



15 January 2026

Dear Parent / Carer

I know many of you will be concerned about the incident on the 950 bus service that occurred last Wednesday 7 January 2026. I also know that your key concerns will be with the safety of bus services and the health of the boys who fell out of the window.

As you will have seen in the press, thankfully none of the boys' injuries were life-threatening and they have recovered or are recovering from those injuries.

This letter has been written jointly by St. Edmund Arrowsmith Catholic High School and Transport for Greater Manchester (TfGM) to address your concerns.

A full investigation is being carried out, with the school, police, Vision Bus Company and TfGM all involved. The vehicle involved has been taken out of service while this work is completed. It is important to state that this particular incident was not due to overcrowding, as there were enough seats on the top deck of the bus for all students to be sat in their own seat.

We want to reassure parents that safety remains the highest priority and any findings from the investigation will be used to ensure the continued safe operation of services used by students across Greater Manchester.

TfGM and St. Edmund Arrowsmith will continue to work together closely as this work progresses.

How school bus services are planned and managed

Most school bus services in Greater Manchester, including the 950, are commissioned, planned, and monitored by TfGM. Decisions about Bee Network routes, capacity, timetables, and vehicle allocation sit with TfGM. The 950 service is operated by Vision, a bus company that runs the service on TfGM's behalf.

St Edmund Arrowsmith does not have responsibility for determining the number of buses, the size of vehicles, or the frequency of services. However, the school plays an important role in sharing information with TfGM and operators, reporting issues raised by students and parents, and supporting good behaviour and safe boarding at the end of the school day.

Should you wish to raise an issue or concerns around a bus service, this can be done by contacting TfGM. You can:

- Email hello@beennetwork.com.
- Call 0161 244 1000 (Monday to Friday: 7am to 8pm / Weekends and Bank Holidays: 8am to 8pm).
- Write to TfGM at:
Transport for Greater Manchester
2 Piccadilly Place, Manchester, M1 3BG

TfGM is currently looking at the bus services used by students at St. Edmund Arrowsmith Catholic High School, with particular attention to the afternoon journeys on service 950 where some overcrowding concerns have been raised.

The work involves monitoring passenger numbers, assessing vehicle allocation and overall capacity, working closely with the operator to ensure services are running as planned, and considering whether any adjustments are needed. TfGM have looked at current average passenger numbers. Initial monitoring has shown that whilst service 950 is busy it generally operates below capacity.

Using the bus safely

To help ensure that students have a clear understanding of how school bus services operate and how we all have a role in ensuring a safe journey for everyone, the TravelSafe Partnership Team will be visiting the school on Friday 16 January 2026. This will include a pupil focus group, delivered jointly with school staff.

Our aim is to provide clarity, answer questions, and support a smooth and safe travel experience for pupils.

Ongoing communication

If you or your child experience issues with bus services to school, please contact TfGM using the details above.

Thank you for your continued support as we work together to ensure students can travel safely and confidently.

Yours faithfully



M J DUMAN
Headteacher

ALISON CHEW
Interim Director of Bus Transport for Greater Manchester