a pay-as-you-go model due to the safeguarding, safety responsibly and duty of care to hold passenger lists which are shared with Schools. Going forwards we are only working with student coach services so there is unlikely to be no pay-as-you-go option and Elite Services Limited will have to have in place a written contract with each parent.

What are the enhanced services offered by Elite Services Limited?

In terms of the enhanced services I’m working with Elite on, these vary from shorter routes from Hale – either going through Wilmslow or more direct through Heald Green; operating an effective bus-specific communication system which could include a tracking-app and sending delay & emergency alerts; and superior customer services through their dedicated School Travel Coordinator.

They already work with Alderley Edge School for Girls, Hulme Hall Grammar School and Knutsford Academy so the services will be well supported and professional.

My aim is to update their website with routes by June so there is time before the summer holidays and starting new year.

Is there an age restriction on using the bus?

In terms of an age restrictions for getting the bus, as a general guide we only recommend students from year 5 and above use the student coach services. Within the Junior School any pupils travelling on the school buses are escorted to the coach pick-up area at 3.40 p.m and a member of the Senior School teaching staff is on duty from 3.40pm until

the buses leave at 4pm.

Will Hulme Hall Grammar School moving have any impact on coaches?

Hulme Hall Grammar School is moving site, but over the next few months I will be working with Elite Services Limited to transfer any buses which currently pick up/drop-off at Hulme Hall to be brought into the same operation as other coaches and use our Cheadle Hulme School Coach Area from September.