



Eastbank Academy
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Head Teacher
Jonathan Graham

10 August 2020

Dear Parents/Carers,

FURTHER INFORMATION REGARDING COVID MANAGEMENT

Further to my letter on Thursday, I write with some further clarification and some additional information I have been asked to pass on.

School lunches

I have sent a separate letter outlining the 'cash-free' arrangements Glasgow City Council have put in place to pay for school lunches. Please read this letter carefully and act accordingly if your son/daughter usually buys their lunch from school. Please note that vending machines will not be operational, and the water cooler is likely to be switched off. Pupils are allowed off-site at lunch but cannot leave the school ground at break-time. Therefore, please ensure that your son/daughter brings sufficient food and drink to keep them going through the morning.

Visitors to the school

In order to minimise the spread of COVID19, we will be keeping visitors to the school to an absolute minimum. As far as possible, if a member of school staff needs to speak with you, this conversation will take place over the 'phone. If, however, it is necessary to visit the school, please follow the procedures as outlined below:

- Please make an appointment with the member of staff with whom you will be speaking;
- Please arrive on time (but not early) for the appointment – the teacher you are meeting will meet you at the door and take you to the meeting room;
- Please bring a facemask for your meeting and wear this for the duration of the visit. If you have no mask we will not be able to bring you into the building;
- Please do not show up at school without an appointments;
- At the end of the meeting the teacher will escort you to the exit and show you out.

Your help with these procedures is very important and much appreciated.

Public transport

I have received the following communication (see over) from FirstBus Glasgow regarding services. The timetable referred to is shown below.

Shettleston - Rutherglen

Monday to Friday

Service No	S46	S46	S46	S46
	THF	THF	MW	MW
Shettleston, Fenella St	1510	1511	1605	1606
Parkhead, The Forge.N	1520	1521	1615	1616
Bridgeton Cross	1534	1535	1629	1630
Rutherglen, Mitchell Arcade	1546	1547	1641	1642

MW - Mondays and Wednesdays Only
THF - Tuesdays, Thursdays and Fridays Only

Rutherglen - Shettleston

Service No	S46	S46
Rutherglen Town Hall	0754	0755
Bridgeton Cross	0805	0806
Parkhead, The Forge.S	0821	0822
Shettleston, TESCO	0830	0831

Yours faithfully,

Jonathan Graham
Head Teacher

Good Afternoon,

Given that we only have around half of the normal seating capacity available to use, and with our entire fleet already in use, there is a very real risk that large numbers of pupils will not be able to board their initial bus of choice, or indeed a subsequent trip that follows on our busiest routes, and they therefore risk being stranded at the bus stop. We expect this situation to be at its most prevalent during the morning and afternoon peaks at school entry/exit times.

To help mitigate the effects of this situation, pupils that attend the school and qualify for a free travel pass to cover their journey will only be able to use their pass on a new dedicated school service that has been introduced to accommodate school travel. This arrangement ensures that pupils with these passes can be confident that they'll have their own dedicated school transport to complete the journey, while at the same time freeing up seats on our commercial bus network for other customers that need to make essential journeys. With that in mind, it's vitally important that pupils understand that their pass will only be valid to use on the school bus – it will not be valid for travel on any other services and they will therefore need to align the timings of their trip to/from school with the times that the school bus operates. The school bus journeys to be used will be easy for pupils to identify, as their service number will be prefixed by the letter 'S' (see attached timetables).

For pupils that do not qualify for a school travel pass, they will have to make use of our commercial bus network as normal, unless they have already explored alternative active travel methods such as walk/wheel/cycle. The capacity restrictions that we're dealing with are one of the biggest challenges that we've ever faced, and we cannot stress enough how important it is that parents of pupils realise the strain that bus networks will come under when schools return.

For those that will be making use of our general service network, we do have a number of new journey planning and real time data tools that can be accessed through our website and app to help passengers check exactly how busy a bus is as it operates along the route, as well as a space checker function to help plan ahead and travel at quieter times. These are:

First Bus App: Now shows on a live basis, exactly where buses are on a route, with each bus on the map also showing how many free seats there are on board. When a bus reaches its maximum capacity, it will show as 'full' on the app map and the screen on the front of the bus of the affected trip will show 'Bus Full due to Social Distancing'.

First Bus Space Checker: This function is a new feature only on our website for the moment, but it helps customers to plan their travel movements up to 7 days in advance and identify on the routes that they intend to use when buses are busy and quiet.

I hope that the above information is helpful in outlining the challenges we as a bus operator are currently facing with physical distancing in force, as well as the advances in journey planning methods and frequent network reviews that we've introduced to try and mitigate instances of buses becoming full where possible. If you have any questions on our services, or if I can assist any further, please do get in touch.

Kind regards

Robert Burns

Stakeholder Engagement Officer (Scotland)