



Dear Stakeholder

Nexus and bus operators are working hard to make sure that parents and guardians can have confidence when pupils need to travel by public transport to and from schools.

We are providing extra vehicles and drivers across Tyne and Wear, following familiar routes with the highest demand, to improve social distancing and ensure children can get to and from school safely.

The attached statement outlines the steps we are taking, and you can find general advice to families at www.nexus.org.uk/covid-secure. Please pass this web link on to assist parents, the website will be updated regularly.

It is really important we hear about any issues that arise in the first weeks of term – feedback from schools and local authority colleagues which will help us move resources and communicate effectively to best meet the needs of local people.

Please use the dedicated email address schools.liaison@nexus.org.uk to feed back any issues, including reports of busy services, concerns of parents and guardians, and highways problems around school gates – particularly if these affect bus services.

We will use the information you provide during daily meetings at which we will monitor and plan services across public transport as the new school term starts. We will also provide information to you to pass on to your own community of stakeholders.

It often takes time for public transport provision to settle at the start of a new school year, but we know that this year will be more challenging, and that the communities we serve will have understandable concerns about how busy and reliable bus and Metro services are. By working with you we can seek to address and allay those concerns.

Yours faithfully

Huw Lewis
Customer Services Director